

NEAT EVALUATION FOR UNISYS:

Advanced Digital Workplace Services

Market Segments: Overall, Build Services Capability, Run Services Capability, Microsoft Capabilities

Introduction

This is a custom report for Unisys presenting the findings of the 2023 NelsonHall NEAT vendor evaluation for *Advanced Digital Workplace Services* in all market segments: *Overall*, *Build Services Capability*, *Run Services Capability*, and *Microsoft Capabilities*. It contains the NEAT graphs of vendor performance, a summary vendor analysis of Unisys for advanced digital workplace services, and the latest market analysis summary.

This NelsonHall Vendor Evaluation & Assessment Tool (NEAT) analyzes the performance of vendors offering advanced digital workplace services. The NEAT tool allows strategic sourcing managers to assess the capability of vendors across a range of criteria and business situations and identify the best performing vendors overall, and with specific capability in build services, run services, and around Microsoft products.

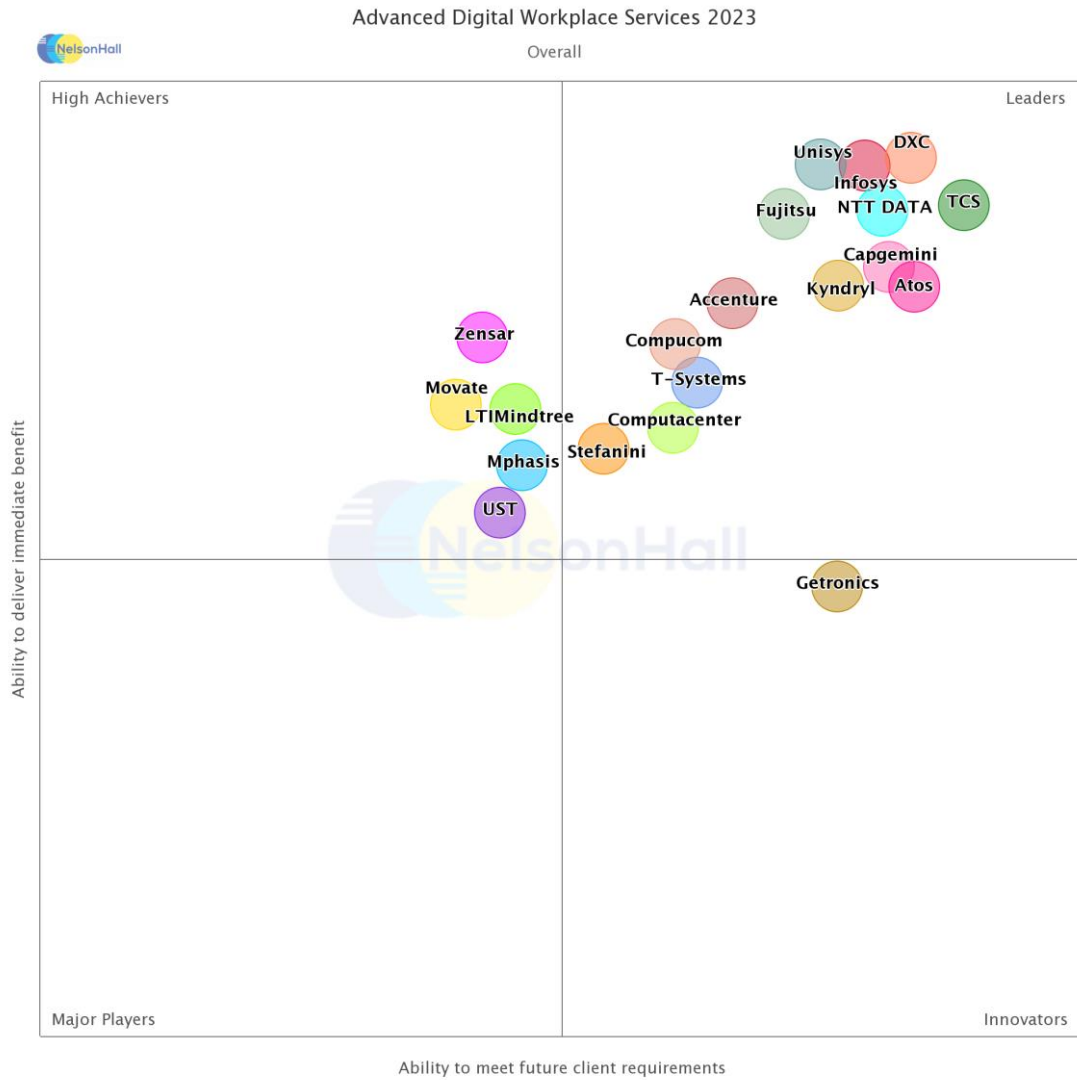
Evaluating vendors on both their ‘ability to deliver immediate benefit’ and their ‘ability to meet client future requirements’, vendors are identified in one of four categories: Leaders, High Achievers, Innovators, and Major Players.

Vendors evaluated for this NEAT are: Accenture, Atos, Capgemini, Compucom, Computacenter, DXC Technology, Fujitsu, Getronics, Infosys, Kyndryl, LTIMindtree, Movate, Mphasis, NTT DATA, Stefanini, TCS, T-Systems, Unisys, UST, and Zensar Technologies.

