

Digital Workplace Services 2025 RadarView™

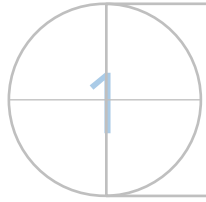
Verticalized solutions powered by
agentic AI and strategic IP

October 2025

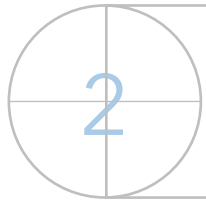
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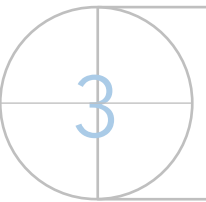
About the Digital Workplace Services 2025 RadarView



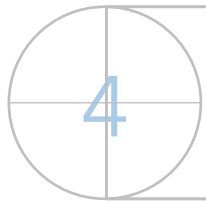
The *Digital Workplace Services 2025 RadarView* is a companion report to the *Digital Workplace Services 2025 Market Insights*. While the Market Insights report takes a broader perspective, offering a comprehensive overview of the current state of the digital workplace services market, this report concentrates on evaluating service providers.



Avasant used a rigorous methodology to evaluate 34 providers across the key dimensions of practice maturity, partner ecosystem, and investments and innovation. Through our analysis, we recognized 26 providers that brought the most value to the market over the past 12 months.



The *Digital Workplace Services 2025 RadarView* aims to offer insights into the leading service providers in the digital workplace services space. Based on our methodology, these service providers are categorized into four broad segments: leaders, innovators, disruptors, and challengers.



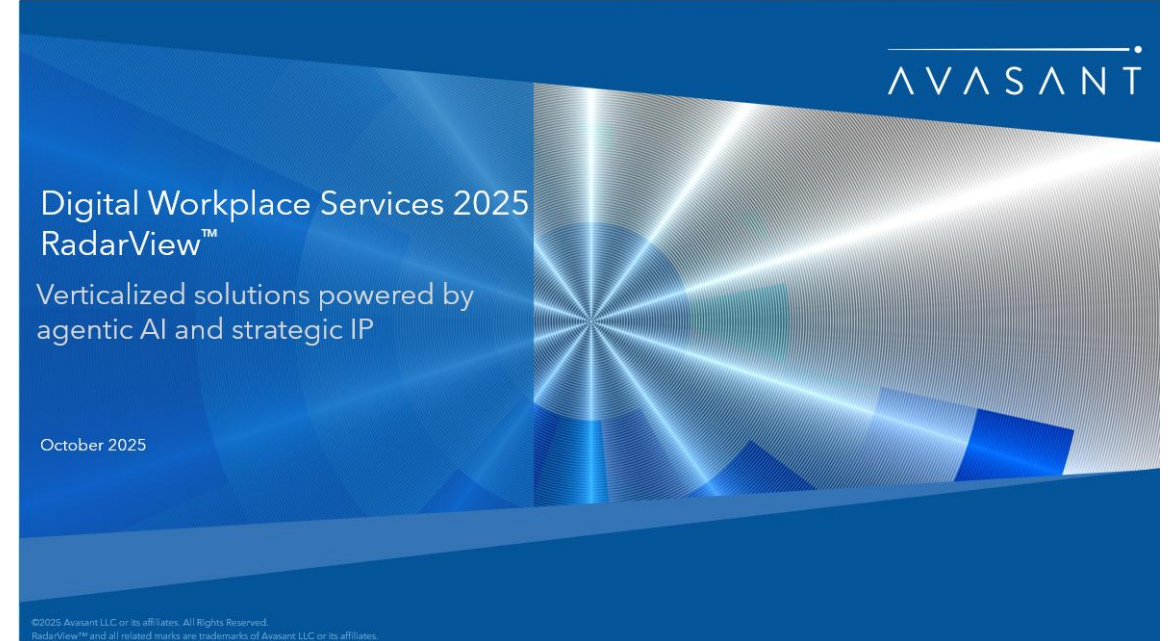
To enable decision-making for enterprises, Avasant has provided an overview of the major service providers in the digital workplace services domain. This includes a list of their top enterprise clients, customer success stories, key IP assets/solutions and partnerships, and major industry verticals they serve. This is supported by an analyst's perspective on the provider across the key dimensions defined in the second point above.

Key reports of Avasant's digital workplace services research



Market Insights™ 2025

This report presents a comprehensive view of the digital workplace services landscape, examining the current market state while offering a forward-looking perspective on the trends redefining workplace operations.



RadarView™ 2025

This report examines how leading service providers are delivering digital workplace services. It covers key supply-side trends and features a deep-dive analysis of providers that Avasant has recognized for their excellence and innovation in the space.

Defining digital workplace services

Digital workplace services are a suite of technologies, tools, and platforms that aim to create a more integrated, collaborative, and flexible work environment. It extends beyond devices and applications, including services that enhance employee communication, collaboration, and organizational productivity. The services aim to transform the workplace culture and enable new ways of working using digital technologies.

Key digital workplace services

Workplace consulting services:
Deliver transformation road maps by identifying workflow gaps, designing user personas, and mapping the employee experience journey by leveraging generative AI (Gen AI) to simulate user journeys and personalize experience strategies.

Desktop and application virtualization services:
Deliver secure access to physical and virtual desktops, applications, and data through offerings such as DaaS, VDI, and Device as a Service, while using Gen AI to personalize virtual environments, optimize session performance, and automate IT support.

Unified communication and collaboration services:
Facilitate seamless communication via voice, video, messaging, and email by integrating collaboration tools and access controls, embedding Gen AI for real-time transcription, meeting summarization, and intelligent content generation.

End-user support services:
Enhance user experience (UX) with AI-powered service desks by integrating Gen AI with ITSM platforms and workflow automation systems to enable conversational chatbots, accelerate troubleshooting, and facilitate intelligent self-service resolutions.

Enterprise mobility services:
Integrate mobile and desktop environments by managing endpoints and delivering cloud-based applications, services, or resources while enhancing the experience with Gen AI-driven automation for contextual assistance and predictive maintenance.

Digital experience monitoring services:
Deliver real-time insights into user behavior, application/device performance, and satisfaction by leveraging UX analytics and sentiment tools, using Gen AI to generate predictive experience models and synthesize user feedback into actionable insights.

Workplace security services:
Enable end-to-end security for infrastructure, applications, and end-user data by enforcing zero-trust architectures, applying Gen AI to detect anomalies, generate threat intelligence reports, and simulate attack scenarios.

Workplace as a Service:
Provides access to the workplace environment via products and services (devices, cloud applications, VPN access, security policies, and so on) in a pay-per-use model, augmented by Gen AI to dynamically adjust configurations and auto-resolve user issues.

Smart and sustainable workplace services:
Transform hybrid workplaces through IoT, AR/VR, and wearables, incorporating Gen AI to generate workplace analytics, simulate energy-saving scenarios, and create adaptive workspace experiences.

Key technology enablers

Cloud	AI and analytics	Intelligent automaton	Immersive technologies	Network and security	Generative AI and agentic AI
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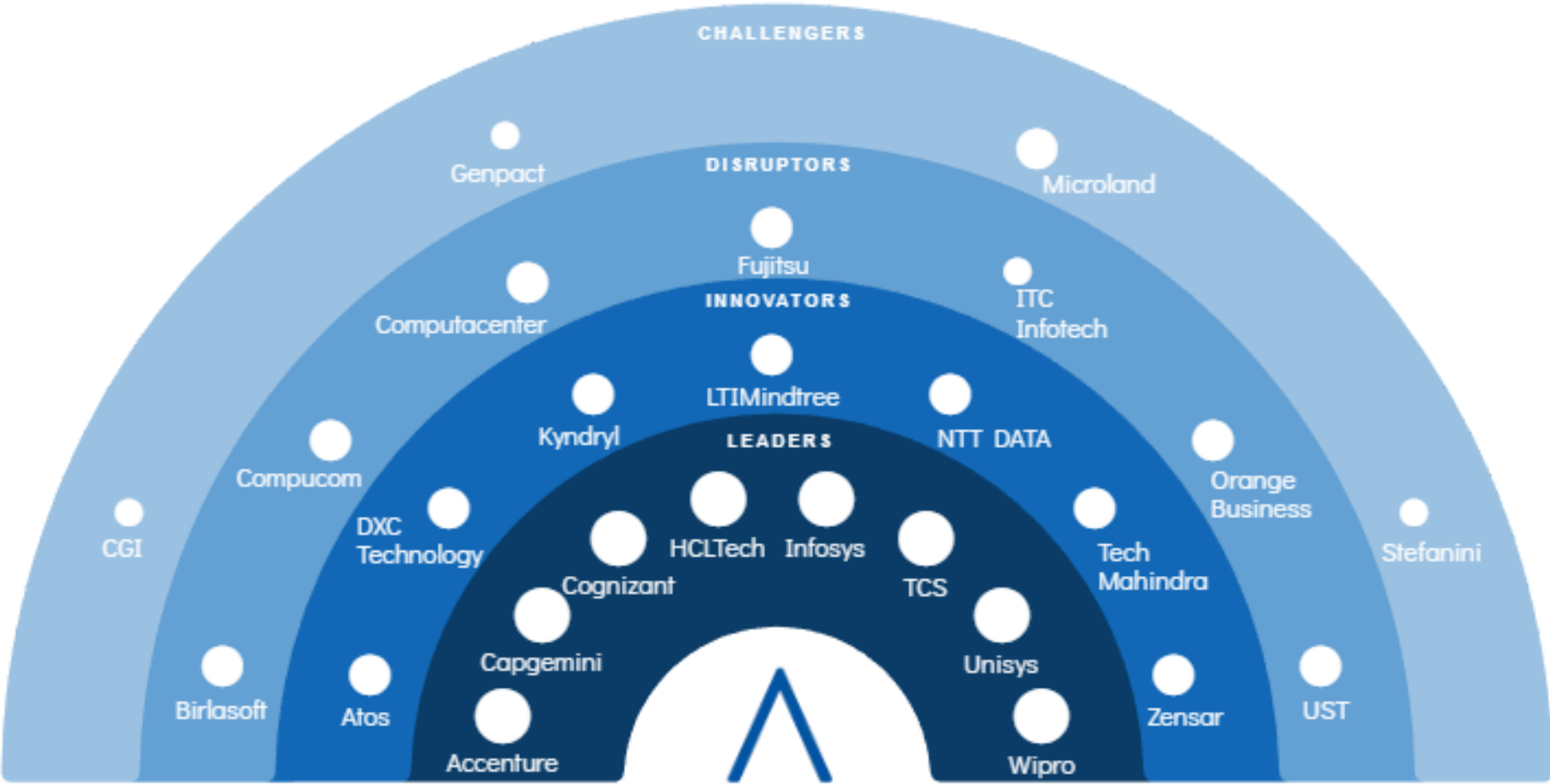
Note: DaaS refers to Desktop as a Service, and VDI refers to virtual desktop infrastructure.



Executive summary

Avasant's Digital Workplace Services 2025 RadarView recognizes 26 top-tier providers supporting the transformation of workplace operations

Practice maturity 



Note: Please refer to Avasant's Digital Workplace Services 2025 Market Insights™ for demand-side trends.

Provider comparison (1/4)

Service provider	Practice maturity	Partner ecosystem	Investments & innovation	Key highlights
	★★★★★	★★★★★	★★★★★	Has invested in Workhelix to advance workforce generative AI readiness and personalized reskilling. Has partnered with CyberArk to deploy zero-trust principles in workplace security.
	★★★★★	★★★★★	★★★★★	Has partnered with AWS to develop industry-specific generative AI workplace solutions. Has integrated Espressive Barista to automate IT support and enhance experience.
	★★★★★	★★★★★	★★★★	Has partnered with Nexthink and Aisera to deliver automation-led workplace support. Has established Digital Labs in India and the US to enhance digital workplace services.
	★★★★★	★★★★★	★★★★★	Has partnered with NVIDIA to accelerate enterprise adoption of agentic AI solutions. Has partnered with AWS to scale enterprise generative AI and workplace transformation.
	★★★★	★★★★	★★★	Has partnered with Nexthink to monitor devices and enhance workplace efficiency. Provides cloud-based print services to optimize, secure, and streamline workflows.
	★★★★★	★★★★★	★★★★★	Has developed WorkNEXT multi-agent AI stack to provide real-time diagnostics and multilingual user support. Has integrated ServiceNow AI to enhance self-service operations.
	★★★★★	★★★★	★★★★★	Has launched the Geordi innovation studio to demonstrate next-generation workplace technologies. Has partnered with Verkada to enhance workplace security.

Provider comparison (2/4)

Service provider	Practice maturity	Partner ecosystem	Investments & innovation	Key highlights
	★★★★★	★★★★★	★★★★	Has partnered with HappySignals to enhance workplace services through sentiment analytics and with Genesys to modernize service desk with AI automation.
	★★★★★	★★★★★	★★★★★	Has launched AI Workbench to deploy generative AI agents across workplace platforms. Has partnered with 7AI to embed autonomous AI in workplace security.
	★★★★★	★★★★	★★★★★	Has partnered with AWS to optimize digital workplace tools and operations. Has acquired oobe, Enable Professional Services, and InPhySec to expand digital workplace capabilities.
	★★	★★★★	★★★★	Has acquired US-based XponentL Data to enhance AI-driven digital workplace services. Collaborates with Microsoft and AWS to test virtual agents and automation.
	★★★★★	★★★★★	★★★★★	Has collaborated with OpenAI to modernize digital workplace experiences with secure, enterprise-grade generative AI tools. Has launched an AR-based IT infrastructure for remote visual support.
	★★★★★	★★★★★	★★★★★	Has partnered with Google Cloud to develop AI-driven solutions for digital workplaces. Has acquired a cybersecurity firm to enhance security in digital workplaces.
	★★	★★★★	★★★★★	Has partnered with Yellow.ai and Aisera to accelerate onboarding and automate experience management. Deploys zero-trust architecture to strengthen workplace security.

Provider comparison (3/4)

Service provider	Practice maturity	Partner ecosystem	Investments & innovation	Key highlights
	★★★★★	★★★★★	★★★★★	Offers generative AI services for digital workplaces in collaboration with Microsoft. Has launched the Kyndryl Agentic AI Framework for autonomous task execution.
	★★★★★	★★★★★★	★★★★	Has expanded its partnership with Microsoft to enhance AI-driven digital workplace solutions. Has partnered with Cisco to enhance secure, zero-trust access in digital workplaces.
	★★★★★	★★	★★	Has launched an AI CoE to advance Intelligent AIOps for digital workplaces. Has collaborated with Microsoft to conduct an M365 Copilot workshop for digital workplace solutions.
	★★★★★	★★★★★	★★★★★	Has partnered with Google Cloud to advance AI adoption in workplaces and with OpenAI to expand secure generative AI use in workplaces.
	★★★★★	★★	★★★★★	Partners with Cisco to deliver integrated collaboration solutions for workplaces. Has tested Microsoft 365 Copilot to assess AI integration in digital workplaces.
	★★★	★★	★★★	Has introduced an AI-first strategy to enhance collaboration and hybrid workplace productivity. Has launched a CoE in Michigan to drive enterprise AI adoption.
	★★★★★★	★★★★★★	★★★★★★	Has partnered with Microsoft to enable AI-driven digital workplaces. Has expanded its partnership with Google Cloud to enhance workplace security using AI solutions.

