CSS Corp
Cognitive and Self-Healing IT Infrastructure Management

Vendor Assessment
Report Abstract

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Who Is This Vendor Assessment For?

NelsonHall's Cognitive and Self-Healing IT Infrastructure Management Services Vendor Assessment for CSS Corp is a comprehensive assessment of CSS Corp's cognitive and self-healing IT infrastructure management services offerings and capabilities designed for:

- Sourcing managers monitoring the capabilities of existing suppliers of IT services and identifying vendor suitability for cognitive and self-healing IT infrastructure management services

- Vendor marketing, sales and business managers looking to benchmark themselves against their peers

- Financial analysts and investors specializing in cognitive and self-healing IT infrastructure management services sector.

Key Findings & Highlights

CSS Corp provides cognitive and self-healing IT infrastructure management services through its cloud and infrastructure services (CIS) practice, using its Contelli intelligent automation platform which integrates AI, analytics, NLP, ML and automation in a modular approach. Another key focus area includes EUCS, where CSS Corp offers its 'new age service desk,' with a focus on virtual assistant, AI, and advanced analytics, automation, self-help, and self-serve.

CSS Corp is taking a consulting-led approach to automation driven by design thinking, DevOps, and agile. It will first seek to contextualize the existing environment within the ecosystem of technologies and then takes a modular approach to ensure automation scalability and ability to replicate in other environments. The next phase is the integration with ITSM, reporting tools and the reporting mechanism for automation. It will then trial and run through a pilot. From a pricing perspective it seeks to ensure pilots are self-funding, through building modular solutions to gain benefits to fund future automation initiatives. And, finally it will operationalize, infusing service delivery with structured processes and mechanisms.

Scope of the Report

The report provides a comprehensive and objective analysis of CSS Corp's cognitive and self-healing IT infrastructure management service offerings, capabilities and market and financial strength, including:

- Analysis of the company's offerings and key service components

- Revenue estimates

- Identification of the company's strategy, emphasis and new developments

- Analysis of the profile of the company's customer base including the company's targeting strategy and examples of current contracts

- Analysis of the company's strengths, weaknesses and outlook.

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