Further explanation of the NEAT methodology is included at the end of the report.



NEAT Evaluation: Advanced Digital Workplace Services (Overall)



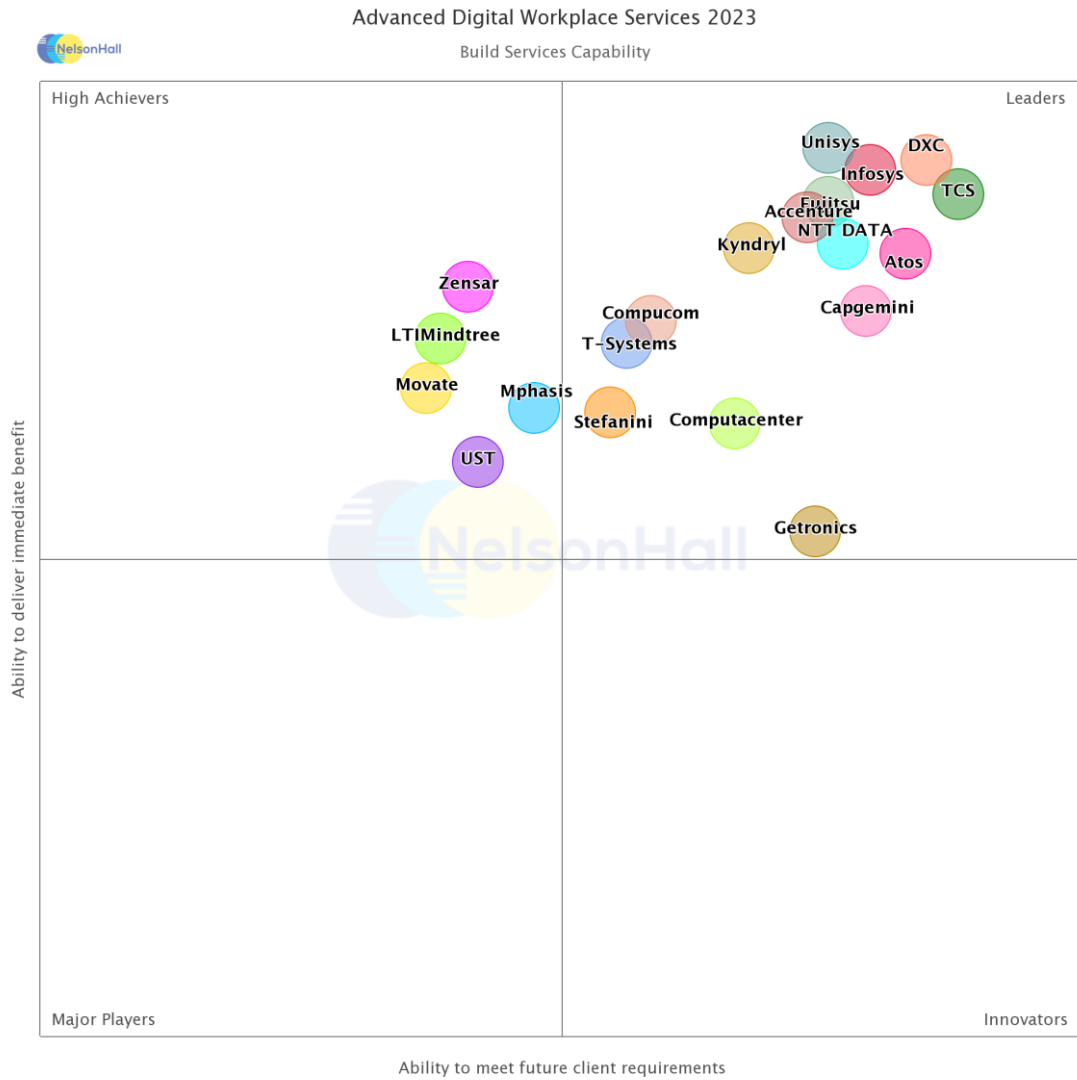
NelsonHall has identified Unisys as a Leader in the *Overall* market segment, as shown in the NEAT graph. This market segment reflects Unisys’ overall ability to meet future client requirements as well as delivering immediate benefits to its digital workplace services clients.

Leaders are vendors that exhibit both a high capability relative to their peers to deliver immediate benefit and a high capability relative to their peers to meet future client requirements.

Buy-side organizations can access the *Advanced Digital Workplace Services* NEAT tool (*Overall*) [here](#).