Provider comparison (4/4)

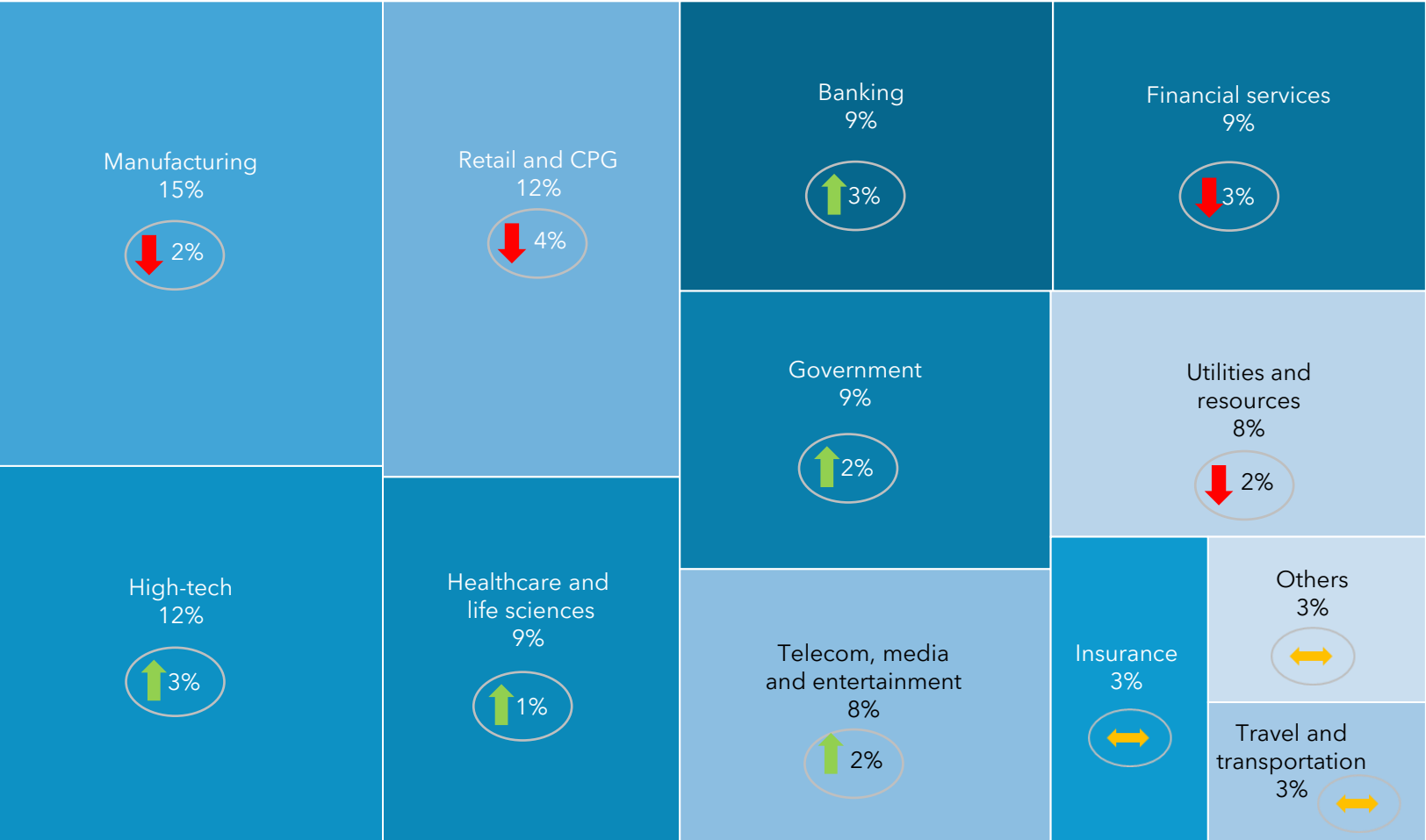
Service provider	Practice maturity	Partner ecosystem	Investments & innovation	Key highlights
	★★★★★	★★★★★	★★★★★★	Has partnered with Intel to strengthen endpoint protection for hybrid and remote workforces. Enhances workplace efficiency with Microsoft Copilot.
	★★★★★★	★★★★★★	★★★★★	Has partnered with Microsoft, Appspace, and Signifi to establish CoEs for AI-enabled workplace development. Plans to expand automation and data integration for workplace management.
	★★★★★	★★★★★	★★★★	Partners with Lakeside and Nexthink to deliver workplace observability. Leverages AI to enhance workplace efficiency, personalize desktops, and optimize user experience.
	★★★★★★	★★★★★★	★★★★★★	Has partnered with ColorTokens to enhance workplace security. Has launched LiVE Workspace GenAI Foundry to develop workplace-focused applications.
	★★★★★	★★★★★	★★★★★	Offers sustainability dashboards to track emissions, cloud usage, and workplace metrics. Leverages WorkMate to automate service desk and enhance user experience.



Supply-side trends

Manufacturing leads with 15% of service provider revenues, though growth in the sector is tempered by macroeconomic headwinds and rising costs

Percentage of revenue from different verticals for digital workplace services



Industries with rising digital workplace services adoption

-  **Banking:** Banks are increasingly leveraging AI-powered chatbots and virtual assistants to provide 24/7 support, handle routine inquiries, and offer personalized financial advice.
-  **High-tech:** Tech companies are early adopters of agentic AI and conversational assistants. They are also a major adopter of AI service desk solutions, due to their complex infrastructures.

Industries with cautious spend

-  **Retail and CPG:** Though a top-three vertical alongside manufacturing and high-tech, adoption has remained tepid due to macroeconomic pressures and tighter budgets.
-  **Manufacturing:** Slower industrial growth, inflation, and rising input costs have forced companies to prioritize essential operations over IT investments.

Note: Others include industries such as education, nonprofits, and aerospace and defense.
Source: Avasant Digital Workplace Services RadarView Survey, June-July 2025

Service providers are transitioning from effort-based to value-driven models, with output and outcome-based pricing leading adoption

Enterprises are increasingly favoring these models to drive measurable business impact, foster collaboration, and achieve both efficiency and innovation goals

Adoption of different commercial pricing models

Typical areas of application/adoption

31%

Output-/transaction-based pricing

- Rising adoption in managed and shared services, driven by automation and measurable outcomes
- Growing client preference for transparency and performance-linked, XLA-based contracts

- Applies to service desk, device management, and testing
- Suited for experience- or outcome-driven engagements with pricing linked to measurable results such as satisfaction or efficiency

19%

Outcome/gain share model

- Selective but growing adoption in transformation and automation-led deals with shared accountability for business impact
- Favored by mature enterprises prioritizing value realization, co-innovation, and risk-reward partnerships over traditional delivery models

- Modernization, process transformation, and XLA-driven engagements targeting cost savings, revenue growth, and experience improvement
- Innovation and automation programs with cocreated value and shared gains based on joint success metrics

18%

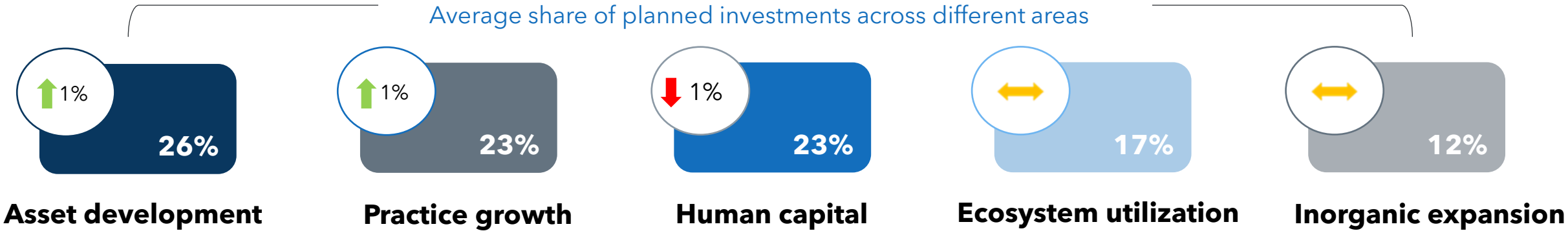
Input-based pricing

- Commonly used for traditional and short-term projects with dynamic or undefined scope
- Steady demand in staff augmentation and managed support for its flexibility, transparency, and governance ease

- Used in migration, system integration, and implementation projects where clients control delivery
- Suitable for run-mode services such as service desk and endpoint management, with effort-based billing for variable workloads

Note: Remaining 32% is distributed between Fixed Price (15%) and Hybrid Pricing models. (17%)
Source: Avasant Digital Workplace Services RadarView Survey, June-July 2025

IP and AI solutions account for 26% of investments, followed by workforce upskilling at 23%, driving scalable, industry-specific digital workplace transformations



Asset development: Service providers are developing IPs and reusable accelerators to enhance delivery speed and scalability, while embedding agentic AI across workplace operations and building industry-specific digital solutions for manufacturing, healthcare, retail, logistics, and BFSI.

HCLTech

Introduced industry accelerators and IPs across key sectors, enabling verticalized solutions such as Smart Retail Store-as-a-Service to accelerate transformation.



genpact

Invested in AI-driven automation and hybrid cloud capabilities, including Gen AI workplace tools, agentic AI, and smart workspace integration.

Human capital: Targeting the majority of the digital workplace workforce for certification in Gen AI, endpoint security, and automation platforms, with L1-L3 internal programs scaled across key tools such as Nexthink, ServiceNow, and Microsoft 365.

U S T

Launched training programs on AI/ML, Gen AI prompt engineering, ITSM, AIOps, DEX platforms, cybersecurity, customer experience design, and automation upskilling.



Certified over 60% of the digital workplace workforce in Gen AI, endpoint security, and automation platforms, supported by immersive labs and applied AI bootcamps.

Note: Examples from select service providers.

Source: Avasant Digital Workplace Services RadarView Survey, June-July 2025

Service providers are embedding agentic AI across service desks and IT operations to minimize downtime and substantially reduce the volume of support tickets

Industry	Service Provider	Description
Autonomous IT operations and self-healing workplaces	 genpact	Integrated agentic AI into virtual desktop environments (Azure Virtual Desktop and Citrix) for diagnostics, automated issue resolution, and dynamic resource optimization, reducing downtime by 40%.
	 ITC INFOTECH Business-friendly Solutions	Embedded Gen AI bots for automated provisioning, enabling zero-touch VDI deployment. Agentic AI automates the remediation of desktop issues using real-time analytics and predefined workflows.
Persona-led experience design and digital workplace personalization	TECH mahindra	Leveraged Gen AI to simulate employee personas and generate future-state workplace journey maps based on organizational goals and behavioral data. This reduced consulting cycle time by 30%.
	 Infosys [®]	Used AI agents, including Infosys Cortex and ChatGPT, to identify user personas and deliver tailored self-service support.
Agentic virtual assistants and AI service desks	 LTIMindtree	Developed Espressive Barista, an agentic AI virtual agent that automates IT service desk operations, integrating with platforms such as ServiceNow and Nexthink to achieve 70%-80% ticket deflection.
	zensar	Launched an agentic AI service desk that automates routine IT support via phone and chat. It understands natural language, automates routine tasks, and resolves queries, boosting customer satisfaction.
Adaptive security, sustainability, and compliance	 Infosys [®]	Delivered a fully automated security threat investigation and response solution powered by agentic AI, enabling contextual, data-driven decision-making.
	 HCLTech	Utilized AI agents to reduce mean time to repair, enable auto-scripting and ticket deflection, automate knowledge base creation, and enhance workflow monitoring and reporting.

Note: Examples from select service providers.

Source: Avasant Digital Workplace Services RadarView Survey, June-July 2025



Service provider profiles

Accenture: RadarView profile



- Practice maturity ★★★★★
- Partner ecosystem ★★★★★
- Investments & innovation ★★★★★

Has invested in Workhelix to advance workforce generative AI readiness and personalized reskilling. Has partnered with CyberArk to deploy zero-trust principles in workplace security.

Practice overview		Client case studies		
- Practice size: N/A - Active clients: N/A - External certifications: N/A - Delivery highlights: Over 37,000 automation specialists		- Implemented a service desk for a global lodging company to resolve workplace service requests. This also included managing virtual desktops to streamline IT operations. It resulted in clearing 30,000 legacy tickets in 12 weeks and improving customer satisfaction from 74% to 93%. - Delivered workplace solutions to Rathbones. This included providing managed print services, implementing zero-trust security, and setting up Microsoft Teams. It reduced printing by 80% and power use by 30%, improved employee experience, and led to better sustainability outcomes. - Provided unified communication services to Lufthansa Group. This included migrating Skype for Business to Microsoft Teams with tailored configurations, voice, video, and calendar integration. It streamlined communication and improved workflow efficiency. - Delivered workplace collaboration services to Siemens. This included Microsoft 365 deployment with Teams, SharePoint, OneDrive, Yammer, Planner, and migration of 380,000 users across 108 countries. The standardized platform enhanced collaboration among employees.		
USD 64.9B Group revenue, FY 2024		8M+ Tickets managed per year		
Key IP and assets		Key partnerships	Sample clients	Industry coverage
myWizard®: A platform that integrates automation, self-service, experience monitoring, and knowledge management to optimize digital workplace productivity efficiently		Platform/technology partners Microsoft GENESYS paloalto NETWORKS nextthink intel NUTANIX servicenow Hardware partners ZEBRA DELL Technologies	- A global lodging company - An Asian logistics and financial services institution - A global resources organization - Rathbones - Lufthansa Group - Siemens - National Health Service - Volksbank - Trivium Packaging - ExxonMobil	Banking Financial services Government Healthcare & life sciences High-tech Insurance Manufacturing Nonprofits Retail & CPG Telecom, media & entertainment Travel & transportation Utilities & resources

Darker color indicates higher industry coverage through digital services

Accenture: RadarView profile

Analyst insights

Practice maturity



- Accenture's myWizard platform enables digital workplace transformation through automation and AI. It provides tools such as conversational AI, self-healing, experience monitoring, and knowledge management. These capabilities enhance IT service management, improve operational efficiency, and support continuous learning for scalable, sustainable workplace modernization.
- It utilizes its mySecurity® service suite to strengthen digital workplace security by embedding AI-driven automation and identity, cloud, and endpoint protection. This enables faster security transformation, quicker incident response, and low operating costs while ensuring a resilient and secure workplace environment.
- Its User Experience Office enhances digital workplace outcomes by defining personas, tracking experience-level agreements, and using analytics-driven insights, enabling continuous improvement through road map alignment, feature prioritization, and change management.
- To meet the growing demand for scalable, secure virtualization solutions across applications and desktops, it is strengthening its virtualization services by hiring Citrix and VMware experts. These experts focus on quantifiable user experience, automation, and virtual environment management.

Partner ecosystem



- In April 2025, Accenture partnered with CyberArk to enhance security within digital workplace environments. By integrating CyberArk's identity protection with Accenture's AI Refinery, the collaboration ensures a secure workplace through zero-trust enforcement, anomaly detection, and strict access controls. This strengthens governance, compliance, and risk management in evolving digital workplace ecosystems.
- In September 2024, it partnered with Aramco Digital to transform digital skilling and build an AI-ready workforce in Saudi Arabia. Using Accenture LearnVantage's AI-powered platform, the partnership accelerates generative AI skill development aligned with Vision 2030, fostering workforce readiness and supporting digital transformation across industries in the Kingdom.

Investments and innovation



- In February 2025, Accenture invested in Workhelix, a tech-enabled services company, to enhance workforce readiness for generative AI. Workhelix's task-based AI impact analysis is integrated into Accenture's LearnVantage platform to enable organizations to identify AI-driven role optimizations and deliver personalized reskilling, accelerating AI adoption and workforce transformation in the digital age.
- Its workplace sustainability services include consulting to assess current conditions and develop tailored road maps. It deploys dashboards for real-time carbon emissions tracking and provides managed print services focused on reducing paper use and incorporating sustainable printers. This helps clients cut paper costs while advancing environmental goals through operational efficiencies and technology-driven sustainability solutions.

Atos: RadarView profile



Practice overview

- Practice size: N/A
- Active clients: N/A
- External certifications: N/A
- Delivery highlights: Over 2M Microsoft 365 and Google users supported

5.2M
End-user devices managed

1M+
Virtual workplaces managed

Client case studies

- Delivered end-user support services to Siemens Healthineers by deploying a global integrated service desk with Gen AI capabilities and modernized its network infrastructure across 60 sites with a zero-trust pilot. The integrated service desk enhanced user experience for over 70K employees.
- Provided smart and sustainable workplace services to Scottish Water. This included deploying intelligent wastewater networks and IoT systems and enabling a rapid Windows 10 rollout. This enhanced asset monitoring, operational resilience, and sustainability outcomes.
- Implemented a unified communication solution for the Solent NHS Trust. This included replacing outdated telephony systems with a secure cloud-based solution integrated with Microsoft Teams. Over 6,000 hospital and office staff were migrated to the cloud-based platform.
- Offered workplace consulting services to Willis Towers Watson. This included designing a flexible workplace strategy using Intel vPro® devices and virtualization for enhanced mobility and security. This improved employee productivity, reduced costs, and enabled scalable IT support.

Key IP and assets

- Atos digital workplace platforms: A set of AI-powered, sustainable, and zero-trust enterprise solutions that securely manage endpoints, identity, life cycle, virtual desktops, IT assets, and support at scale
- Atos Experience Operations Center: A solution that delivers real-time, AI-powered visibility and actionable insights into the digital employee experience

Key partnerships

Platform/technology partners



Hardware providers



Sample clients

- Scottish Water
- Siemens Healthineers
- Solent NHS Trust
- Willis Towers Watson
- AB Agri
- Nestlé
- Siemens Energy
- UGAP
- Spadel Group
- Kinectrics
- Zentiva

Industry coverage

Banking
Financial services
Government
Healthcare & life sciences
High-tech
Insurance
Manufacturing
Nonprofits
Retail & CPG
Telecom, media & entertainment
Travel & transportation
Utilities & resources

Darker color indicates higher industry coverage through digital services



Practice maturity ★★★★★

Partner ecosystem ★★★★★

Investments & innovation ★★★★★

Has partnered with AWS to develop industry-specific AI workplace solutions. Has integrated Espresso Barista to automate IT support and enhance experience.

