Stefanini
Advanced Digital Workplace Services

Vendor Assessment
Report Abstract

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Who Is This Vendor Assessment For?

NelsonHall's Advanced Digital Workplace Services Vendor Assessment for Stefanini is a comprehensive assessment of Stefanini's 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

Stefanini provides digital workplace services predominantly through its Workplace and Infrastructure Services capability adopting a vendor and technology agnostic approach. Key end-user services to enable the future workplace include:

- Workplace Anywhere: supports users in any scenario, whether they require a managed desktop build or they want to use multiple devices. It is designed to adapt to users as they change their workstyle; for example, moving from a secure virtual desktop on a thin client to working on a laptop and then checking emails on a smartphone with a seamless experience

- Unified Endpoint Management (UEM) includes automated management of imaging, software solutions, and patching, including self-serve options for mobile devices, workstations and servers

- Virtual Client Services

- Desktop Assessment, Strategy & Transformation

- Workplace Application Inventory and Rationalization

- aaS: Iaas, Paas, Hypervisor Layer, DaaS & vDaaS, hybrid IT, collaboration tools (O365) and support services

- Security Services: SOC & IAM, Endpoint Security Management, EMS, and Vulnerability Management.

Additional value-add services in support of digital workplace include:

- Sophie Cognitive Platform: Virtual agent (Sophie), agent augmentation, intelligent follow-up, context and behavior adaption, and automated knowledge management

- Intelligent Automation: Device monitoring and self-healing (d3), IoT and wearable smart robots, apps installation and device requests, and account and ticket management.

Scope of the Report

The report provides a comprehensive and objective analysis of Stefanini's 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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