NEAT Evaluation: Advanced Digital Workplace Services (Build Services Capability)

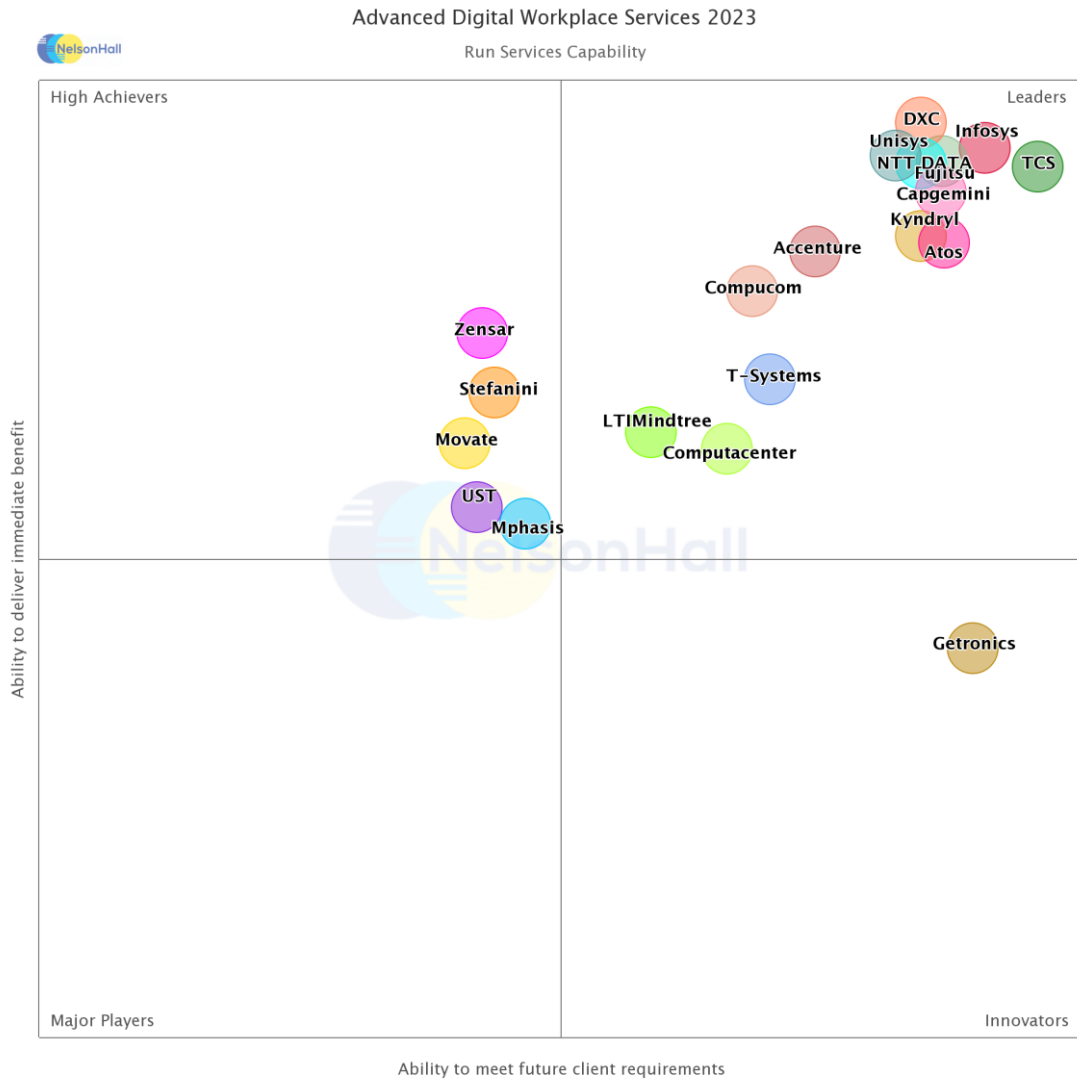


NelsonHall has identified Unisys as a Leader in the *Build Services Capability* market segment, as shown in the NEAT graph. This market segment reflects Unisys’ ability to meet future client requirements as well as delivering immediate benefits to its digital workplace services clients with specific capability in build services.

Buy-side organizations can access the *Advanced Digital Workplace Services* NEAT tool (*Build Services Capability*) [here](#).



NEAT Evaluation: Advanced Digital Workplace Services (Run Services Capability)