Atos: RadarView profile

Analyst insights

Practice maturity



- Atos provides digital workplace solutions through its digital workplace platform, which integrate collaboration tools, experience monitoring, automation, and virtual assistants. The platform leverage analytics and automation to enhance service delivery, optimize device management, and improve workplace performance across industries.
- It delivers collaboration solutions using Microsoft 365, Power Platform, and Google Workspace to support hybrid work and improve team productivity. It integrates AI tools such as Microsoft Copilot to automate tasks and enhance user experience. The approach helps organizations enable seamless communication, improve efficiency, and maintain secure, well-governed digital work environments.
- It delivers accessibility services through an "accessibility as a service" model that integrates AI-driven audits, automation, and human expertise into its digital workplace offering. This approach enables organizations to scale enterprise-wide inclusive experiences, enhance compliance, and support a more diverse, barrier-free digital workplace environment.

Partner ecosystem



- In January 2025, Atos integrated Espressive Barista into its Digital Workplace Experience Engagement platform to enhance employee support through conversational AI. The solution provides 24/7 automated assistance for common IT issues, resolving around 50% of requests without human intervention. With over 200,000 licenses deployed, Atos aims to improve support efficiency, reduce helpdesk load, and streamline the user experience.
- In October 2024, Atos partnered with Nexthink to launch an Experience Operations Center (XOC), aimed at enhancing digital workplace performance through real-time analytics and automation. The XOC integrates data from multiple sources to proactively detect and resolve issues, improve service quality, reduce operational costs, and support continuous improvement in employee experience.

Investments and innovation



- In June 2025, Atos opened an AI-driven security operations center (SOC) in Qatar to deliver 24/7 managed detection and response services. The SOC aims to enhance digital workplace security by protecting endpoints, user identity, and remote access through real-time threat detection, automated incident response, and compliance support.
- In October 2024, It partnered with AWS to launch a Global GenAI Innovation Studio in Pune, India. The studio develops industry-specific generative AI solutions, including AI agents for IT support, employee self-service, and workplace automation. This also enables rapid prototyping and co-innovation to enhance digital workplace efficiency, reduce manual tasks, and improve employee support through AI tools.

Birlasoft: RadarView profile



Practice maturity ★★★★★

Partner ecosystem ★★★★★

Investments & innovation ★★★★★

Has partnered with Nexthink and Aisera to deliver automation-led workplace support. Has established Digital Labs in India and the US to enhance digital workplace services.

Practice overview

- Practice size: N/A
- Active clients: 40+
- External certifications: N/A
- Delivery highlights: Over 75,000 users supported through service desk

150K

Devices managed

30+

Delivery locations

Key IP and assets

- Sigma GenEX: A platform that leverages AI to automate workflows, deliver predictive insights, and optimize enterprise operations
- BSecure: A framework that ensures proactive threat management in digital workplace environments

Client case studies

- Implemented ServiceNow solutions for a global analytics company. This included service catalog management, multilingual portals, RPA and Telegram integrations, and an automated testing framework. This resulted in a 20% reduction in support tickets.
- Set up a global service desk for a global drilling company. It featured endpoint migration to Microsoft Intune and proactive monitoring, resulting in a 35% TCO reduction over five years, an enhanced user experience, and 95% security compliance across endpoints.
- Provided unified communication services to a US-based insurer. This included migrating from SharePoint on-premises to SharePoint Online and enhancing Microsoft 365 integration. This resulted in 25% higher productivity and a 30% improvement in team collaboration efficiency.
- Delivered digital experience monitoring services to a Japanese conglomerate, including deploying agentic AI for autonomous end-user support and enabling omnichannel experiences. This enhanced device performance, issue resolution, and overall user experience across the enterprise.

Key partnerships

Platform/technology partners



Sample clients

- A Japanese conglomerate
- An Indian cement manufacturer
- A North American infrastructure contractor
- A Canadian conglomerate
- A portable oxygen solutions provider
- A global analytics company
- A global drilling company
- A US-based insurer
- An American-Irish medical device company

Industry coverage

Banking

Financial services

Government

Healthcare & life sciences

High-tech

Insurance

Manufacturing

Nonprofits

Retail & CPG

Telecom, media & entertainment

Travel & transportation

Utilities & resources

Darker color indicates higher industry coverage through digital services



Birlasoft: RadarView profile

Analyst insights

Practice maturity



- Birlasoft digital employee experience solutions integrate Nexthink to provide real-time monitoring and proactive management of employee experience. The solutions combine endpoint data and automation to identify and resolve issues early, improving service desk efficiency and end-user productivity. It supports continuous improvement through detailed analytics and proactive engagement, enabling a data-driven, seamless digital workplace environment.
- Its workplace collaboration services combine unified messaging, Microsoft 365 capabilities, and digital contact center solutions. This integration enhances cross-channel communication, productivity, and user experience, supporting both remote and onsite teams with scalable, secure collaboration tools.
- Its M&A services facilitate seamless digital workplace integration for merging companies by aligning IT systems, collaboration tools, device management, and security controls. The approach aims to minimize disruption, support remote productivity, and deliver cost and compliance benefits.
- It leverages its AI-driven enterprise operations platform, Sigma GenEX, which delivers automation, predictive insights, and service optimization. The platform integrates pretrained language models for end-to-end workflows, enabling real-time issue resolution and cost savings, enhancing digital workplace efficiency.

Partner ecosystem



- Birlasoft, in partnership with Nexthink, has introduced automation-led workplace support to streamline IT issue resolution. The initiative provides self-healing actions, such as disk cleanup, cache cleansing, and system checks, alongside remote fixes for issues related to Microsoft Teams, Outlook, and Windows. This structured approach enhances system performance, reduces manual interventions, and ensures the consistent availability of digital workplace services.
- Through its ServiceNow practice, it focuses on improving end-user experience by integrating IT service management, workflow automation, and knowledge management. Key capabilities include incident handling, ticket resolution, service requests, and password resets, complemented by GenEX features for approvals, surveys, and AI-driven responses. This structured approach strengthens operational efficiency and user satisfaction across enterprise environments.

Investments and innovation



- Birlasoft's Digital Labs in India and the US are strategic investments to advance digital workplace services. Focused on employee experience, automation, and analytics, these labs enable co-innovation through design thinking, rapid prototyping, and scalable deployment. They empower enterprises to modernize workplaces, enhance productivity, and align digital transformation initiatives with evolving workforce needs and business outcomes.
- Its planned investments emphasize asset development in proprietary tools, IP, and automation, alongside workforce upskilling through certifications and training. Additional focus is on expanding delivery and solution capabilities, strengthening market presence, and building joint innovation through ecosystem partnerships. This structured allocation supports digital workplace transformation by fostering innovation and enhancing talent quality.

Capgemini: RadarView profile



- Practice maturity ★★★★★
- Partner ecosystem ★★★★★
- Investments & innovation ★★★★★

Has partnered with NVIDIA to accelerate enterprise adoption of agentic AI solutions. Has partnered with AWS to scale enterprise generative AI and workplace transformation.

Practice overview		Client case studies		
- Practice size: N/A - Active clients: 500+ - External certifications: N/A - Delivery highlights: Over 3.2M users served through the service desk support		- Delivered enterprise mobility services to a global company, migrating over 100,000 devices from Workspace ONE to Microsoft Intune, Autopilot, and Hybrid Azure AD Join. This unified endpoint management solution avoided contract penalties and generated significant savings. - Provided unified communication services to Bayer. This included migrating legacy telephony to Microsoft Teams, moving email gateways to the cloud, and deploying SharePoint and OneDrive. It enabled 30,000 Teams telephony users and improved collaboration across 155,000 employees. - Implemented smart and sustainable workplace solutions for a real estate services company to optimize workspace usage and lower real estate expenses. This included deploying a unified cloud platform for connected buildings. It improved space efficiency and cut energy consumption. - Offered workplace consulting services to a European car manufacturer to implement a digital adoption program for over 60,000 employees. This program included persona mapping, targeted campaigns, and gamified training, achieving over 40% adoption within four weeks of launch.		
18.7M+ Desktop incidents managed remotely 10% YOY DWS revenue growth, FY 2024				
Key IP and assets		Key partnerships	Sample clients	Industry coverage
- Employee Experience Index: A tool that quantifies and predicts employee experience using data, analytics, and context - CHIP: A chatbot that uses AI, analytics, and natural language processing to resolve employee IT issues		Platform/technology partners Microsoftcitrix vmwareby BroadcomLakeside ciscoGoogleaws Hardware partners DELLhpLenovo	- Bayer - A European car manufacturer - A global engineering company - A multinational pharma and life sciences company - A real estate services company - Airbus - Belfius Bank - Benivo - A global company - LP Building Solutions - A speciality chemicals company	Banking Financial services Government Healthcare & life sciences High-tech Insurance Manufacturing Nonprofits Retail & CPG Telecom, media & entertainment Travel & transportation Utilities & resources

Darker color indicates higher industry coverage through digital services

Capgemini: RadarView profile

Analyst insights

Practice maturity



- Capgemini delivers workplace solutions leveraging its Connected Experience Framework. The framework follows a five-step approach: define, design, deploy, adopt, and optimize. It combines user research, AI, analytics, and gamification to personalize support and simplify technology use. The framework also supports flexible delivery across the workplace, office, and collaboration services, helping teams work better while aligning with business goals and employee needs.
- Capgemini leverages its Employee Experience Index (EEI) to help organizations measure and improve the employee experience. EEI uses data and employee feedback to assess workplace technology, identify pain points, and track experience over time. This enables targeted improvements, supports decision-making, and helps align IT services with employee needs across roles and work settings.
- Its My Service Desk solution provides end-user support via a personalized, omnichannel platform by leveraging its AI-driven CHIP chatbot. The solution automates predictive self-service and proactively identifies IT and workplace issues through data analytics. It significantly reduces support workloads, enhances response times, and ensures consistent and efficient global service, improving operational resilience and user satisfaction in digital workplace environments.

Partner ecosystem



- In March 2025, Capgemini partnered with NVIDIA to accelerate the adoption of agentic AI across industries. The companies will integrate over 100 preconfigured AI agents with Capgemini's RAISE framework. Within digital workplace services, this supports automation of end-user interactions, streamlines IT support, and enhances employee experiences through virtual agents and AI-driven service delivery.
- In January 2024, it partnered with AWS to accelerate generative AI adoption across industries through a multiyear strategic collaboration. The companies have been focusing on jointly building industry-specific accelerators, expanding global AWS CoEs, and training 30,000 employees, among other initiatives. The partnership also enables enterprises to move from pilots to scalable production, supporting internal productivity and digital workplace transformation.

Investments and innovation



- In July 2025, Capgemini launched a Resonance AI Framework to help organizations scale generative AI adoption in a responsible and structured way. The framework includes service desk automation, AI governance, human-AI interaction design, and readiness assessment. It aims to reduce support costs, improve efficiency, and enhance employee experience in digital workplace environments.
- In April 2025, it set up an AI CoE in Egypt to advance enterprise adoption of generative AI and agentic AI. The center will drive innovation across domains, including digital workplace services, by enabling AI-powered support, automation, and multilingual solutions to enhance both operational performance and employee experience for global clients.

CGI: RadarView profile



Practice overview

- Practice size: N/A
- Active clients: N/A
- External certifications: N/A
- Delivery highlights: Leverages Microsoft 365 specialists to enable over 200,000 cloud users.

>93%
Customer
satisfaction
score

>6M
Vulnerabilities
remediated since
January 2023

Client case studies

- Set up a service desk for the UK's Ministry of Justice that included a user experience (UX) hub, real-time satisfaction monitoring, and first-time fix capabilities. This enhanced user satisfaction, reduced costs, and improved the responsiveness of workplace technology services.
- Deployed Microsoft Teams for over 4,000 employees of a Canadian road and public transport agency within two weeks, enabling seamless communication and productivity during the remote work transition. This enhanced collaboration, continuity, and workforce efficiency.
- Delivered unified communication services to Network Rail. This included creating five customized SharePoint sites with enhanced UX, integrated resource-sharing frameworks, and self-management training. This resulted in improved internal communication and streamlined content sharing.
- Offered various workplace services to a global oil and gas company, including relocating 1,200 CGI staff to remote work using business continuity plans, upgrading collaboration tools, and implementing bandwidth enhancements. This ensured uninterrupted service and workforce safety.

Key IP and assets

- CGI Accel360: A platform that delivers managed automation and AI solutions, enhancing workplace efficiency and productivity
- CGI AgileDX-Sustainability: A platform that centralizes and automates sustainability data management, enhancing visibility and workplace compliance

Key partnerships

Platform/technology partners



Sample clients

- Ministry of Justice, UK
- Laurentian Bank of Canada
- Network Rail
- A global oil and gas company
- A Canadian road and public transport agency

Industry coverage

- Banking
- Financial services
- Government
- Healthcare & life sciences
- High-tech
- Insurance
- Manufacturing
- Nonprofits
- Retail & CPG
- Telecom, media & entertainment
- Travel & transportation
- Utilities & resources

Darker color indicates higher industry coverage through digital services



- Practice maturity** ★★★★★
- Partner ecosystem** ★★★★★
- Investments & innovation** ★★

Has partnered with Nexthink to monitor devices and enhance workplace efficiency. Provides cloud-based print services to optimize, secure, and streamline workflows.

CGI: RadarView profile

Analyst insights

Practice maturity



- CGI leverages its Accel360 platform to provide managed automation and AI solutions for workplace process modernization. Using RPA, natural language processing, and API integration, it delivers secure, scalable, and efficient operations that improve productivity, collaboration and support digital workplace transformation.
- It delivers digital workplace services with an emphasis on experience-level agreements, 24/7 omnichannel support, and AI-driven analytics. Real-time dashboards and proactive insights enable early issue detection, continuous improvement, and enhanced employee productivity based on actual user experiences.
- It helps organizations secure their workplace by protecting devices, identities, and data while keeping work seamless. Using Microsoft Defender, zero-trust principles, vulnerability management, and advanced threat protection, it ensures a safe, compliant, and productive digital environment.
- It delivers virtual desktop services covering cloud deployment, compliance checks, performance monitoring, and cost management. Managed support for Amazon WorkSpaces, Citrix, VMware, Windows 365, and Azure Virtual Desktops ensures secure access, consistent performance, and operational resilience.

Partner ecosystem



- CGI leverages its partnership with Nexthink to proactively monitor and optimize end-user devices. By analyzing performance metrics, identifying issues before they impact users, and recommending improvements, CGI ensures seamless productivity, reduces downtime, and enhances operational efficiency, including cost savings through optimized licensing and access management across the digital workplace environment.
- It partnered with UiPath to deliver automation solutions for hybrid workforces. Leveraging over 1,000 certified professionals and industry-specific accelerators such as CGI Accel360, the companies enable clients to automate complex processes, improve productivity, and achieve scalable outcomes across sectors, including life sciences, public services, and energy.

Investments and innovation



- In August 2025, CGI acquired France-based Apside to expand its digital and engineering capabilities across Europe. The acquisition enhances its expertise in cloud, AI, and cybersecurity, and broadens its regional delivery network, supporting secure, AI-driven digital workplace transformations and localized end-user experience services for European enterprises.
- It offers cloud-based print solutions and managed print services to optimize enterprise print environments. By reducing unnecessary devices, integrating digital workflows, and enabling remote monitoring, cost control, and predictive maintenance, the services enhance security, reduce waste, and streamline document management, supporting broader digital transformation and improving operational efficiency across the workplace.

Cognizant: RadarView profile



- Practice maturity ★★★★★
- Partner ecosystem ★★★★★
- Investments & innovation ★★★★★

Has developed WorkNEXT multi-agent AI stack to provide real-time diagnostics and multilingual user support. Has integrated ServiceNow AI to enhance self-service operations.

