Mphasis
Advanced Digital Workplace Services

Vendor Assessment
Report Abstract

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12 pages

Who Is This Vendor Assessment For?

NelsonHall's Advanced Digital Workplace Services Vendor Assessment for Mphasis is a comprehensive assessment of Mphasis' digital workplace services offerings and capabilities designed for:

- Sourcing managers monitoring the capabilities of existing suppliers of IT services and identifying vendor suitability for digital workplace services

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

- Financial analysts and investors specializing in digital workplace services.

Key Findings & Highlights

Mphasis provides digital workplace services as part of its IT infrastructure services, under its NextGen End User Services. Additional IT infrastructure services include operations through InfraGenie, DevOps, Traditional Services, Cybersecurity, and Hybrid Cloud.

Mphasis delivers its digital workplace services through its IP InfraGenie, which is built on ServiceNow, and provides self-serve capabilities, enabling zero-touch through automation and AI, and has AI-use cases for pro-active and predictive maintenance, and diagnosis.

Mphasis' key end-user services include:

- Service Desk

- Messaging and Collaboration

- Remote Desktop Management

- Desktop Transformation (Windows)

- Incident Lifecycle Management.

Scope of the Report

The report provides a comprehensive and objective analysis of Mphasis' digital workplace 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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