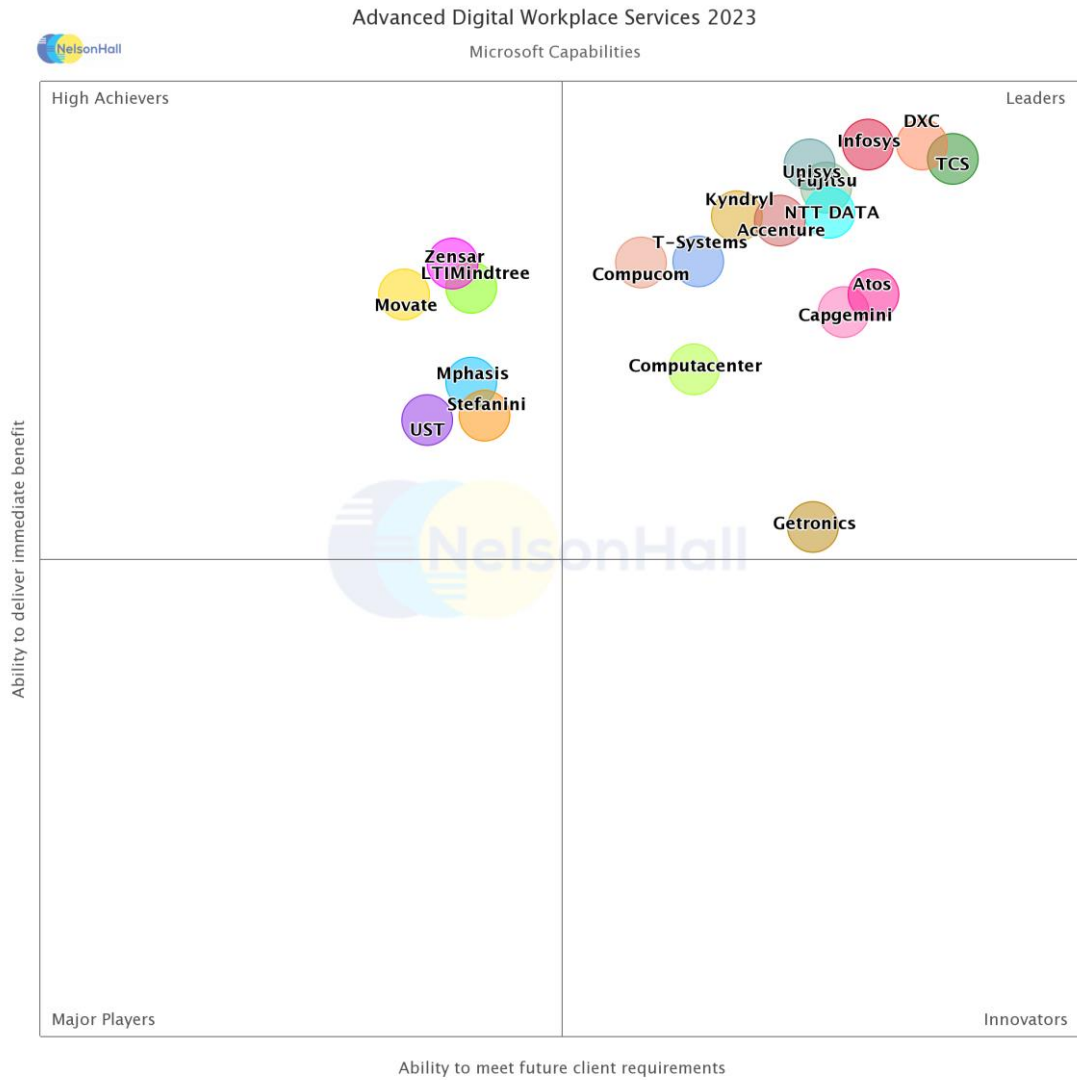


NelsonHall has identified Unisys as a Leader in the *Run Services Capability* market segment, as shown in the NEAT graph. This market segment reflects Unisys’ ability to meet future client requirements as well as delivering immediate benefits to its digital workplace services clients with specific capability in run services.

Buy-side organizations can access the *Advanced Digital Workplace Services* NEAT tool (*Run Services Capability*) [here](#).



NEAT Evaluation: Advanced Digital Workplace Services (Microsoft Capabilities)



NelsonHall has identified Unisys as a Leader in the *Microsoft Capabilities* market segment, as shown in the NEAT graph. This market segment reflects Unisys’ ability to meet future client requirements as well as delivering immediate benefits to its digital workplace services clients with specific capability around Microsoft products.

Buy-side organizations can access the *Advanced Digital Workplace Services* NEAT tool (*Microsoft Capabilities*) [here](#).



Vendor Analysis Summary for Unisys

Overview

Following the sale of Unisys Federal to SAIC in February 2020, Unisys began to make acquisitions and solution investments, particularly across its cloud, applications, infrastructure solutions, and digital workplace businesses. It also moved to a business-unit-led organization to increase traction in selected markets and geographies.

In line with its strategy to acquire capabilities in support of digital workplace services, Unisys acquired Unify Square in June 2021. Its IP cloud-based PowerSuite solution manages, secures, and optimizes enterprise communications and collaboration. Unify Square is a global elite partner for Microsoft and Zoom and has delivered ~6m collaboration seats globally across multiple verticals. Then, in November 2021, Unisys acquired Mobinergy, enhancing its Unified Endpoint Management (UEM) capabilities.

Across the digital workplace, Unisys is focused on six go-to-market portfolio areas:

- Transformation Services: consulting and advisory services
- Seamless Collaboration: O365 and UCaaS services
- Modern Device Management: endpoint management and legacy device management services
- Workplace as a Service: VDI and device subscription services
- Intelligent Workplace Services: IntelliServe™, service desk, Tech Cafés, and smart lockers
- Proactive Experience: moving from end-user services to end-user experience.

Unisys is focusing on digital workplace services 2.0, with greater utilization of automation, proactive monitoring, and user impact versus performance. For example, PC refresh cycles should be based on actual performance data rather than status data, the type of applications used in the environment, how they are used, and where. Unisys takes all these data inputs and has the ability to automate and prevent service tickets.

Unisys claims that two out of every three contacts are resolved or assisted by automation. The focus to date has been on call deflection and automation to reduce the time and effort of the service desk. However, Unisys sees the value in reducing the time clients' employees need to contact the service desk and resolve issues. This includes reducing interaction through access to data, for example, regarding PC performance and working from home versus the office, and addressing challenges faced through meeting room scheduling systems to understand which employees go into different offices constantly and providing experience parity.