Practice overview		Client case studies		
- Practice size: N/A - Active clients: 600+ - Transformation-led contracts: 93% - Managed services pursuits: 200+		- Delivered end-user support services to an oil and gas company by combining 28 service desks, enabling Nexthink’s real-time employee experience visibility, over 500 chatbot workflows, and integrating self-service support. This increased productivity by 30% and AI adoption by 61%. - Offered digital experience monitoring services for a global pharma firm. This included leveraging Nexthink to detect IT issues and deploying a ServiceNow chatbot with 210 workflows. This resulted in a 20% productivity gain, and 400 hours were saved via AI automation. - Provided end-user support services to a US bank. This included the introduction of a virtual assistant chatbot and a Systrack-based DEX tool and automation for common IT issues. This resulted in 93% customer satisfaction and reduced support volume by 10% through a chatbot. - Facilitated digital workplace transformation for a global real estate firm. This included vendor consolidation, service desk integration, virtual assistants, and experience-level agreements. The solution achieved 78% first call resolution, increasing customer satisfaction by 15%.		
15M+ DWS users supported	>10% YOY DWS revenue growth, FY 2024			
Key IP and assets		Key partnerships	Sample clients	Industry coverage
- WorkNEXT™ AI: A generative AI-driven tool that automates workflows, improves support, and enhances productivity - WorkNEXT™ AR: A tool that uses augmented reality for training, remote assistance, and immersive IT support experiences. - WorkNEXT™ Digihub: A centralized self-service platform for tools, support, automation, and digital experience integration		Platform/technology partners  Hardware partners 	- An oil and gas company - A global pharmaceutical company - A US bank - A global real estate - A tractor manufacturing company - A global athletic shoe and apparel brand - A global retail company - A healthcare analytics company - An insurance and pension company - Whitbread	Banking Financial services Government Healthcare & life sciences High-tech Insurance Manufacturing Nonprofits Retail & CPG Telecom, media & entertainment Travel & transportation Utilities & resources

Darker color indicates higher industry coverage through digital services

Cognizant: RadarView profile

Analyst insights

Practice maturity



- Cognizant offers digital workplace services (DWS) through its WorkNEXT suite of services, which focuses on enhancing the digital employee experience with AI-powered automation, persona-driven service models, and Nexthink-based experience monitoring. Key capabilities include zero-touch provisioning, virtual tech bars, and omnichannel support. The suite is designed to optimize IT costs, boost operational efficiency, and support complex hybrid workforces effectively.
- It provides AI-enabled service desk capabilities across voice, chat, and web channels, combined with real-time workplace intelligence for proactive IT support. The approach integrates experience observability and preventive reliability engineering to enable automation, reduce incident volumes, and improve employee experience through data-driven insights and intelligent human-machine collaboration.
- It follows the 3E principle of experience-led Engagement, Execution, and Engineering to deliver digital workplace solutions. It uses generative AI, conversational AI, and agentic AI models for engagement, supports IT operations through enterprise service desks, and ensures engineering reliability with AI devices, virtual workspaces, and sustainability solutions. This approach helps enterprises enhance service quality, user experience, and operational resilience.

Partner ecosystem



- In June 2024, Cognizant partnered with Nexthink to launch WorkNEXT Workplace Intelligence, targeting real-time visibility into digital employee experience across hybrid environments. The solution integrates sentiment analytics, AI-led root cause detection, and automation to proactively resolve issues. This collaboration reduced ticket volumes, improved IT efficiency, and enhanced workforce productivity.
- In January 2024, it partnered with ServiceNow to enhance its digital workplace services using generative AI. The collaboration aimed to integrate AI-driven automation, predictive insights, and intelligent self-service into Cognizant's WorkNEXT platform. This partnership enhanced the digital employee experience, reduced IT workloads, and accelerated the enterprise's digital transformation.

Investments and innovation



- Cognizant's WorkNEXT Multi-Agent AI stack is a modular platform that supports digital workplace operations through specialized AI models. The platform was developed in partnership with firms such as ServiceNow and Nexthink, and it enables real-time diagnostics, automation, and multilingual user support. The approach aims to streamline IT operations, reduce response times, and improve overall digital employee experience.
- In January 2024, it acquired Thirdera to strengthen its ServiceNow capabilities and expand its position in the digital workflow and IT service management market. The acquisition enhanced Cognizant's end-to-end ServiceNow consulting, implementation, and managed services, helping clients accelerate digital transformation and improve workflow automation outcomes.

Compucom: RadarView profile



Practice maturity ★★★★★

Partner ecosystem ★★★

Investments & innovation ★★★★★

Has launched the Geordi innovation studio to demonstrate next-generation workplace technologies. Has partnered with Verkada to enhance workplace security.

Practice overview

- Practice size: N/A
- Active clients: 285+
- External certifications: N/A
- Delivery highlights: Over 19.8 million end-users managed

\$250M-\$500M

DWS revenue, as of March 2025

<10%

DWS revenue growth, as of March 2025

Key IP and assets

- FLO Framework: A framework that uses AI to unify IT operations, offering end-to-end visibility, automation, and insights to reduce tickets, ensure compliance, and enhance user experience

Client case studies

- Deployed digital experience management solution for an insurance company. This included leveraging advanced telemetry to identify root causes and deploying new software versions. The solution resulted in a 10% reduction in employee downtime and a 20% reduction in tickets.
- Implemented a digital workplace services solution for VSP. This included Windows 11 upgrade support, endpoint health optimisation, and service desk improvements. This resulted in 98% patch compliance, 40% improvement in device health, and 54% reduction in underperforming devices
- Delivered a workplace technology refresh solution to Target, which covered end-to-end upgrades across point of sale, kiosks, cameras, networks, and server infrastructure across 570 stores. This resulted in 100% compliance and 95% daily SLA adherence.
- Built a digital experience monitoring platform for a global retailer to detect and resolve IT issues across stores and distribution centers. This reduced store and distribution center downtime, improving operational continuity and incident response.

Key partnerships

Platform/technology partners



Hardware partners



Sample clients

- A retail chain
- A water and wastewater management company
- An insurance company
- SE Grocers
- Target
- VSP
- A global retailer

Industry coverage

Banking
Financial services
Government
Healthcare & life sciences
High-tech
Insurance
Manufacturing
Nonprofits
Retail & CPG
Telecom, media & entertainment
Travel & transportation
Utilities & resources

Darker color indicates higher industry coverage through digital services



Compucom: RadarView profile

Analyst insights

Practice maturity



- Compucom's experience management solution leverages AI/ML-powered data science and telemetry insights to deliver proactive, predictive, and prescriptive IT support. The solution reduces IT downtime, improves incident response, and enhances workplace productivity and employee satisfaction by integrating self-healing technologies within a structured, insight-driven support framework.
- It leverages its full life cycle observability (FLO) framework to provide workplace support solutions. The framework transforms the traditional service desk into a centralized IT support hub that provides control over virtual, onsite, and field services. The solution can also integrate managed device life cycle services, endpoint management, unified collaboration and communication, and IT infrastructure support.
- It provides end-to-end managed device life cycle services spanning provisioning, configuration, kitting, staging, and deployment, which are integrated with advanced device management capabilities and the FLO framework. It has incorporated zero-touch and low-touch provisioning models to enhance the employee experience. Additionally, its Gen AI-powered self-service and self-healing tools enable remote setup and support, catering to the needs of hybrid workplaces.

Partner ecosystem



- In March 2025, Compucom partnered with HPE to integrate OpsRamp into its FLO framework to enhance IT operations visibility and automation. This integration enables centralized monitoring of digital workplace infrastructure, supports proactive incident detection, and improves response times. The partnership aims to reduce downtime, streamline endpoint management, and improve alignment with experience-level agreements in workplace environments.
- In February 2025, it partnered with Verkada to enhance physical workplace security through integrated video, access, and environmental monitoring. The collaboration enables centralized visibility, data-driven incident response, and improved compliance, supporting clients' hybrid workplace safety and facility management within digital workplace service environments.

Investments and innovation



- In March 2025, it launched the Geordi innovation studio to demonstrate and test next-generation workplace technologies in real-world scenarios. The center enables clients to evaluate solutions related to AI, automation, collaboration tools, and IT support models. The studio supports faster decision-making, aligns technology with business needs, and helps validate workplace transformation strategies before full-scale deployment.
- In October 2024, it launched its AI-powered full life cycle observability framework to enhance visibility across IT assets from deployment to retirement. The framework integrates data from multiple tools, enabling proactive incident management, compliance tracking, and user experience monitoring, thereby improving operational efficiency in digital workplace environments.

Computacenter: RadarView profile



Practice maturity ★★★★★

Partner ecosystem ★★★★★

Investments & innovation ★★★

Has partnered with HappySignals to enhance workplace services through sentiment analytics and with Genesys to modernize service desk with AI automation.

Practice overview		Client case studies		
- Practice size: 7,200+ - Active clients: N/A - External certifications: N/A - Delivery highlights: India's headquarters in Bengaluru enable global service delivery		- Provided workplace consulting services to Evonik Industries. This included building a strategic workplace transformation framework, modernizing workplace platforms, and improving service delivery for over 31,000 employees. This enhanced user experience and global IT consistency. - Delivered end-user support services to a European car manufacturer. This included deploying a multilingual service desk, provisioning Windows 11 devices as a service, and enabling proactive user analytics and remediations. This enhanced workplace efficiency and reduced costs. - Implemented unified communication services for Sennheiser. This included creating an integrated IT environment using Microsoft 365 and Skype for Business. This enhanced communication speed, collaboration efficiency, and working conditions for international project teams. - Delivered end-user support services to Credit Suisse. This included deploying an IT help portal, virtual advisory, and sentiment analytics. It resulted in faster issue resolution, 15.4% lower support costs than the industry average, and 93% positive user feedback.		
5,000+ Engineers and technicians 2,200 Project, service and delivery managers				
Key IP and assets		Key partnerships	Sample clients	Industry coverage
Experience Management Office (XMO): A platform that identifies, analyzes, proactively manages, and resolves issues that impact employee experience		Platform/technology partners MicrosoftGooglevmwareby BroadcomCiscoCiscoGENESYS Hardware partners hpLenovoApple	- Evonik Industries - A European car manufacturer - Santander - BayWa r.e. - Ageas Insurance - Civil Aviation Authority, UK - Credit Suisse - A global telecommunications provider - UGAP - AOK Plus - Sennheiser	Banking Financial services Government Healthcare & life sciences High-tech Insurance Manufacturing Nonprofits Retail & CPG Telecom, media & entertainment Travel & transportation Utilities & resources

Darker color indicates higher industry coverage through digital services ●●●●●

Computacenter: RadarView profile

Analyst insights

Practice maturity



- Computacenter leverages its Experience Management Office to analyze experience data from users across all workplace touchpoints. These insights enable experience-based decision-making and support the continuous improvement of digital workplace services, aligning them with employee expectations.
- It provides adoption and change management services to support workplace changes such as office relocations and new technology implementations. By using established frameworks, it delivers tailored strategies, communications, and training to help employees adopt new tools and processes, reduce disruption, and maintain productivity. This structured approach ensures alignment with organizational goals and supports a smooth, effective transition.
- Its service desk provides 24/7 multilingual support through a user-friendly portal, live chat, and automation tools. Its modern endpoint services unify device management and integrate automation, delivering consistent support and improved efficiency across physical and virtual workplace environments.
- It leverages Microsoft 365 Copilot to enhance workplace productivity by automating routine tasks, supporting content creation, and improving data analysis. Integrated into Microsoft apps, this enables employees to work more efficiently, streamline processes, and improve collaboration across the digital workplace.

Partner ecosystem



- In June 2024, Computacenter partnered with HappySignals to incorporate end-user sentiment analytics into its digital workplace services. The integration enables measurement across key IT service areas, supports experience-level benchmarking, and informs continuous improvement initiatives. This enhances Computacenter's ability to monitor, assess, and optimize service delivery based on user experience data.
- It partnered with Genesys to modernize its service desk capabilities through cloud migration, AI automation, and sentiment analytics. The solution enables personalized and proactive support, improves response efficiency, and enhances service consistency. This partnership supports the delivery of intelligent support services aligned with evolving user expectations and operational performance goals.

Investments and innovation



- Computacenter, in collaboration with Cisco, enables clients to achieve sustainability objectives by integrating energy monitoring, life cycle insights, and circular IT practices. Through an API integration with Cisco platforms, it enables data-informed infrastructure decisions that reduce energy consumption, improve asset utilization, and contribute to environmentally responsible IT operations.
- In June 2024, it launched a new headquarters and service center in Bengaluru, India, to expand its delivery capacity for global operations, including digital workplace services. With over 3,300 seats, the energy-efficient facility enhances Computacenter's ability to deliver scalable, user-centric support, leveraging India's technology talent to strengthen digital workplace operations and service excellence.

DXC Technology: RadarView profile



Practice maturity ★★★★★

Partner ecosystem ★★★★★

Investments & innovation ★★★★★

Has launched AI Workbench to deploy generative AI agents across workplace platforms. Has partnered with 7AI to embed autonomous AI in workplace security.

Practice overview

- Practice size: N/A
- Active clients: 435+
- External certifications: N/A
- Delivery highlights: Over 9M Microsoft 365 seats and Teams monthly active users managed

>98%
Customer
satisfaction
score

>90%
First contact
resolutions

Key IP and assets

- DXC Platform X™: A platform that delivers self-healing, automated IT operations with predictive insights to reduce downtime and costs
- DXC Uptime™: A platform that provides AI-driven workplace services and sentiment insights to improve productivity

Client case studies

- Implemented a mobile device management solution for Toyo Engineering Corporation. This included leveraging Microsoft Intune and Autopilot to self-provision PCs for over 2,000 employees. This significantly reduced provisioning time and enhanced employee experience.
- Delivered workplace services to a global insurance company, including legacy email migration to Microsoft 365, a global service desk, self-service features, and modern telephony systems. This boosted productivity, employee satisfaction, and operational efficiency for over 50,000 users.
- Deployed its Uptime platform for Textron to enable user self-service for common issues. The engagement incorporated AI and ML-based network monitoring to proactively detect and resolve outages, enhancing employee experience for over 32,000 end-users across 23 countries.
- Implemented a unified collaboration solution for the Shell V-Power Racing Team. This included migrating to a standalone Microsoft 365 tenant with Teams, SharePoint, and OneDrive, enabling secure, self-managed collaboration and improving operational performance for 50 users.

Key partnerships

Platform/technology partners



Hardware partners



Sample clients

- A Dutch manufacturing firm
- A UK-based defense research company
- A global insurance company
- Textron
- Nissan
- Alstom
- An Australian federal government department
- Shell V-Power Racing Team
- Toyo Engineering Corporation

Industry coverage

Banking

Financial services

Government

Healthcare & life sciences

High-tech

Insurance

Manufacturing

Nonprofits

Retail & CPG

Telecom, media & entertainment

Travel & transportation

Utilities & resources

Darker color indicates higher industry coverage through digital services



DXC Technology: RadarView profile

Analyst insights

Practice maturity



- DXC Technology provides services for Microsoft 365 Copilot that enable organizations to integrate AI tools into their Microsoft 365 environment. These services include readiness assessments, personalized implementation plans, and ongoing support to enhance workplace productivity, collaboration, and IT security.
- DXC Workplace Collaboration services support hybrid work by optimizing IT management and enabling seamless communication. These services enhance productivity and employee engagement by leveraging analytics to deliver insights for continuous personalization and improve collaboration experiences.
- DXC Platform X is an automation platform that combines AI-powered observability and workflow orchestration to manage complex IT environments. It integrates with tools such as Dynatrace and ServiceNow to detect, prevent, and resolve issues autonomously. This supports consistent service performance, reduces operational overhead, and enables scalable, self-managing IT operations.
- It leverages its DXC Uptime platform to deliver AI-driven, personalized workplace services that enhance employee experience. By enabling intuitive interactions, proactive IT support, and sentiment analysis, it helps organizations boost workforce productivity and continuously improve digital service delivery.

Partner ecosystem



- In August 2025, DXC partnered with 7AI to enhance its digital workplace services with an AI-powered, agentic security operations center (SOC). By integrating autonomous AI agents across the security life cycle, the SOC streamlines alert handling, investigation, and response, supporting secure, efficient operations in hybrid workplace environments while improving analyst productivity and reducing incident resolution time.
- In August 2025, it partnered with Boomi to support AI-driven application modernization and enterprise IT transformation. The collaboration leverages Boomi's integration and AgentStudio capabilities to streamline workflows, enhance automation, and improve end-user experiences. This partnership supports digital workplace services by facilitating more streamlined, scalable, and secure workplace operations.

Investments and innovation



- In April 2025, DXC Technology launched the DXC AI Workbench to help organizations integrate AI into digital workplace environments. Designed for scalability and compliance, the offering supports deployment of generative AI agents across platforms such as Microsoft Teams and ServiceNow, enabling use cases such as task automation, knowledge assistance, and operational decision-making within enterprise workflows.
- In November 2024, it launched a generative AI CoE, in partnership with ServiceNow, to enhance digital workplace operations. By combining DXC's AI Impact expertise with ServiceNow's Now Assist platform, the initiative helps organizations streamline service desk workflows, reduce resolution times, and improve employee support, saving around 10,000 analyst hours per month across more than 500 clients.

Fujitsu: RadarView profile



- Practice maturity ★★★★★
- Partner ecosystem ★★★
- Investments & innovation ★★★★★

Has partnered with AWS to optimize digital workplace tools and operations. Has acquired oobe, Enable Professional Services, and InPhySec to expand digital workplace capabilities.

