Unisys
Advanced Digital Workplace Services

Vendor Assessment
Report Abstract

March 2020

By John Laherty

IT Services

Senior Research Analyst

NelsonHall

15 pages

Who Is This Vendor Assessment For?

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

Digital workplace services are an integral part of Unisys' overall portfolio. Over the last two years, it has further developed InteliServe capability. Originally built to drive service desk transformation, InteliServe is now being deployed as the core platform across digital workplaces, bringing AI, automation, and analytics to the entire end-to-end process. This includes integrating with ServiceNow, endpoint management, field services, and client systems (understanding business rules and HR systems that need to be connected, particularly for onboarding and offboarding activities).

Scope of the Report

The report provides a comprehensive and objective analysis of Unisys' 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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Report Author

John Laherty

john.laherty@nelson-hall.com

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