Unisys continues to focus on its Experience Management Office (XMO), taking analytics data out of acquisitions including PowerSuite and through the XMO concept tying this into digital experience management tools including 1E Tachyon, Aternity, Nexthink, and Qualtrics. Unisys wants to incentivize end users to self-serve and, if not, understand what prohibits them. Through this approach, it can see, for example, what types of conference rooms are being used, where end users are working and their interaction points, and performance from this.

Unisys views its global field services resources as a key differentiator in the market. For example, it recently won a contract with a global U.S. manufacturer of PCs, smartphones, and laptops to be its launch partner for business essentials. The client engaged Unisys to remotely take the Genius bar concept to its SMB market, providing dedicated trained technicians. This



included creating an action center for remote diagnostics, on-site appointment confirmation, and parts provisioning. In addition, it provided OEM-certified services for in-warranty, service-contract, and out-of-warranty devices.

Unisys also provides service desk security support to enable remote users to safely configure and set up their home office to ensure maximum security. Unisys will leverage its wider security capabilities in digital workplace support, including Stealth providing dynamic isolation services. It also provides zero trust advisory services and has multiple FTEs dedicated to endpoint security across eight global SOCs.

NelsonHall estimates Unisys has ~8k FTEs dedicated to digital workplace services, of which ~2k are dedicated service desk agents. Additional resources include ~400 FTEs across intelligent collaboration services and ~970 FTEs across DWS consulting, service management, asset management, SIAM, automation, and experience management. Unisys has ~280 key clients across digital workplace services.

Financials

Unisys' CY 2022 revenues were ~\$2bn; of this, NelsonHall estimates that ~50% (~\$1bn) is associated with digital workplace services.

Strengths

- Extensive IP and accelerators, including PowerSuite, IntelliServe, Intelligent OCM, CloudForte AIOps, Unisys Stealth, and Managed Meeting Room
- Continued investment in XMO and an XLA-based approach, utilizing AI-driven insights across the delivery organization
- Conducting additional M&A (analytics, AI, and automation), including talent acquisition in support of digital workplace services
- Extensive field services capabilities and Digital Tech Cafés, expanding AR/VR and immersive technologies for remote services, and, through modern device management for remote device refresh, enabling field services to focus on more complex issues
- Expanding transformative services and digital workplace maturity index approach through its consulting-led advisory services
- Driving DevSecOps and an SRE culture-based approach to drive modernization through scaled agile
- Expanding intelligent OCM to drive digital adoption
- Established workplace services client base across multiple industry verticals
- Utilizing U.S. Federal business divestment to fund targeted acquisitions in support of digital workplace services
- AI/ML capabilities of Stealth security offering.



Challenges

- Needs to continue to expedite its AI and cognitive capabilities
- Increasing XLA-based adoption and focus on business outcomes
- Ramping dedicated automation resources and cloud certifications
- Expanding innovation centers and CoEs in support of DWS
- A limited number of business consultants.

Strategic Direction

Unisys is looking to expand its digital workplace services capabilities through the following initiatives:

Investing in and expanding IP and accelerators

- Ongoing investment in the PowerSuite platform and incorporation of multiple data sources (including UCC, ITSM, DEM tools) and expanding data sources across workforce wellness (HR), IoT, and workplace application data. It will also seek to execute a data-driven approach across clients
- Aligning the DWS consulting team with product teams and managed services teams
- XMO: expanding XLAs across the client base and the use of experience governance boards with clients to manage the life cycle of XLAs. It will pursue increased investment in AI to assist the XMO team in taking capabilities beyond proactive to predictive. Also, it will increase third-party and experience management toolsets to enhance employee experience further
- IntelliServe: propagating automation, AI, and analytics capabilities across its existing client base and new named clients as standard and expanding beyond the service desk to the rest of the digital workplace, providing integration with ServiceNow, IP, HR, etc.
- Continued M&A in support of digital workplace across analytics, AI, and automation with a clear focus on talent acquisition
- Investing in data-driven OCM with AI-based recommendations for intelligent OCM
- Driving a hyper-personalization experience tailored within a persona by AI and multiple feeds
- Developing ESG and sustainability capabilities, including carbon reduction through a data-driven approach across the workplace
- Creating XLA 3.0 with enhanced insights from XLAs based on AI and non-traditional data sources
- Investing in journey analytics within the environment (AI-driven insights across the organization).



Talent and reskilling

- Increasing the supporting skillsets across AI and cloud architects, data scientists, AI/ML engineers, and automation engineers. This includes full adoption of the SRE model and increased focus on automation
- Enhancing Unisys University (CloudForte certifications) to drive upskilling and reskilling, including provider-specific training and cloud certifications
- Continuing to focus on measurement of automation effectiveness across assisted automation and auto-resolution and adopting an outcomes-driven approach.

Enhancing field services capabilities

- AR/VR: enhancing remote support via merged reality and modern device management for remote device refresh and enabling field services personnel to concentrate on more complex issues instead of, for example, device reimaging and swap issues
- Field Assist: improving the efficiency of field services engineers with routine admin tasks (e.g., logging on/off, en route to a job, or job completion) through the ability to interact with Unisys' virtual agent
- Tech Assist: empowering partner field services capabilities through integration with Unisys' capabilities, including knowledge articles, how-to guides, etc., to increase productivity and UX
- Digital Tech Cafés: increasing self-help technical services and Genius bar concept.