Practice overview		Client case studies		
- Practice size: 130,000+ - Active clients: N/A - External certifications: N/A - Delivery highlights: Handled over 19.6M service desk contacts		- Offered digital experience monitoring services to Centrica. This included leveraging Aternity's automated proactive self-healing capabilities to ensure reliable IT support for remote employees. This resulted in 80% faster resolution of IT issues and an ROI of over 300%. - Delivered end-to-end workplace services to Westpac. This involved transforming its remote access architecture and providing support for Microsoft Office 365, a service desk, and identity management. This enabled uninterrupted service availability for 5,000 concurrent remote users. - Provided workplace services to a European financial company. This included transitioning 4,000 users to the Modern Workplace platform and utilizing cloud management and Microsoft 365 support. This resulted in faster onboarding and improved Windows 11 service. - Implemented a workplace solution for Schneider Electric. This included automation, shift-left practices, an optimized delivery model, and sustainability initiatives. This resulted in 50% fewer manual tickets, one-day resolution, and 50% lower carbon emissions.		
\$2.8B DWS revenue, FY 2024 8 Global delivery centers				
Key IP and assets		Key partnerships	Sample clients	Industry coverage
Human-Centric Experience (HX) Workspace: A digital work platform that delivers tools for workforce engagement, collaboration, and digital skill development		Platform/technology partners  Microsoft  citrix  CISCO  vmware[®] by Broadcom  NUTANIX  aws  intel Hardware partners  Lenovo	- Centrica - Westpac - Schneider Electric - Whitbread - BNP Paribas - Engie Home Services - PostNord - Teijin - Australia Post - A European financial company	Banking Financial services Government Healthcare & life sciences High-tech Insurance Manufacturing Nonprofits Retail & CPG Telecom, media & entertainment Travel & transportation Utilities & resources

Darker color indicates higher industry coverage through digital services

Fujitsu: RadarView profile

Analyst insights

Practice maturity



- Fujitsu enables organizations to address workplace challenges through structured stakeholder engagement and persona-based analysis. The six-week process delivers a lean business case and proof-of-value exercise, ensuring measurable validation and alignment of proposed solutions with organizational objectives.
- Its Customer Experience Center integrates digital and traditional support channels, using endpoint analytics to monitor and optimize employee interactions. It identifies sources of digital friction, enabling targeted improvements that enhance engagement and support consistent workforce productivity.
- Its employee experience as a service helps organizations understand their employees' needs through workshops and interviews. It identifies issues in digital tools and workflows, guiding targeted improvements. By ensuring technology is used effectively and efficiently, it reduces obstacles, enhances daily work experiences, and supports higher employee productivity, better engagement, and smoother overall operations across the organization.
- It provides endpoint security by using its continuous endpoint engineering approach and Microsoft best practices to keep devices secure, compliant, and updated, ensuring employees can safely access the latest features while reducing risks across the workplace.

Partner ecosystem



- In April 2025, Fujitsu and Super Micro Computer expanded their partnership to deliver a comprehensive generative AI platform. By integrating the PRIMERGY GX2570 M8s server with Fujitsu's Takane large language model, the collaboration enables enterprises to adopt AI through managed services, enhancing digital workplace services by simplifying infrastructure, accelerating automation, and improving employee productivity and operational efficiency.
- In December 2024, it partnered with AWS to expand cloud migration services, integrate its Uvance offerings with AWS tools, and increase the number of AWS-certified engineers. This supports digital workplace services by improving workplace system scalability, enabling data-driven operations, and enhancing the deployment and management of digital tools for more efficient employee workflows.

Investments and innovation



- Fujitsu is focusing its investments on generative AI, conversational chatbots, and real-time translation. While short-term industry interest in sustainability has declined, it remains a long-term priority. Sector initiatives include ERP and order management in manufacturing, IT service management and behavior analysis in retail, and RPA in the public sector.
- It has expanded its digital workplace capabilities through the acquisitions of oobe, Enable Professional Services, and InPhySec, adding expertise in Microsoft, ServiceNow, and security. More than 20,000 users have adopted the Modern Workplace platform. Its AI-driven automation platform has been deployed to 21 customers, with 15 additional implementations in progress.

Genpact: RadarView profile



Practice maturity ★★

Partner ecosystem ★★★★★

Investments & innovation ★★★★★

Has acquired US-based XponentL Data to enhance AI-driven digital workplace services. Collaborates with Microsoft and AWS to test virtual agents and automation.

Practice overview		Client case studies				
- Practice size: 16+ - Active clients: 132+ - External certifications: 12+ - Delivery highlights: Over 2.7M users supported through the service desk		- Delivered desktop virtualization services for CDK Global. This included migration to microservices architecture, zero-touch OS deployment, centralized device management, and AI-driven issue resolution. It resulted in 40% lower downtime and 35% fewer tickets. - Provided unified communication services to Cox Automotive. This included creating a unified platform, providing real-time transcription, and integrating communication platforms. It resulted in 30% improved user experience, 50% productivity gains, and about 30% lower support costs. - Provided digital experience monitoring services to Otsuka Pharma. This included automated issue resolution, predictive IT support, and continuous telemetry using ServiceNow and Nexthink to improve endpoint visibility. This enhanced IT responsiveness and reduced the mean time to repair. - Consolidated the service desk of Coca-Cola. This included a shift-left strategy, agentic AI-based automation, and chat adoption to standardize support and reduce escalations. This resulted in a higher customer satisfaction score and faster resolution.				
\$50M-\$100M DWS revenue, as of March 2025 10%-20% DWS revenue growth, as of March 2025		Key IP and assets		Key partnerships	Sample clients	Industry coverage
GENNOW: An accelerator that streamlines ServiceNow with preconfigured workflows, automation, self-service, and compliance features		Platform/technology partners  Microsoft  CISCO  vmware by Broadcom  paloalto NETWORKS  citrix  servicenow  nexthink		- CDK Global - Cox Automotive - Otsuka Pharma - Coca-Cola - Norgine		Banking Financial services Government Healthcare & life sciences High-tech Insurance Manufacturing Nonprofits Retail & CPG Telecom, media & entertainment Travel & transportation Utilities & resources

Darker color indicates higher industry coverage through digital services

Genpact: RadarView profile

Analyst insights

Practice maturity



- Genpact's workplace consulting services assess existing processes to identify inefficiencies and streamline employee workflows. It develops user profiles, maps employee life cycle touchpoints, and uses generative AI to simulate behaviors. The services focus on improving adoption and readiness while integrating emerging technologies, helping enterprises implement structured digital workplaces that drive operational efficiency and digital transformation.
- Its unified communication services use AI to streamline voice, video, messaging, and email interactions. It provides meeting transcription, collaboration tools, and automated workflows, helping organizations enhance communication efficiency, secure collaboration, and engagement across hybrid work environments.
- Its agentic AI offerings apply intelligent automation across IT support, service delivery, and workforce management. These solutions have self-learning and self-healing features to detect and resolve issues, supporting operational efficiency, reducing downtime, and enhancing user experiences in workplace environments.
- It implements zero-trust architectures, AI-based anomaly detection, and real-time threat intelligence to maintain security and regulatory compliance. Agentic AI autonomously adjusts defenses, while flexible pricing models enable businesses to scale workplace solutions efficiently and cost-effectively.

Partner ecosystem



- Genpact partnered with Microsoft and AWS to establish tech labs for testing in-house IPs, including virtual agents, mobile applications, and automation tools. These initiatives support self-healing capabilities, enabling organizations to evaluate and deploy innovative workplace solutions effectively.
- It partnered with ServiceNow to develop a customized out-of-the-box version of ServiceNow with basic modules. This initiative streamlined implementation, led to faster deployment, and standardized workflows, supporting efficient service management and enhancing overall workplace operations for clients.
- It leverages the partnership with Servicely to implement agentic AI-powered service management, transforming workflows, accelerating service delivery, and enhancing agent expertise, enabling organizations to deliver efficient, AI-driven service experiences with measurable operational benefits.

Investments and innovation



- In June 2025, Genpact acquired US-based XponentL Data, a provider of data products and AI solutions. The acquisition strengthens its digital workplace services by adding advanced AI and data capabilities to support workflow optimization, personalized employee experiences, and scalable digital transformation for enterprises.
- Its AI Gigafactory initiative supports digital workplace services by scaling AI solutions from pilot to production. Agentic AI and engineering libraries streamline workflows, while data marketplaces enhance insights. Strategic partnerships strengthen AI integration, and AI-trained talent from Giga Academy enables enterprises to advance digital workplace services with responsible and compliant adoption.

HCLTech: RadarView profile

HCLTech



- Practice maturity ★★★★★
- Partner ecosystem ★★★★★
- Investments & innovation ★★★★★

Has collaborated with OpenAI to modernize digital workplace experiences with secure, enterprise-grade Gen AI tools. Has launched an AR-based IT infrastructure for remote visual support.

Practice overview

- Practice size: 31,230+
- Active clients: 490+
- Externally certified resources: 17,000+
- Delivery highlights: Over 12.3M users served through the service desk support

>\$1B
DWS revenue,
as of March 2025

10%-20%
DWS revenue
growth, as of
March 2025

Key IP and assets

- FlexSpace 5G: A flexible desktop virtualization framework with bundled life cycle services
- DRYiCE™: A digital workplace solution that leverages AI and automation to improve employee experience

Client case studies

- Provided desktop and application virtualization services for a life insurance and financial services provider. The solution integrated AI-powered automation, self-healing, AIOps, and persona-based consulting, enhancing employee efficiency and agent productivity.
- Implemented an experience monitoring solution for a British multinational mining company for real-time monitoring of performance metrics, configurations, and device data across global sites. This resulted in proactive incident handling, resource optimization, and improved UX.
- Offered desktop and application virtualization services for a German multinational BFSI company that automated virtual desktop infrastructure and provided Liquidware FlexApp integration. The solution enabled consistent UX, reduced technical debt, and significantly saved costs.
- Delivered end-user support services to a British multinational universal bank that promoted shift-left shift-right approaches, leveraging automation, analytics, AI, and IoT-based asset tracking. This resulted in over 73% first contact resolution and a 10% rise in customer satisfaction.

Key partnerships

Platform/technology partners



Hardware partners



Sample clients

- An Australian telecommunications company
- A New Zealand-based dairy co-operative
- A multinational clothing company
- A life insurance and financial services provider
- A British multinational mining company
- A German multinational BFSI company
- An American crop nutrient company
- British multinational universal bank

Industry coverage

Aerospace and defense
Banking
Financial services
Government
Healthcare and life sciences
High-tech
Insurance
Manufacturing
Nonprofits
Retail and CPG
Telecom, media and entertainment
Travel and transportation
Utilities and resources

Darker color indicates higher industry coverage through digital services



AVASANT

HCLTech: RadarView profile

Analyst insights

Practice maturity



- HCLTech's Plant WorkBlaze is an AI-led IT and operation technology convergence framework that unifies industrial operations across people, processes, and technology. This supports agile production by enabling operational visibility, predictive maintenance, and demand-driven planning in the manufacturing sector.
- It is leveraging generative AI and agentic AI to transform digital workplace services (DWS) by deploying over 1,000 AI use cases across domains. These include knowledge AI agents for auto knowledge base creation, service desk agents with real-time translation, sentiment and ticket analysis, and desktop automation. It also offers Microsoft Copilot-based verticalized solutions for AIOps, AI-driven PC security, code creation, and conversational AI for multilingual voice/chat support, enhancing productivity, security, and user experience.
- It offers a workforce management solution, called HCL Nippon, through an automated SaaS platform. Designed specifically for remote work, HCL Nippon captures real-time effort and output data, correlates them using analytics dashboards, and identifies performance trends, productivity gaps, and skill development needs. The platform also includes wellness features, enabling enterprises to balance workforce efficiency with employee well-being.

Partner ecosystem



- In June 2025, HCLTech collaborated with OpenAI to accelerate enterprise-scale generative AI adoption. It will embed OpenAI's models across its AI Force and AI Foundry platforms to modernize business processes and elevate digital workplace experiences. The partnership supports end-to-end AI transformation, from readiness assessment to governance, empowering employees with secure, enterprise-grade generative AI tools such as ChatGPT Enterprise.
- In March 2025, it partnered with Intel to launch FlexSpace for AI PCs, empowering enterprises with secure and flexible AI-driven computing. The solution integrates its experience-as-a-service platform with Intel Core Ultra processors for executing local AI tasks, enhancing real-time analytics, and improving IoT application performance while reducing data latency and security risks.

Investments and innovation



- In May 2025, HCLTech launched an AR-based IT infrastructure management solution in partnership with CareAR and ServiceNow. This solution enables remote visual support, digitized workflows, and AI-driven issue resolution to reduce downtime for critical infrastructure and enhance enterprise IT support efficiency.
- In July 2024, it established a generative AI CoE in collaboration with IBM, leveraging the IBM watsonx™ AI and data platform. The CoE aims to modernize legacy applications, enhance IT service management, and support code generation and orchestration. The CoE will train 10,000 engineers and architects on watsonx technologies to accelerate generative AI adoption, drive productivity, and build scalable AI-driven solutions across digital workplace and enterprise environments.

Infosys: RadarView profile



Practice maturity ★★★★★

Partner ecosystem ★★★★★

Investments & innovation ★★★★★

Has partnered with Google Cloud to develop AI-driven solutions for digital workplaces. Has acquired a cybersecurity firm to enhance security in digital workplaces.

Practice overview		Client case studies		
- Practice size: 25,250+ - Active clients: 600+ - External certifications: 13,750+ - Delivery highlights: Over 2.4M users served through the service desk support		- Delivered a workplace security solution to E.ON, which included migrating to a cloud-based platform and developing a Zscaler-based virtual private network to enhance remote access capabilities. This enabled secure access for over 90,000 users and cut operational costs by 75%. - Implemented a digital workplace solution for LANXESS. This included deploying Microsoft tools such as MS Teams, Viva Insights, and SharePoint Online, and automating workflows. This improved employee collaboration, enhanced user experience, and increased adoption of cloud platforms. - Deployed a remote workplace solution for a US-based mortgage firm. The solution was rolled out in phases, progressing from a 12-user pilot to over 500 users across 20 Azure virtual machines. The solution enabled secure access for remote users globally and saved nearly 60% costs. - Implemented an enterprise mobility solution for a global logistics firm, which included Intune-based device and app management, self-service password reset, and Azure Information Protection. This ensured secure workforce mobility for over 20,000 employees across the globe.		
>\$1B DWS revenue, as of March 2025 10%-20% DWS revenue growth, as of March 2025				
Key IP and assets		Key partnerships	Sample clients	Industry coverage
- DWX Command Center: A platform that unifies digital experience tools to enable targeted, data-driven actions for workplace experience improvement - Infosys Cortex: A platform that uses AI to enhance service desk operations through real-time insights and automation		Platform/technology partners Microsoft aws nextthink Lakeside GENESYS servicenow CISCO 1E A TeamViewer company Hardware partners DELL Lenovo hp	- A German luxury automotive brand - A global logistics firm - A Swedish multinational conglomerate - A US-based mortgage firm - A US-based telecom company - An Australian global energy company - E.ON - LANXESS - SGRE - Temasek	Banking Financial services Government Healthcare & life sciences High-tech Insurance Manufacturing Nonprofits Retail & CPG Telecom, media & entertainment Travel & transportation Utilities & resources

Darker color indicates higher industry coverage through digital services

Infosys: RadarView profile

Analyst insights

Practice maturity



- Infosys leverages its desktop-as-a-service (DaaS) framework to support end-to-end virtual desktop infrastructure (VDI) life cycle management, enabling secure and scalable hybrid workplace environments. It offers consulting, implementation, experience management, and application virtualization services across industry verticals and has deployed 150,000 VDIs using platforms such as Microsoft Azure, Citrix, VMware, and AWS.
- It provides end-user support services by leveraging Gen AI to deliver contextual, step-by-step resolutions through a chatbot-integrated portal. The solution retrieves information from an enterprise knowledge base, enabling users to resolve common queries independently. The solution helps reduce support ticket volume, enhances response accuracy, and improves user experience by promoting efficient, self-service issue resolution within digital workplace environments.
- It leverages the Infosys Orbit and Infosys NAVI framework to enhance digital employee experience and productivity. Infosys Orbit is a human-centric platform that supports a connected, flexible workforce, while NAVI serves as a digital assistant with multi-agent orchestration, contextual recommendations, speech-text capabilities, domain access control, and document-linked responses.

Partner ecosystem



- In August 2024, Infosys expanded its strategic collaboration with ServiceNow to enhance digital workplace services through AI-led managed services. The partnership aims to leverage Infosys's Enterprise Service Management (ESM) Café with over 70 prebuilt applications, accelerate ServiceNow implementations for enterprises, and streamline workplace service management.
- It has partnered with HP, Dell, and Lenovo to standardize the DaaS framework by developing reusable components across the device life cycle, from procurement to disposal. The collaboration involved revisiting core DaaS elements and aligning go-to-market strategies to improve delivery consistency, operational efficiency, and overall value for enterprise customers.

