



IBM

Next Generation EUC Services

**Vendor Assessment
Report Abstract**

January 2018

**By John Laherty
IT Services
Senior Research Analyst
NelsonHall**

11 pages

research.nelson-hall.com





Who Is This Vendor Assessment For?

NelsonHall's Next Generation EUC Services Vendor Assessment for IBM is a comprehensive assessment of IBM's next generation EUC services offerings and capabilities designed for:

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

Key Findings & Highlights

IBM's next generation end-user computing services offerings are part of its Digital Workplace Services capabilities. IBM's Mobility portfolio is comprised of Workplace Support Services with Watson (Service Desk) and Digital Workplace Services. The three main categories of IBM's Digital Workplace Services include Managed Mobility Services, Mobile Collaboration Services, and Mobile Virtualization Services.

IBM is partnering with Microsoft to target opportunities around Windows 10 and Office 365 migrations. IBM is focusing on analytics, automation, and cognitive in the delivery of Windows 10 and Office 365 migration services.

IBM has ~8k service desk agents across 15 global service desk locations. IBM is continuing to evolve its workplace capability through offerings that enable an as-a-Service, consumer-like experience for end-users. Automation, analytics, and cognitive are integrated into all workplace offerings.

Scope of the Report

The report provides a comprehensive and objective analysis of IBM's next generation EUC 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.



Contents

1. Background

2. Revenue Summary

3. Key Offerings

4. Delivery Capability and Partnerships

5. Target Markets

6. Strategy

7. Strengths and Challenges

8. Outlook

Report Length

11 pages

Report Author

John Laherty

john.laherty@nelson-hall.com

Forthcoming Profiles

Accenture, Atos, Cognizant, CSS Corp, DXC Technology, Getronics, Infosys, Mphasis, NTT DATA, T-Systems, Tech Mahindra and Unisys