Outlook

Unisys takes a data-driven approach to digital workplace services to support employee experience across the enterprise and drive predictability across the client environment. It focuses on a consulting-led approach providing full stack, including M365 and business consulting, utilizing capabilities from its Unify Square acquisition. Unisys has engaged all client execs to analyze their accounts to assess digital workplace maturity. It then utilizes its digital workplace maturity framework to expedite client transformations and identify opportunities across automation, AI, experience management, modern device management, digital support, etc. Unisys will need to continue to ramp up its business consulting capabilities; however, it plans to double its consulting resources within a year.

Unisys is utilizing its PowerSuite platform for data collection, capturing multiple datasets across ITSM, HR, UCC, sentiment data, and telemetry, bringing this into its PowerSuite data pipeline. This feeds into Unisys' PowerSuite Insights Center, where dedicated ML, automation, and analytics SMEs apply real-time data insights to identify automation opportunities or which devices to remediate.

Through the IntelliServe platform, Unisys provides integration with all applications, ServiceNow, IP, HR, etc., and will use this platform to drive the adoption of automation, AI, and analytics across its client base. It is looking to retrofit this across its entire client base, which will take time. Unisys also focuses on intelligent OCM, utilizing multiple data sources, applying AI to determine and predict which users are on board with digital adoption, and utilizing toolsets to understand how to engage users and target by persona.

Unisys continues investing in and expanding its XMO approach to transition clients from reactive to proactive and predictive workplace services. The experience operations team utilizes Unisys' XMO for each client. It has developed XLA 2.0 (UCC happiness, persona experience, and digital adoption trends) utilizing DEM data, sentiment analytics, ITSM data,



InteliServe transaction data, and UCC data. With data sources increasing, Unisys uses AI to assist the XMO team in taking capabilities beyond proactive to predictive. Unisys uses AI and journey analytics across the entire delivery organization. This approach enables it to identify any impact on overall end-user experience across other areas, including cloud, security, or networks, and feed these insights into the client's SIAM to drive change and resolutions. This will resonate with clients as they manage employee experience across the entire organization and maintain experience parity across towers. We expect Unisys to continue increasing its third-party partnerships to support its XMO.

Unisys has also jointly developed an experience governance board with some clients to manage the lifecycle of XLAs. Unisys will need to continue ramping its XLAs and utilizing AI to support its hyper-personalization experience.

Unisys has an extensive field services capability and continues to invest in AR/VR capabilities in support, enabling lower-skilled resources in the field to provide onsite support. Such capabilities include remote technical diagnostics and assistance guided remotely by an expert. With greater use of modern device management for remote device refreshes, field technicians can concentrate on more complex issues. It also has an opportunity to expand its Genius bar capability and skillsets to target wider enterprise and public sector opportunities.

Advanced Digital Workplace Services Market Summary

Buy-Side Dynamics

Buyers of digital workplace services look for the following attributes and capabilities when selecting a vendor:

- Expanding customer experience office (CXO) to monitor and measure sentiment and experience through dedicated platforms and ecosystem partner tools. Includes measuring experience across persona, journey, location, and service
- Increasing XLA frameworks and XPIs in support of business outcomes and deploying Microsoft Viva and wellness and engagement platform for employees
- Driving personas by industry and personalized experience services
- Increasing the use of conversational AI and integrating self-heal with virtual agent
- Ramping development of prototypes, POCs, and development of use cases in support of GenAI, including utilization of agent assist on service desk; and expanding capabilities with M365 Copilot, Azure Open AI, and ChatGPT connectors with partners
- Provision of proactive and predictive support services (self-healing, remote monitoring, automation, AIOps, cognitive service desk, and proactive and predictive analytics)
- Driving pervasive automation, change, and culture across the enterprise
- Moving from an L1/2/3 mindset to a real-time data insights-driven approach supported by site reliability engineers (SRE) approving machine recommendations
- Expediting resources building automation and GenAI use cases and system capability by industry
- Developing end-to-end net-zero portfolios and Green apps to monitor and reduce carbon footprint and supporting sustainable employees through personalized sustainability scoring and gamification
- Focusing on immersive capabilities, including Metaverse, in support of onboarding, training, learning, virtual meetings and events
- Utilizing AR/VR/MR for remote support and field services and connecting via Teams to a central command center for guided video resolution
- Driving digital adoption through organizational change management (OCM)
- Provision of design-thinking-led consulting engagements (including the use of GenAI to stimulate ideas), supplemented with dedicated innovation centers for co-innovation and co-creation across hybrid digital workplaces and workforces
- Increasing usage of end-user analytics tools (including Nextthink, 1E Tachyon, Qualtrics, and SysTrack) to monitor end-user consumption and sentiment based on personas to drive even deeper personalization and UX.



Market Size & Growth

The global digital workplace services market is worth \$44.8bn in 2023 and will grow 3.0% per annum to reach ~\$50.5bn by 2027. Growth over the next 12 months will be driven by enterprise-wide adoption of digital support services, intelligent collaboration, modern management, and ESG/sustainability initiatives. This is further driven by enterprises focusing on reducing operating costs and increasing innovation in the face of both uncertain revenues and current macro environment pressures.