Investments and innovation



- In May 2025, Infosys acquired The Missing Link to enhance its cybersecurity capabilities across finance, healthcare, and critical infrastructure domains. The acquisition adds expertise in threat detection, managed security services, and endpoint protection. These capabilities support secure and compliant digital workplace environments, particularly in distributed and hybrid work models requiring advanced monitoring and risk management.
- In December 2024, it partnered with Google Cloud to launch a CoE in Bengaluru to enhance generative AI use cases in digital workplace services. The CoE focuses on solutions like contact center AI and AI agents for workplace support by leveraging Infosys Topaz™ and Cobalt. The centre also aims to improve user experience, automation, and service efficiency across digital workplace environments.

ITC Infotech: RadarView profile



- Practice maturity ★★
- Partner ecosystem ★★★
- Investments & innovation ★★★★★

Has partnered with Yellow.ai and Aisera to accelerate onboarding and automate experience management.

Deploys zero-trust architecture to strengthen workplace security.

Practice overview		Client case studies				
- Practice size: 1,400+ - Active clients: 35+ - External certifications: 370+ - Delivery highlights: Over 4.2 million users supported through the service desk		- Delivered end-user support services to a US healthcare company, aiding 34,000 professionals with multichannel IT support, automation, and Nexthink analytics. This boosted first call resolution from 52% to 70% and reduced incidents through self-healing and updated knowledge management. - Provided end-user support services to a US-based energy firm. The solution included 24/7 monitoring, incident and configuration management, and technical helpdesks. This ensured zero transition cost, improved SLA adherence, and increased customer satisfaction. - Implemented workplace services for a metal packaging company. This included network, server, and desktop management, user support for over 5,500 employees, and migration to Office 365. This resulted in increased infrastructure uptime and first contact resolutions. - Provided comprehensive workplace services to a UAE government entity, covering remote transition, multilevel support, and automation. This increased the first call resolution rate from 80% to 90% and enabled key IT projects such as firewall replacement and Microsoft 365 migration.				
\$50M-\$100M DWS revenue, as of March 2025 30%-40% DWS revenue growth, as of March 2025		Key IP and assets		Key partnerships	Sample clients	Industry coverage
- E3 Framework: A framework that enhances digital workplace strategies via structured mapping of experience, efficiency, and effectiveness levers - Omnifabrik: A tool that supports rapid digital experience delivery through modular, low-code orchestration across workplace services and systems		Platform/technology partners  Microsoft  aws  servicenow  GoTo  nexthink  yellow.ai  flexera  samespace		- A Europe-based global hospitality firm - A Europe-based roof-tile manufacturer - A financial services company - A metal packaging company - A UAE-based government entity - A US-based energy firm - A US-based healthcare company - An Australia-based credit union - An Indian conglomerate - An insurance company	Banking Financial services Government Healthcare & life sciences High-tech Insurance Manufacturing Nonprofits Retail & CPG Telecom, media & entertainment Travel & transportation Utilities & resources	

Darker color indicates higher industry coverage through digital services

ITC Infotech: RadarView profile

Analyst insights

Practice maturity



- ITC Infotech leverages its E3 framework to deliver workplace transformation strategies. The framework simulates user journeys, generates adaptive personas, and predicts the impact of any change. It co-develops workplace designs with key stakeholders such as human resources, IT, and ESG through persona-based modeling to ensure user-centric outcomes. It also maintains an AI-driven tech CoE to ensure governance and alignment with clients' long-term objectives.
- It leverages Gen AI to enhance end-user support through voice-enabled and conversational AI assistants. These bots autonomously manage meeting setups, license resets, and Microsoft 365 issues by integrating with calendars, Teams, and service desks. They are deployed across different facilities. They handle tier-0/1 queries, guide users via natural language, and escalate complex issues.
- It deploys zero-trust architecture integrated with AI/ML-based adaptive controls to strengthen workplace security. Gen AI models are leveraged to simulate breach scenarios and recommend mitigation actions. These models apply behavioral biometrics for dynamic policy enforcement, use anomaly detection for threat monitoring, and leverage an AI-based intelligence hub for automated response and regulatory reporting.

Partner ecosystem



- ITC Infotech has partnered with AI-driven automation platform providers such as Yellow.ai and Aisera to develop telemetry packs, automation playbooks, and 90-day rollout kits that aim to reduce onboarding time and simplify client-specific configurations. The collaboration also includes a shared repository of agentic AI models with micro-agents for incident triage and experience sentiment analysis.
- It has partnered with Nexthink, a digital experience platform provider, Moveworks, an AI platform provider, and Samespace, an AI consulting firm, to launch workplace insight-as-a-service and omnichannel telephony solutions. These offerings integrate with IT service management platforms to enable automation and AI-powered contact handling. The solutions are designed to support issue diagnosis, reduce manual intervention, and streamline service desk operations.

Investments and innovation



- In February 2025, ITC Infotech announced the launch of its first global AI CoE in Kolkata, India, to support the development of Gen AI-led solutions for digital workplace services. The center focuses on AI-driven use cases such as experience and support automation, and workplace analytics, with collaboration planned alongside academic institutions for research and talent development.
- In October 2024, it acquired cloud solutions firm Blazeclan Technologies to strengthen its multicloud and cloud-native service offerings. The acquisition is aimed at expanding ITC Infotech's capabilities across AWS, Azure, and Google Cloud, while enhancing its global delivery presence in India, Southeast Asia, and Australia. The acquisition stresses its strategic focus on digital workplace and cloud transformation services.

Kyndryl: RadarView profile



Practice maturity ★★★★★
Partner ecosystem ★★★★★
Investments & innovation ★★★★★

Offers generative AI services for digital workplaces in collaboration with Microsoft. Has launched the Kyndryl Agentic AI Framework for autonomous task execution.

Practice overview

- Practice size: 5,000+
- Active clients: 650+
- External certifications: N/A
- Delivery highlights: Has an ASEAN AI Innovation Lab in Singapore

~USD 15B
Total Kyndryl
annual revenue,
as of March 2025

15+
Languages
supported in
service desk

Client case studies

- Deployed Kyndryl Bridge and AI-powered dashboards for Dow to monitor device performance and resolve IT issues across 45,000 endpoints. This improved visibility and employee experience, and reduced incident volumes.
- Offered digital experience monitoring services to a European oil and gas producer. This included deploying a digital experience management solution to proactively identify and resolve device issues. This ensured smoother device performance across 20,000 endpoints.
- Delivered workplace consulting services to a North American energy company. This included holistic workplace governance, journey mapping, and automation using Nexthink to resolve IT issues. This resulted in a gain of 8,400 productivity hours and \$1.5M in cost savings in the first year.
- Provided workplace solutions to Belfius Bank, including implementing Microsoft Office 365, cloud-based updates, and zero-trust security to modernize employee collaboration and security. This improved collaboration and enabled remote work for 12,000 employees.

Key IP and assets

- Kyndryl Consult: A framework that enables secure, user-centric digital workplace transformation through strategic consulting and adoption support
- Digital Experience Management (DEM): A service offering that enhances digital experience by detecting issues early and enabling automated remediation

Key partnerships

Platform/technology partners



Hardware partners



Sample clients

- Singapore Airlines
- A North American energy company
- Belfius Bank
- A European bank
- Dow
- A European oil and gas producer
- A global supermarket chain
- Ethniki Asfalistiki
- Euromaster
- Krungsri

Industry coverage

Banking
Financial services
Government
Healthcare & life sciences
High-tech
Insurance
Manufacturing
Nonprofits
Retail & CPG
Telecom, media & entertainment
Travel & transportation
Utilities & resources

Darker color indicates higher industry coverage through digital services



Kyndryl: RadarView profile

Analyst insights

Practice maturity



- Kyndryl Consult provides a structured, advisory-led approach to digital workplace transformation. The service includes readiness assessments, operating model design, migration planning, and adoption support. This helps organizations align workplace strategies with business objectives, ensure secure and scalable technology deployment, and support the integration of platforms such as Microsoft 365 and generative AI across diverse workforce environments.
- In October 2024, it launched AI workplace services to help organizations deploy Microsoft 365 Copilot. The services include defining role-based use cases, integrating compliance policies using Microsoft Purview, designing Copilot-ready interfaces, and enabling performance tracking. This supports structured implementation, improves governance alignment, and enhances productivity within Microsoft 365 environments.
- In collaboration with Microsoft, it offers generative AI services for digital workplaces, focusing on AI enablement, employee experience, and data integration. The services, including workshops, assessments, and deployment, provide structured guidance for AI strategy and implementation to support operational efficiency and optimized hybrid and cloud-based workplace environments.

Partner ecosystem



- In October 2024, Kyndryl partnered with Microsoft to deliver Copilot for Microsoft 365 services to support AI adoption in enterprise workplaces. The partnership provides consulting-led advisory, implementation, and managed services focused on data, security, and IT management to enhance productivity, streamline operations, and enable secure AI-driven workplace solutions.
- It leverages the partnership with Dynatrace to enhance cloud, application modernization, and AIOps capabilities for digital workplaces. The collaboration provides real-time insights, supports application performance monitoring, and improves operational efficiency, enabling organizations to maintain secure, reliable, and optimized hybrid and cloud-based workplace environments.

Investments and innovation



- In July 2025, Kyndryl launched the Kyndryl Agentic AI Framework to support digital workplace operations by enabling autonomous AI agents. The framework is designed to optimize workflows, assist decision-making, and enhance task execution across hybrid and cloud environments. It offers features such as security controls, governance mechanisms, and auditability to support responsible and scalable AI adoption in workplace settings.
- Kyndryl's sustainable digital workplace services focus on improving operational efficiency and environmental performance. The offering includes AI-driven service desks, self-service capabilities, device life cycle management, and sustainability assessments. It supports clients in measuring and reducing workplace-related carbon emissions, optimizing energy use, and aligning IT operations with sustainability targets.

LTIMindtree: RadarView profile



Practice maturity ★★★★★

Partner ecosystem ★★★★★

Investments & innovation ★★★

Has expanded its partnership with Microsoft to enhance AI-driven digital workplace solutions. Has partnered with Cisco to enhance secure, zero-trust access in digital workplaces.

Practice overview

- Practice size: 6,200+
- Active clients: 115+
- External certifications: 13,000+
- Delivery highlights: Over 1.3M users supported through the service desk support

\$250M-\$500M

DWS revenue,
as of March 2025

10%-20%

DWS revenue
growth, as of
March 2025

Key IP and assets

- Follow-me-IT: A centralized, cloud-managed workplace solution that offers secure, scalable, and flexible access from any device
- Smart Interactive Voice Response: A solution accelerator that automates voice-based IT support using AI and custom workflows

Client case studies

- Delivered unified communication and collaboration services to a Saudi-based energy company. This included migrating on-premises collaboration services to Microsoft 365 using the Quest Archive Migration tool. This streamlined cloud adoption, modernization, and cost optimization.
- Provided digital experience monitoring services to a Nordic retail company. This included deploying Systrack integrated with IT service management tools to analyze usage and optimize licensing. It resulted in \$103K yearly license cost savings and reduced support tickets by 30%.
- Offered enterprise mobility services for a Swedish scrap metal trader. This included unified device management with Microsoft Intune and automated third-party patching using solutions such as Nexthink and ServiceNow. This improved device management and end-user experience.
- Delivered a desktop and application virtualization solution to a Swedish fuel company, including Azure Virtual Desktop deployment for over 1,000 users and integration of Nerdio Manager. The solution cut storage costs by 75% and enabled efficient workspace management.

Key partnerships

Platform/technology partners



Hardware partners



Sample clients

- A global marketing, printing, and communication services company
- A Nordic retail company
- A Saudi-based energy company
- A Swedish fuel company
- A Swedish scrap metal trader
- A UK-based marketing communication services provider
- A US-based financial institution
- A US-based manufacturer
- A US-based manufacturer of lifting and material handling solutions
- A US-based publishing company

Industry coverage

Banking
Financial services
Government
Healthcare & life sciences
High-tech
Insurance
Manufacturing
Nonprofits
Retail & CPG
Telecom, media & entertainment
Travel & transportation
Utilities & resources

Darker color indicates higher industry coverage through digital services



LTIMindtree: RadarView profile

Analyst insights

Practice maturity



- LTIMindtree leverages Expressive Barista, an agentic AI virtual agent, to automate IT service desk operations. The solution integrates with platforms such as ServiceNow, SailPoint, Okta, AppviewX, and Nexthink, and uses ReAct and retrieval-augmented generation (RAG) to support dynamic application interactions. This results in high deflection in high-volume IT service management (ITSM) tasks like password resets and software access requests..
- Its Retail360 solution is designed for the retail industry to support proactive issue detection, automated resolution, and compliance monitoring across point-of-sale (POS) systems and kiosks. This integrates with payment systems, printers, and ITSM platforms to streamline store operations. The solution is supported by consulting services tailored to retail IT environments, which help organizations maintain system uptime and standardize device management across locations.
- It employs zero-trust principles to deliver AI-driven workplace security through automated onboarding, multifactor authentication, and passwordless login. It integrates mobile device management, Intune, and ITSM tools for patching, threat defense, and compliance, which enable scalable, context-aware protection across users, devices, and access environments.

Partner ecosystem



- In November 2024, LTIMindtree partnered with Cisco to deliver secure access solutions for hybrid and distributed work environments. The collaboration integrates Cisco Security Cloud, Duo (multifactor authentication), Security Service Edge (SSE), and Software-defined Wide Area Network with LTIMindtree's workplace services. The partnership aims to provide zero-trust-based, policy-driven secure connectivity across users, devices, and locations.
- In November 2024, it expanded its partnership with Microsoft to advance AI-led digital workplace transformation. The collaboration integrates Microsoft 365 Copilot, Azure OpenAI, and cloud-native services with LTIMindtree's digital workplace capabilities. The collaboration focuses on developing role-specific AI solutions to automate workflows, enhance employee productivity, and personalize employee experiences across enterprise environments.

Investments and innovation



- LTIMindtree invested in Voicing.ai to advance its agentic AI capabilities, enabling human-like, multilingual voice interactions and autonomous task execution. The collaboration strengthens its customer engagement portfolio by integrating intelligent voice automation with enterprise workflows, enhancing efficiency and user experience across industries.
- It established an experience center in Bangalore, India, to demonstrate its digital workplace solutions. The facility includes AI and generative AI prototypes, live labs, and deployable use cases, providing an environment for clients to assess functionality, integration, and performance of workplace technologies.
- It opened delivery centers across Italy, US, China, Czech Republic, Brazil, and Mexico to expand delivery capacity and regional support.

Microland: RadarView profile

MICROLAND



- Practice maturity ★★★★★
- Partner ecosystem ★★
- Investments & innovation ★★

Has launched an AI CoE to advance Intelligeni AIOps for digital workplaces. Has collaborated with Microsoft to conduct an M365 Copilot workshop for digital workplace solutions.

Practice overview		Client case studies				
- Practice size: N/A - Active clients: 80+ - External certifications: 2,000+ - Delivery highlights: Over 700K users supported through service desk		- Upgraded the IT infrastructure of a UK-based property consultancy firm by implementing Windows Autopilot for automated device setup and deploying 1E across 5,000 devices to enable predictive analytics. This ensured proactive monitoring and efficient end-user device management. - Delivered unified communication services to a global semiconductor manufacturer. This included tenant-to-tenant Microsoft 365 migration and unified policies across Outlook, Teams, SharePoint, and OneDrive. This increased productivity by 25% and decreased admin overhead by 30%. - Delivered workplace-as-a-service to a Middle Eastern bank. This included hyper-personalized IT support and Nexthink Infinity for digital experience monitoring. This reduced total cost of operations by 25% and led to SLA adherence rate of 99%. - Delivered enterprise mobility services to a multinational advisory firm. This included mobile device management, secure mailbox upgrades, and offshore mobility support. It enhanced security by 80%, decreased cost by \$35K, and improved user experience.				
10%–20% Active client growth, as of March 2025	20%–30% DWS revenue growth, as of March 2025	Key IP and assets		Key partnerships	Sample clients	Industry coverage
Intelligeni Workplace: A platform that automates workplace services, offering endpoint workflows, employee experience analytics, and security for hybrid workspaces		Platform/technology partners		- A UK-based property consultancy firm - A global semiconductor manufacturer - A Middle Eastern bank - A multinational advisory firm - A global aviation services company - An Indian car manufacturer - A public services provider - A European law firm - An aircraft engine manufacturer	- Banking - Financial services - Government - Healthcare & life sciences - High-tech - Insurance - Manufacturing - Nonprofits - Retail & CPG - Telecom, media & entertainment - Travel & transportation - Utilities & resources	

Darker color indicates higher industry coverage through digital services

Microland: RadarView profile

Analyst insights

Practice maturity



- Microland's digital workplace consulting services provide structured assessments and advisory for workplace technology transformation. Its services include digital workplace benchmarking, end-user experience mapping, organizational change management, and Microsoft 365 consulting. These solutions standardize processes, improve user experience, enable secure feature rollouts, and ensure consistent adoption across the organization.
- It leverages its Intelligeni Bots to automate end-user operations, remediate tickets, and perform scheduled tasks, enhancing IT operational efficiency, reducing human errors, and minimizing operational issues through consistent, automation-driven execution of routine processes.
- Its unified communication services provide migration, management, and automation for Microsoft 365 and other collaboration platforms. It follows the 4A (advisory, administration, adoption, and assurance) framework to streamline operations, enhance collaboration, and maintain security compliance.
- It applies zero-trust security architecture to manage security and compliance across devices, data, and networks, continuously monitor threats and vulnerabilities, and implement automated policies within hybrid workplace environments to maintain controlled access and protect sensitive information.

