



# IT Services: Advanced Digital Workplace Services

## Market Analysis

### Report Abstract

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104 pages

### Contents of Full Report

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## Who is This Report Assessment For?

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NelsonHall's digital workplace services report is a comprehensive market assessment report designed for:

- Sourcing managers monitoring the capabilities of existing suppliers of digital workplace services and identifying vendor suitability for RFPs
- Vendor marketing, sales, and business managers looking to benchmark themselves against their peers
- Financial analysts and investors specializing in the IT services sector.

## Scope of the Report

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This report analyzes the market for digital workplace services. It addresses the following questions:

- What is the current and future market for digital workplace services?
- What are the customer requirements for digital workplace services?
- What are the benefits/results which vendors have been able to achieve for their clients?
- What digital workplace services are organizations buying from IT services vendors?
- What is the size and growth of the digital workplace services market?
- Who are the leading vendors within the digital workplace services market?
- What are the vendor selection criteria, challenges, and critical success factors for vendors targeting digital workplace services?

## Key Findings & Highlights

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NelsonHall's market analysis of digital workplace services consists of 104 pages. The report shows how vendors are evolving their offerings and capabilities to support the enterprise's hybrid workplace initiatives and requirements to improve experience across the entire workplace. It looks at automation, AI (including generative), digital support services, intelligent collaboration, modern management, analytics, VDI, immersive technologies, ESG, and sustainability capabilities. This includes current functionality and planned roadmaps of IT services vendors for digital workplace services transformation.

Vendors increasingly focus on a customer experience office (CXO) approach to monitor and measure sentiment and experience across the organization through a digital experience management (DEM) platform-based approach. Vendors are expanding AI capabilities across service delivery, IT, HR, and conversational and generative AI.

The digital workplace services market is made up of a number of key IT services vendors. Leading vendors globally include TCS, Atos, Capgemini, Kyndryl, DXC, NTT DATA, Infosys, Unisys, Fujitsu, Accenture, Compucom, T-Systems, Computacenter, and Stefanini. Other players include Getronics, Zensar, LTIMindtree, Movate, Mphasis, and UST. All vendors are investing in digital workplace services and offerings supporting client requirements.

There is a greater focus on skills development including SRE, AI SMEs (including gen-AI), innovation and experience leads, and full-stack engineers. Also, investing in Talent Clouds to drive a location independent agile workforce.

## Digital Workplace Services Vendor Assessments available for:

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- Atos
- Capgemini
- Compucom
- Computacenter
- DXC Technology
- Fujitsu Services
- Getronics
- Infosys
- Kyndryl
- LTIMindtree
- Movate
- Mphasis
- NTT DATA
- Sefanini
- T-Systems
- TCS
- Unisys
- UST
- Zensar.

## About The Author

John is a Senior Research Analyst at NelsonHall. He is a member of the global IT Services research team with shared responsibility for IT Services research with Dominique Raviart, Eric Levine, Kishore Gorti, and Mike Smart.

John assists both buy-side and vendor organizations in assessing opportunities and supplier capability in IT Services. John covers IT Services research in the areas of Digital Workplace, Cognitive IT Infrastructure, and Cloud Infrastructure Brokerage, Orchestration, and Management.

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## About NelsonHall

NelsonHall is the leading global analyst firm dedicated to helping organizations understand the ‘art of the possible’ in digital operations transformation. With analysts in the U.S., U.K., and Continental Europe, NelsonHall provides buy-side organizations with detailed, critical information on markets and vendors (including NEAT assessments) that helps them make fast and highly informed sourcing decisions. And for vendors, NelsonHall provides deep knowledge of market dynamics and user requirements to help them hone their go-to-market strategies. NelsonHall’s research is based on rigorous, primary research, and is widely respected for the quality, depth and insight of its analysis.

We would be pleased to discuss how we can bring benefit to your organization. You can contact us via the following relationship manager: Guy Saunders at [guy.saunders@nelson-hall.com](mailto:guy.saunders@nelson-hall.com)

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