North America will account for 37% of the overall digital workplace services market in 2027, with overall growth of 2.2%, impacted by macroeconomic conditions and IT spending dynamics in the U.S. through to H1 2024. EMEA is growing at 2.8%, making up 35% of the overall market by 2027. APAC will see single-digit growth through 2027, with LatAm also with lower single-digit growth in the same period. BFSI, transport, retail, healthcare, and manufacturing will see the highest growth in digital workplace services through 2027.

Success Factors

Critical success factors for vendors within the digital workplace services market are:

- Providing a unified omnichannel platform to enable users to access work, support, and collaboration, all integrated with Microsoft Teams; expanding conversational AI capabilities, including GenAI in support of service desk agents; utilizing location-aware smart lockers with AI virtual agent to facilitate the entire contact/incident/resolution lifecycle using automation with intelligence
- Increasing onshore consulting and advisory services, supported by digital workplace SMEs, focused on co-creation, design, and a human-centric approach to drive a holistic employee experience across the enterprise; expanding dedicated CoEs and practices in support of the hybrid workplace
- Ramping digital reskilling and new skill sets, including automation architects, AI/ML (including generative) specialists, site reliability engineers, machine coaches, business value specialists, experience leads, and hyperscaler full-stack engineers
- Providing Evergreen services to enable clients to keep updated with the latest features and license utilization. This includes Win11, M365, Viva, Copilot, and Windows 365 Cloud PC. This also includes Evergreen CoE providing support and driving the adoption of new features
- Expanding GenAI capabilities beyond service desk (agent assist) in areas including HR (recruitment, onboarding, learning & development), bid submissions, and RFPs; using AIOps to trigger automation and enable automated remediation, expanding AIOps to No-Ops cloud-managed services, and developing more complex use cases supporting a hybrid workplace environment; providing one-click resolution of common issues and conversational AI virtual agents. In addition, enacting event and incident automation to diagnose and remediate (self-heal) incidents through AI bots and proactive and predictive analytics
- Increasing focus on Digital Experience Management (DEM) platforms, with multiple XPIs feeding into XLAs and focusing on employee experience through personalized engagements; expanding proactive experience centers to monitor real-time data insights and XLA dashboard performance
- Expanding AR/VR, immersive, and Metaverse capabilities to support remote field support and mixed reality IoT with Virtual Twin; increasing innovation hubs to drive an experience-



led approach and support co-innovation with clients on hybrid work environments, and expanding the XMO-based approach

- Greater utilization of OCM to drive digital adoption, taking a data-driven approach, feeding experience data to OCM team; using this to determine which employees are on board and which are not and utilizing partner technologies (i.e., 1E, ServiceNow, etc) to personalize the approach and onboard users. Also, using AI to determine and predict the impact of users not using technology when deployed
- Driving a hyper-personalized approach at the start of client engagements to better understand the client's business and customize services accordingly. Also, defining personas by industry (including frontline workers) and personalized experience services across the workplace and wider enterprise ecosystem
- Developing a holistic view of ESG and sustainability across hybrid workplace services with a single platform underpinned by responsible workplace offerings; utilizing device as a service (DaaS) to manage device lifecycle, circular services, and PC as a Service (PCaaS), automating actions through remediation and self-healing, and reducing support footprints through proactive resolution; empowering end-users through OCM and Green apps (inc. gamification) to measure personalized carbon reduction achievements.

Challenges

- Clients are placing greater focus on vendors supporting their net-zero and sustainability initiatives. They are looking for a holistic view across the workplace through a single platform and taxonomy providing responsible DWS offerings
- Clients want to utilize OCM to enable a data-driven approach to identify specific changes to deliver compelling content to enable new ways of working. In addition, clients are further challenging vendors to deliver tailored workplace solutions targeting industry objectives to drive adoption further
- Clients want vendors to focus on enabling the transformation to a hybrid workplace environment
- Clients are looking for vendors to take a design-thinking and co-creation approach to develop use cases across gen-AI, expanding capabilities beyond the service desk and virtual agent to support the broader enterprise (i.e., onboarding and training). Clients want to utilize immersive technologies and Metaverse to support collaboration and improve UX
- Clients need to leverage existing investments in support of experience and develop XLAs in support of business outcomes
- Clients need to enable a hybrid workforce to foster engagement and collaboration in support of a dynamic workforce; and to optimize employee experience to maintain a satisfied and productive workforce.