Partner ecosystem



- Microland partners with VMware for digital workplace services, covering desktop management, virtualization, and endpoint security. The partnership includes VMware consulting services in the US, UK, India, and Singapore, focusing on digital workplace and endpoint security solutions.
- In partnership with 1E and ServiceNow, it provides Intelligeni Workplace, a platform for digital workplace management, including Intelligeni Observe for monitoring device health and Intelligeni Center for hardware, software asset management, and joiner-mover-leaver process workflows.
- In collaboration with Microsoft, Microland conducted a workshop on Microsoft 365 Copilot with customers and digital workplace solution architects to evaluate its use in streamlining operations, improving productivity, and supporting service delivery through the practical implementation of Copilot features.

Investments and innovation



- In September 2025, Microland established an AI CoE at its Bengaluru headquarters to advance its Intelligeni AIOps platform for digital workplace services. The facility focuses on developing agentic AI capabilities, supporting autonomous operations, and enhancing automation, monitoring, and management of enterprise digital workplace environments, while providing a collaborative space for testing and refining AI-driven solutions.
- It runs its AI Jumpstart program from Birmingham, offering UK clients M365 Copilot and Azure AI solutions. The program applies AI within digital workplace environments to enhance employee productivity, optimize workflows, and shorten the time required to realize business value.
- It managed a Microsoft-authorized migration factory, migrating over 2 million accounts to facilitate enterprise digital workplace adoption.

NTT DATA: RadarView profile



Practice maturity ★★★★★
Partner ecosystem ★★★★★
Investments & innovation ★★★★★

Has partnered with Google Cloud to advance AI adoption in workplaces and with OpenAI to expand secure Gen AI use in workplaces.

Practice overview		Client case studies		
- Practice size: 6,700+ - Active clients: N/A - External certifications: N/A - Delivery highlights: Over 6.2M users served through the service desk		- Provided unified collaboration services to MASORANGE. This included deploying Microsoft 365 Copilot and training 300 users across Teams, Outlook, Word, Excel, and PowerPoint. Over 80% of the employees adopted the solution, and an average of three hours was saved per employee. - Offered unified communication and collaboration services to DNB Bank Polska. This included setting up Microsoft Teams Rooms and a user-friendly booking system to support hybrid work. This improved room utilization, enabling easier scheduling and higher employee satisfaction. - Delivered end-user support services to Independent Health. This included automating the IT service desk and enabling 24/7 omnichannel support. It resulted in faster ticket resolution, measurable operational efficiency, and improved employee experience. - Delivered workplace-as-a-service to Clarios. This included deploying digital workplace tools, device-as-a-service for global employees, and a cloud IT environment using Azure. As a result, 200 applications were rehosted and refactored on Azure, benefiting 16,000 employees.		
23M+	16			
Support tickets handled annually	Global delivery centers			
Key IP and assets		Key partnerships	Sample clients	Industry coverage
- Nucleus Intelligent Enterprise Platform: A platform that delivers digital workplace services by integrating self-service support, automation, and endpoint management - Workplace Management Platform: A platform that manages virtual workspaces, automation, and unified endpoint operations		Platform/technology partners Microsoft aws cisco servicenow nexthink kore.ai Hardware partners dell hp	- MASORANGE - Independent Health - DNB Bank Polska - Virginia Information Technologies Agency - Clarios - Trinity Industries - HEINEKEN - Amgen - Lufthansa Group - Bruce County, Ontario, Canada	Banking Financial services Government Healthcare & life sciences High-tech Insurance Manufacturing Nonprofits Retail & CPG Telecom, media & entertainment Travel & transportation Utilities & resources

Darker color indicates higher industry coverage through digital services

NTT DATA: RadarView profile

Analyst insights

Practice maturity



- NTT DATA leverages generative AI, automation, and analytics to deliver end-user support services that proactively diagnose and prevent up to 65% of workplace issues. This approach improves employee experience by minimizing disruptions and enabling faster, more efficient resolution across devices and locations.
- Its Nucleus Intelligent Enterprise Platform enhances its digital workplace services through AI, automation, and analytics. The platform enables proactive issue resolution, self-healing capabilities, and contextualized support via omnichannel interfaces. This helps reduce IT incidents, enhance user experience, and improve operational efficiency across hybrid work environments by delivering real-time insights and seamless, secure support across devices and locations.
- Its Modern Workplace Strategy service helps define digital workplace road maps by assessing current environments, identifying user personas, and aligning tools. This enables structured transitions to hybrid models, focusing on technology selection, governance, and measurable workplace experience improvements.
- It leverages the Workplace Management Platform to manage endpoints, automate software deployment, and standardize service desk workflows. The platform integrates tools such as Microsoft Intune and ServiceNow to ensure compliance, streamline operations, and support hybrid workplace environments at scale.

Partner ecosystem



- In April 2025, NTT DATA partnered with OpenAI to bring ChatGPT Enterprise and generative AI agents to Japan. The partnership supports enterprise adoption of secure, role-based AI tools in digital workplace environments, with a CoE and acceleration program to improve productivity and collaboration across hybrid work settings.
- In November 2024, it expanded its partnership with Google Cloud to accelerate Gen AI and data analytics adoption across digital workplace systems. The collaboration includes a dedicated business unit that delivers industry-specific AI solutions and upskilling programs, supporting enhanced decision-making, collaboration, and productivity in hybrid work environments.

Investments and innovation



- NTT DATA enables digital workplace services through IoT strategy, implementation, and optimization. This includes deploying secure and scalable IoT applications, enhancing platform performance, and defining connected workplace road maps. These capabilities support space utilization, energy efficiency, and real-time monitoring across workplace environments.
- In July 2024, it introduced an ultralight Edge AI platform to support digital workplace services by enabling real-time data processing at the edge. The solution helps unify IT and OT environments, allowing faster decision-making and supporting use cases such as energy optimization, smart facilities management, and predictive maintenance in distributed workspaces.

Orange Business: RadarView profile



Practice maturity ★★★★★

Partner ecosystem ★★

Investments & innovation ★★★★★

Partners with Cisco to deliver integrated collaboration solutions for workplaces. Has tested Microsoft 365 Copilot to assess AI integration in digital workplaces.

Practice overview		Client case studies		
- Practice size: N/A - Active clients: N/A - External certifications: N/A - Delivery highlights: Presence in 65 countries		- Delivered workplace security services to Haier. This involved implementing zero-trust principles through Zscaler, along with expert guidance from Orange Cyberdefense, to secure hybrid work environments. This strengthened security for over 5,000 employees. - Implemented workplace security solutions for Nobian to secure its digital infrastructure across Europe. This included adopting zero-trust principles and integrating co-managed IT security. This improved infrastructure resilience and ensured consistent end-user access. - Offered unified communication services to Mondelez International, including end-to-end management of Microsoft Teams and replacing legacy private branch exchange systems across 80,000 employees in 80 countries. This optimized costs and enabled digital collaboration globally. - Provided workplace collaboration services to Lenovo. This included deploying Orange Business Talk, a cloud-based platform for managing global voice and multichannel contact center operations. This enhanced collaboration and improved customer service efficiency.		
150+ Digital workspace experts	32 Languages supported by the service desk	Key IP and assets		
Orange Cyberdefense: A platform that provides threat monitoring and cybersecurity for digital workplace services		Key partnerships	Sample clients	Industry coverage
		Platform/technology partners Hardware partners	- Haier - Standard Chartered Bank - Mondelez International - Lenovo - Human Immobilier - Open Bee - Nobian - Gemaddis - A multinational engineering company - Federal Public Service of Foreign Affairs, Belgium	- Banking - Financial services - Government - Healthcare & life sciences - High-tech - Insurance - Manufacturing - Nonprofits - Retail & CPG - Telecom, media & entertainment - Travel & transportation - Utilities & resources

Darker color indicates higher industry coverage through digital services

Orange Business: RadarView profile

Analyst insights

Practice maturity



- Orange Business provides a digital workspace road map service that assesses current IT environments and defines a structured plan for transformation. Leveraging expertise in Microsoft, Citrix, and Omnisia, it enables organizations to align technology investments with operational and business objectives.
- It delivers digital workspace security services, including threat intelligence, threat hunting, and incident remediation. These services help organizations manage cyber risks, protect against advanced threats, and maintain secure, stable, and accessible work environments across diverse devices and locations.
- It deploys digital employee experience tools to monitor devices, applications, and user interactions. These tools provide actionable insights, support issue prioritization, and enable continuous optimization of digital workspaces, improving productivity, system reliability, and user experience.
- It provides performance validation services to evaluate IT systems, applications, and digital infrastructures. By testing workloads, identifying bottlenecks, and measuring performance, it enables organizations to ensure reliability, scalability, and efficiency, supporting consistent operations and optimized user experience across enterprise applications and services.

Partner ecosystem



- Orange Business leverages its partnership with Cisco to provide collaboration solutions that integrate communication tools, video conferencing, and messaging platforms. These solutions help organizations standardize and manage global collaboration environments, improve team connectivity, support secure interactions, and optimize digital workspace operations across multiple locations.
- In partnership with ServiceNow, it delivers IT service management and digital workflow solutions. Integrating ServiceNow's platform with its own services, Orange Business enables organizations to automate processes, manage IT operations, monitor workflows, and improve service delivery efficiency, supporting consistent, streamlined, and measurable business and IT operations across the enterprise.

Investments and innovation



- In September 2025, Orange Business launched a new IT service management platform powered by ServiceNow to enhance digital workplace efficiency. The platform streamlines service delivery, automates routine tasks, and enables proactive support, creating faster, simpler, and more connected employee and customer experiences across hybrid and modern workplace environments.
- In France, Orange Business offers generative AI services that enable controlled AI capabilities for content generation, workflow automation, and business insights. The services emphasize data privacy, regulatory compliance, and secure integration, enabling organizations to adopt generative AI within their existing digital work environments while maintaining operational reliability and governance.

Stefanini: RadarView profile



Practice maturity ★★★★

Partner ecosystem ★★

Investments & innovation ★★★★

Has introduced an AI-first strategy to enhance collaboration and hybrid workplace productivity. Has launched a CoE in Michigan to drive enterprise AI adoption.

Practice overview

- Practice size: N/A
- Active clients: 110+
- External certifications: N/A
- Delivery highlights: Presence in 41 countries

\$1.4B

Total annual revenue, FY 2024-2025

35

Languages supported in service desk

Key IP and assets

- Stefanini AI (SAI) Platform: A platform that enhances workplace services through automation, insights, personalization, and improved outcomes

Client case studies

- Delivered end-user support services to CNH Industrial. This included centralized help desk implementation and migration of email and Skype to cloud platforms. It improved service consistency, operational visibility, and collaboration across multiple locations.
- Provided end-user support services to Kelvion to establish a multilingual, centralized support system. This included implementing a service desk with first-to-third level support, with automated escalation processes. It improved response times, user satisfaction, and service quality.
- Delivered digital experience monitoring services to Acosta to enhance visibility into user experience. This included deploying the SophieX virtual assistant and d³ analytics for proactive experience monitoring. It enhanced user experience and reduced the volume of incidents.
- Deployed end-user support services for Philip Morris International. This included multilingual service desk, Microsoft 365, and endpoint management across more than 80 countries. It enhanced user experience, ensured consistent global IT support, and enabled efficient operations.

Key partnerships

Platform/technology partners

Microsoft

CISCO

nextthink

dynatrace

zscaler

Lakeside

paloalto NETWORKS

GoTo

servicenow

Sample clients

- Stromasys
- CNH Industrial
- Evonik
- Kelvion
- PZ Cussons
- Acosta
- Philip Morris International
- A financial services company
- An industrial company
- A life sciences company

Industry coverage

Banking
Financial services
Government
Healthcare & life sciences
High-tech
Insurance
Manufacturing
Nonprofits
Retail & CPG
Telecom, media & entertainment
Travel & transportation
Utilities & resources

Darker color indicates higher industry coverage through digital services ●●●●●

Stefanini: RadarView profile

Analyst insights

Practice maturity



- Stefanini enables the implementation, migration, and optimization of collaboration platforms like Microsoft 365 and Google Workspace. This provides centralized management of licenses, entitlements, and configurations to enhance communication, streamline workflows, and ensure consistent productivity across distributed teams.
- It provides Citrix application managed services to manage deployments across on-premises and cloud platforms with automation and optimization. It also delivers Windows 365 managed services, providing secure cloud-based productivity tools and agile connectivity to support hybrid workforce requirements.
- It leverages its SophieX platform to offer multilingual, AI-powered virtual assistance with natural language processing. By enabling real-time translation, voice interaction, semantic search, and sentiment analysis, this enhances automation of repetitive support tasks and improves response accuracy.
- It leverages the SAI platform to improve workplace security and digital workplace operations by enabling threat detection and vulnerability management, while also automating routine tasks, generating operational insights, and personalizing employee experiences to enhance productivity and organizational outcomes.

Partner ecosystem



- Stefanini partnered with Robotiq.ai to integrate robotic process automation into its digital workplace services. The collaboration focuses on automating back office and IT tasks, improving workflow efficiency, and supporting hybrid workforce operations. This helps clients enhance productivity, streamline processes, and accelerate digital workplace transformation through a combination of Stefanini's expertise and Robotiq.ai's automation capability.
- It partnered with Shield-IoT to strengthen workplace security by securing IoT and Industrial Internet of Things (IIoT) devices connected within enterprise environments. The partnership uses AI-driven traffic analysis and threat detection to identify risks, prevent ransomware or infrastructure attacks, and ensure compliance, thereby supporting resilient and secure digital workplace operations.

Investments and innovation



- In 2025, Stefanini introduced its AI-first strategy to support clients in their digital transformation journeys. With a focus on the digital workplace, the company aims to improve collaboration, streamline communication, and enhance user experience through AI-driven tools, making work more intuitive, connected, and productive for employees in increasingly hybrid environments.
- In July 2024, it launched its CoE in Michigan to advance enterprise AI adoption. The center focuses on Gen AI, automation, analytics, and software engineering. The initiative can potentially enhance digital workplace services by streamlining operations, boosting productivity, and improving employee experience through AI-driven solutions.

TCS: RadarView profile



Practice overview		Client case studies		
- Practice size: N/A - Active clients: 680+ - External certifications: 12,000 - Delivery highlights: Launched new innovation centers in London, Paris, Stockholm, and Manila		- Delivered unified communication services to a US-based manufacturer. This included Google Workspace rollout and bring your own device for over 10,000 devices. It reduced infrastructure costs, improved collaboration, and strengthened security for all users. - Implemented DigiGOV for the Government of Odisha, India, to modernize secretariat operations and integrate directorates. The platform digitized routine functions and provided a centralized management information system, improving transparency and interdepartmental collaboration. - Delivered comprehensive workplace services to a Swiss private equity-owned chemical firm. This included cloud transition, service desk automation using TCS Cognix, and domain-specific digital core automation enabled by TCS ignio™, reducing TCO. - Provided comprehensive workplace services to an industrial and energy transition company. This included deploying a corporate IT service management platform (ServiceNow), workplace security, cloud adoption, and collaboration tools. This enhanced service quality and reduced IT costs.		
\$2.7B DWS revenue, FY 2024-2025	8% DWS revenue growth, FY 2024-2025			
Key IP and assets		Key partnerships	Sample clients	Industry coverage
- TCS DigiGOV™ Workplace: A solution that automates office functions, integrates systems, and improves efficiency, transparency, compliance, and decision-making - TCS Cognix™: A platform that provides modular digital workspace services, enabling zero-touch IT operations, analytics, self-service, and AR/VR integration		Platform/technology partners         Hardware partners  	- A US-based manufacturer - An airline company - An American oil and gas company - A Canadian consulting firm - A Swiss private equity-owned chemical firm - The Government of Odisha, India - An American energy company - An industrial and energy transition company - An American private equity firm - A Brazilian financial services company	Banking Financial services Government Healthcare & life sciences High-tech Insurance Manufacturing Nonprofits Retail & CPG Telecom, media & entertainment Travel & transportation Utilities & resources

Darker color indicates higher industry coverage through digital services



- Practice maturity ★★★★★
- Partner ecosystem ★★★★★
- Investments & innovation ★★★★★

Has partnered with Microsoft to enable AI-driven digital workplaces. Has expanded its partnership with Google Cloud to enhance workplace security using AI solutions.