Outlook

The future direction for digital workplace services will include:

- GenAI POCs moving into production with more complex use cases in support of self-service, self-heal, agent assist, training, onboarding, HR, CSAT (surveys and user insights), RFP, and bid support across workplace services; increasing investment in workplace platforms, collaboration, and omnichannel support (driven by conversational AI)
- Standard adoption of XLAs in support of business outcomes and tailored by persona and tracked and monitored through proactive service centers; experience governance boards with clients to map the XLA lifecycle
- Increased investment in ESG and sustainability unification across platforms and industrialization across cloud, cyber, workplace, and sector knowledge to drive specific industry solutions in support of sustainability
- Investing in platforms for the future of work using AI to enable a decentralized work environment supporting the gig economy. This includes enabling employees to find 'gigs' relevant to their skills or skills/certifications they aspire to achieve as they grow as part of an organization
- Greater focus on skills development, including SRE, AI SMEs (including GenAI), innovation and experience leads, and full-stack engineers. Also, investing in Talent Clouds to drive a location-independent agile workforce
- Utilization of swarming with engineer resolver groups to expedite faster resolutions for end-user issues
- Increasing focus on total experience (TX), a combination of employee experience and customer experience, and enhancing through unified observability, data mesh technology, and a common data model
- Enhancing vendor innovation ecosystems and providing a framework of tools and integration options to support business-line-focused client innovation initiatives and roadmaps
- Vendors will increase joint GTM and CoEs with strategic ecosystem partners (i.e., Microsoft, AWS, Google, Citrix, VMware) across Modern Management, DaaS, experience, and Cloud Workspace.



NEAT Methodology for Advanced Digital Workplace Services

NelsonHall's (vendor) Evaluation & Assessment Tool (NEAT) is a method by which strategic sourcing managers can evaluate outsourcing vendors and is part of NelsonHall's *Speed-to-Source* initiative. The NEAT tool sits at the front-end of the vendor screening process and consists of a two-axis model: assessing vendors against their 'ability to deliver immediate benefit' to buy-side organizations and their 'ability to meet future client requirements'. The latter axis is a pragmatic assessment of the vendor's ability to take clients on an innovation journey over the lifetime of their next contract.

The 'ability to deliver immediate benefit' assessment is based on the criteria shown in Exhibit 1, typically reflecting the current maturity of the vendor's offerings, delivery capability, benefits achievement on behalf of clients, and customer presence.

The 'ability to meet future client requirements' assessment is based on the criteria shown in Exhibit 2, and provides a measure of the extent to which the supplier is well-positioned to support the customer journey over the life of a contract. This includes criteria such as the level of partnership established with clients, the mechanisms in place to drive innovation, the level of investment in the service, and the financial stability of the vendor.

The vendors covered in NelsonHall NEAT projects are typically the leaders in their fields. However, within this context, the categorization of vendors within NelsonHall NEAT projects is as follows:

- **Leaders:** vendors that exhibit both a high capability relative to their peers to deliver immediate benefit and a high capability relative to their peers to meet future client requirements
- **High Achievers:** vendors that exhibit a high capability relative to their peers to deliver immediate benefit but have scope to enhance their ability to meet future client requirements
- **Innovators:** vendors that exhibit a high capability relative to their peers to meet future client requirements but have scope to enhance their ability to deliver immediate benefit
- **Major Players:** other significant vendors for this service type.

The scoring of the vendors is based on a combination of analyst assessment, principally around measurements of the ability to deliver immediate benefit; and feedback from interviewing of vendor clients, principally in support of measurements of levels of partnership and ability to meet future client requirements.

Note that, to ensure maximum value to buy-side users (typically strategic sourcing managers), vendor participation in NelsonHall NEAT evaluations is free of charge and all key vendors are invited to participate at the outset of the project.



Exhibit 1

‘Ability to deliver immediate benefit’: Assessment criteria

Assessment Category	Assessment Criteria
Offering	<ul style="list-style-type: none"> VDI and DaaS services and capabilities Modern management and Evergreen services capabilities XLA-based engagement and experience capabilities Intelligent collaboration and M365 capabilities Digital support services and AI-enabled capabilities AR/VR, immersive and ESG capabilities Workplace security services
Delivery	<ul style="list-style-type: none"> DWS North America delivery capabilities DWS EMEA delivery capabilities DWS APAC delivery capabilities DWS LatAm delivery capabilities Dedicated resources for build capabilities and consulting-led approach Dedicated resources for run capabilities including CoE's, innovation centers; and reskilling programs Ability to provide proactive and predictive self-serve and self-heal capabilities Ability to support next-generation AI-led workplace services, including Gen-AI Ability to utilize analytics to improve end-user insights and overall employee experience Extent of ecosystem partners and GTM for digital workplace services
Presence	<ul style="list-style-type: none"> Scale of Ops - Overall Scale of Ops - NA Scale of Ops - EMEA Scale of Ops - APAC Scale of Ops - LATAM Number of clients overall for digital workplace services
Benefits Achieved	<ul style="list-style-type: none"> Level of cost savings achieved Improved speed problem resolution Reduced number of service tickets Increased end-user/business satisfaction Pricing approach



Exhibit 2

‘Ability to meet client future requirements’: Assessment criteria

Assessment Category	Assessment Criteria
Overall Future Commitment to Advanced DWS	Financial rating Commitment to next generation digital workplace services Commitment to innovation in digital workplace services
Investments in Advanced DWS	Investment in IP and platforms in support of DWS Investment in support of virtualization and DaaS Investment in support of modern management (inc. Evergreen) Investment in support of XLAs and experience based approach to workplace Investment in support of intelligent collaboration Investment in support of AI-enabled services, and data-driven proactive approach to DWS Investment in support of AR/VR, immersive, and ESG services
Ability to Partner and Evolve Services	Key partner Ability to evolve services

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