TCS: RadarView profile

Analyst insights

Practice maturity



- TCS DigiGOV is a digital workplace platform that simplifies administrative tasks and offers an integrated view of office functions. This enables organizations to benchmark processes like budget and pension claims, ensuring anytime, anywhere access via devices. By reducing costs, eliminating duplication, and minimizing manual work, DigiGOV enhances efficiency and streamlines public service operations effectively.
- It leverages the Cognix platform to enable zero-touch IT operations, real-time analytics, and self-service capabilities. This helps organizations improve employee productivity, enhance user experience, and adopt future-ready technologies like AR, VR, and cognitive automation.
- It delivers “ready to go” Microsoft digital workplace solutions with generative AI-powered Copilot and AI-driven support hubs. Specific offerings include unified migration and autonomous cloud workplace management. These solutions are tailored to accelerate change adoption and enhance employee experiences.
- Its AI on-prem solutions focus on automating service ticket analysis, extracting actionable meeting insights, personalized employee onboarding, and employee sentiment analysis. These targeted applications enhance operational efficiency, employee experience, and engagement in digital workplaces.

Partner ecosystem



- In June 2025, TCS partnered with Microsoft to develop AI and cloud-based solutions to modernize enterprise operations and support digital workplace transformation. By migrating legacy systems to Microsoft Azure and leveraging AI, the collaboration enables automated workflows, real-time analytics, improved collaboration, and enhanced operational efficiency, helping organizations streamline processes and boost productivity in the digital workplace.
- In September 2024, it expanded its partnership with Google Cloud to enhance workplace security by delivering AI-powered managed detection and response and secure cloud foundation solutions. These offerings improve threat detection and strengthen cyber resilience across the cloud and hybrid environments. Leveraging AI and deep industry expertise, it helps enterprises address evolving workplace security challenges through integrated solutions.

Investments and innovation



- In January 2024, TCS launched the AI Experience Zone to enhance workforce proficiency in AI and generative AI within digital workplace environments. The zone enables employees to experiment with task automation, content creation, and information discovery using AWS, Google, and Microsoft LLMs. This supports enhanced workflows, improved collaboration, and innovation in digital workplace services.
- It is strategically investing in the UK market by co-innovating with customers at Pace Port™, an innovation center, and expanding its Warrington delivery center to offer comprehensive digital workplace services. It is also enhancing its cloud-centric solutions portfolio across Microsoft, Google, and AWS, reinforcing its ability to deliver integrated digital workplace capabilities to enterprise clients globally.

Tech Mahindra: RadarView profile



Practice maturity ★★★★★

Partner ecosystem ★★★★★

Investments & innovation ★★★★★

Has partnered with Intel to strengthen endpoint protection for hybrid and remote workforces. Enhances workplace efficiency with Microsoft Copilot.

Practice overview		Client case studies				
- Practice size: 5,200 - Active clients: 147+ - External certifications: 500+ - Delivery highlights: Over 1.9M users served through the service desk support		- Delivered an integrated digital workplace solution to a Finnish fiber manufacturer, encompassing digital service desk, managed print and desktide support, and localized support. The solution reduced operational costs, improved IT visibility, and ensured SLA adherence. - Provided end-user support services to a US-based insurance company. This included 24/7 virtual agent support, automated password resets, and improved escalation processes to resolve password-related issues. This resulted in reduced incidents and operational cost savings. - Delivered comprehensive workplace services to a Swedish chemical manufacturer. This included persona-based support, migration of SharePoint to the cloud, and real-time user experience monitoring. This reduced costs, streamlined IT management, and enhanced asset visibility. - Offered unified communication and collaboration services to a chemical manufacturer, featuring global delivery, multilingual support, RPA, and self-service tools. This improved service scalability and enhanced user-centric digital workplace experience across geographies.				
\$250M-500M DWS revenue, as of March 2025 10%-20% DWS revenue growth, as of March 2025		Key IP and assets		Key partnerships	Sample clients	Industry coverage
- FLEX Secure: A framework that integrates zero-trust architecture, AI threat detection, and automated response for end-to-end enterprise asset protection and business continuity - FLEX eXM: A framework that monitors and enhances employee digital experiences through advanced analytics, AI, and experience-level agreements for a high-quality hybrid work		Platform/technology partners intel Microsoft GENESYS AVAVA GoTo CISCO Hardware partners Lenovo hp DELL		- A Finnish manufacturer of fiber-based products - A global logistics company - An American industrial semiconductor manufacturer - A chemical manufacturer - A global beverage company - A US-based insurance company - A US-based life insurance company - A global appliance manufacturer - A Swedish chemical manufacturer		Banking Financial services Government Healthcare and life sciences High-tech Insurance Manufacturing Nonprofits Retail and CPG Telecom, media and entertainment Travel and transportation Utilities and resources

Darker color indicates higher industry coverage through digital services

Tech Mahindra: RadarView profile

Analyst insights

Practice maturity



- Tech Mahindra provides workplace consulting services through its FLEX Consult framework that assesses current digital workplace maturity, identifies operational gaps, and defines a future-ready road map. This end-to-end advisory service helps enterprises accelerate digital workplace transformation, enhance employee experience, and align strategies with long-term business objectives.
- It leverages agentic AI to auto-configure virtual desktop environments based on user roles and historical usage patterns to reduce provisioning time and improve user experience. Additionally, it has deployed AI-powered virtual agents trained on enterprise knowledge bases to resolve IT issues autonomously. The agents improve the first-contact resolution rate and reduce the average resolution time.
- Its FLEX Provision offering leverages automation and enterprise mobility expertise to streamline device enrollment across corporate-owned, bring your own device, iOS, and Android platforms. The solution also supports provisioning of IT infrastructure components, including Microsoft 365, Google Workspace, Azure Active Directory, and managed print services. The solution aims to simplify and standardize onboarding processes across diverse enterprise environments.

Partner ecosystem



- Tech Mahindra partnered with Intel to leverage the Intel vPro® platform, enabling zero-touch, out-of-band remote manageability and hardware-level security. The collaboration focuses on reducing device downtime and strengthening endpoint protection for hybrid and remote workforces.
- In July 2024, it partnered with Microsoft to modernize workplace experiences by adopting Copilot for Microsoft 365 and GitHub Copilot to enhance productivity for over 10,000 employees and 5,000 developers. The collaboration features a dedicated Copilot practice, AI-driven tools, and industry solutions such as Enterprise Knowledge Search to elevate organizational knowledge access, and Green CodeRefiner to transform existing code into energy-efficient, green-compliant software.

Investments and innovation



- Tech Mahindra aims to accelerate generative AI and agentic AI adoption through platforms such as agentX and FLEX digital workplace, emphasizing automation, self-healing, and cognitive services. It aims to expand its FLEX DaaS offering with a catalog-based capital/operating expenditure model offering scalable, per-user pricing, while enhancing employee experience through personalized bots, zero-touch IT support, and experience-driven performance metrics.
- In April 2024, it launched a CoE in partnership with AVEVA to accelerate digital adoption in the manufacturing, energy, and utilities sectors. The CoE focuses on delivering industrial workplace innovations such as digital twins, connected worker solutions, and remote operations. The partnership leverages AVEVA's industrial software and Tech Mahindra's implementation expertise to enhance operational performance, worker productivity, and sustainability.

Unisys: RadarView profile



- Practice maturity ★★★★★
- Partner ecosystem ★★★★★
- Investments & innovation ★★★★★

Has partnered with Microsoft, Appspace, and Signifi to establish CoEs for AI-enabled workplace development. Plans to expand automation and data integration for workplace management.

Practice overview		Client case studies				
- Practice size: 6,170+ - Active clients: 850+ - External certifications: N/A - Delivery highlights: Over 3.9M users supported through service desk		- Delivered end-user support services to Air France-KLM by deploying Unisys Service Experience Accelerator and Azure OpenAI to create a Gen AI-based IT service desk assistant for enhanced chat support. The assistance recognized 7x more chat utterances, improving voice chat adoption. - Provided unified communication services to Commercial Agriculture. This included standardizing tools on a unified platform, enabling virtualization, and leveraging ServiceNow for streamlined operations. It resulted in expanded operational support, enabling the sale of over 8,000 products. - Offered unified communication services to a government transport agency. This included migrating from fragmented telephony to Microsoft Teams and implementing Microsoft 365. This streamlined employee collaboration through Teams, SharePoint Online, and OneDrive. - Delivered unified collaboration services to a global pharmaceuticals company. This included real-time tracking of conference rooms and proactive alerts via ServiceNow. As a result, 63% more meeting rooms were identified, and issue resolution was achieved 95% faster.				
>USD 1B DWS revenue, as of March 2025 <10% DWS revenue growth, as of March 2025		Key IP and assets		Key partnerships	Sample clients	Industry coverage
- Unisys Service Experience Accelerator: A platform that uses AI and automation to modernize IT service desks and enhance user experience - XLA 3.0: A framework that evaluates end-user experience by integrating data from devices, personas, smart rooms, and IoT systems		Platform/technology partners nexthink servicenow Microsoft ABSOLUTE aws TeamViewer readyworks GENESYS Hardware partners Lenovo hp DELL		- Air France-KLM - Bancolombia - Australia’s Bureau of Meteorology - Commercial Agriculture - Dell Technologies - A global CPG company - A global technology company - A government transport agency - A global quick-service restaurant chain - Henkel - A global pharmaceuticals company		Banking Financial services Government Healthcare & life sciences High-tech Insurance Manufacturing Nonprofits Retail & CPG Telecom, media & entertainment Travel & transportation Utilities & resources

Darker color indicates higher industry coverage through digital services

Unisys: RadarView profile

Analyst insights

Practice maturity



- Unisys leverages its Service Experience Accelerator to enhance IT service desk operations through AI-driven automation, real-time ticket summarization, and multilingual support. The platform integrates telemetry and ITSM data to enable proactive issue resolution, automates routine tasks, and continuously updates knowledge bases, supporting improved efficiency, faster response times, and secure service delivery across enterprise environments.
- Its experience-as-a-service framework applies telemetry, sentiment analysis, and AI to measure and improve digital workplace experiences. This enables organizations to track user experience levels, identify performance gaps, and implement targeted improvements, supporting more consistent service quality and alignment between IT operations and workforce needs.
- It provides unified communication and collaboration services, including consulting for platform selection, end-user training, and support. The services enable hybrid work, return-to-office transitions, and frontline workforce engagement. It also offers specialized services for configuring and managing meeting rooms to ensure effective collaboration and consistent communication experiences.

Partner ecosystem



- Unisys has partnered with Dell and Lenovo to offer a comprehensive device-as-a-service subscription that includes asset planning, device tracking, persona-based device mapping, geo-fencing, and edge-AI capabilities. This is designed to extend device life, align with sustainability goals, and ensure performance, security, and productivity across the device life cycle.
- It has partnered with Microsoft, Appspace, and Signifi to expand its innovation ecosystem through new CoEs. These centers focus on AI, smart building solutions, digital wayfinding, and touchless support, leveraging platforms such as Azure OpenAI to develop workplace technologies that enhance operational workflows and user experience.

Investments and innovation



- Unisys provides sustainable workplace solutions by leveraging IoT, occupancy data, and smart building technologies to optimize energy consumption and space utilization. This approach enables organizations to reduce environmental impact, lower operational costs, and support employee well-being in hybrid work environments, aligning workplace strategy with broader sustainability and efficiency goals.
- It plans to evolve its service experience accelerator into a central orchestration platform, expand digital workplace management to include smart infrastructure and edge devices, and integrate broader operational and IT data for business-impact analysis. Increased automation will reduce the need for human intervention, enhancing efficiency and scalability across workplace support and management services.

UST: RadarView profile

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- Practice maturity ★★★★★
- Partner ecosystem ★★★★★
- Investments & innovation ★★★★★

Partners with Lakeside and Nexthink to deliver workplace observability. Leverages AI to enhance workplace efficiency, personalize desktops, and optimize user experience.

Practice overview		Client case studies		
- Practice size: 3,300+ - Active clients: 65+ - External certifications: 2,000+ - Delivery highlights: Over 90,000 users supported through service desk		- Delivered desktop virtualization services to an insurance company. This included assessing, designing, and deploying optimized virtualization solutions to address virtualization challenges. It resulted in faster implementation and improved employee productivity. - Provided workplace security services to a finance company. This included endpoint protection, network security, encryption, and security awareness training to safeguard sensitive data and prevent breaches. This enhanced data protection, compliance adherence, and risk mitigation. - Provided enterprise mobility services to a global company. It included mobile devices, applications, and security management with centralized control and adoption of bring your own device policy. This improved employee productivity, strengthened security, and reduced costs. - Delivered sustainable workplace services to a US-based healthcare company. This included deployment of IoT sensors, energy management, and smart lighting solutions to optimize resource usage and reduce environmental impact. It reduced costs and carbon footprint.		
\$50M-\$100M DWS revenue, as of March 2025	10%-20% DWS revenue growth, as of March 2025			
Key IP and assets		Key partnerships	Sample clients	Industry coverage
UST SmartOps™: An automation platform that aggregates enterprise data, diagnoses issues, and automates IT workflows and resolutions		Platform/technology partners  Microsoft  zscaler™  aws  servicenow  Lakeside®  intel  nextthink  dynatrace  CISCO	- A US-based software company - An insurance company - A finance company - A global company - A US-based healthcare company - A global professional information and software company - A retail company - A multinational IT company - A global information services company	Banking Financial services Government Healthcare & life sciences High-tech Insurance Manufacturing Nonprofits Retail & CPG Telecom, media & entertainment Travel & transportation Utilities & resources

Darker color indicates higher industry coverage through digital services



UST: RadarView profile

Analyst insights

Practice maturity



- UST leverages its Digital Workplace Transition Playbook to guide organizations through structured planning, governance, and execution of workplace transformation. It integrates hybrid models, automation entry points, and persona-driven templates to streamline adoption, boost productivity, and ensure scalable, outcome-driven digital workplace modernization.
- It applies a zero-trust framework to secure infrastructure, endpoints, and user data. Its services include automated governance, multifactor authentication, single sign-on, biometric access, risk-based remote access, and endpoint protection with antivirus, encryption, and cloud-based threat detection through Zscaler.
- It leverages AI to enhance workplace consulting by simulating end-user journeys and assessing automation potential. In desktop and application virtualization, AI autoconfigures virtual desktop images, personalizes environments by roles, and diagnoses performance issues, improving efficiency and user experience.
- It integrates unified communications as a service (UCaaS) and contact center as a service (CCaaS) platforms to deliver unified communication experiences. Its services include secure Microsoft 365 and Google Workspace deployment and AI-powered tools such as transcription, meeting summaries, and voice clarity.

Partner ecosystem



- UST leverages its partnerships with Lakeside, Nexthink, Ivanti Neurons, and HappySignals to deliver advanced workplace observability. This includes digital employee experience and sentiment monitoring, proactive issue detection, app/network telemetry, and experience analytics, enabling visibility into UX, faster remediation, and improved IT performance and customer satisfaction across enterprise environments.
- It leverages platforms like ServiceNow (Moveworks), Hyro, Aisera, Yellow.ai, Espressive, and Sanas to deliver conversational AI, workflow automation, self-heal, and auto-triage capabilities. These solutions reduce L0/L1 tickets, accelerate resolution, lower mean time to repair, and improve overall support efficiency, enabling enterprises to scale IT service operations with proactive and automated interventions.

Investments and innovation



- In November 2024, UST launched a generative AI experience center in Malaysia to support AI-driven digital transformation across Southeast Asia. The center focuses on developing custom large language models, enhancing cloud, infrastructure, and cybersecurity solutions and enabling enterprises to explore and implement generative AI applications. This fosters innovation and practical adoption of AI across industry-specific workplace and business processes.
- Its Smart Workplace Enablement service implements sensor-driven workspace automation and environmental comfort controls to support hybrid operations. It leverages in-house Smart Campus IoT frameworks and codevelops automation accelerators with enterprise partners, integrating occupancy analytics, energy insights, and workflow automation to enhance space utilization, operational efficiency, and employee experience across enterprise workplaces.

Wipro: RadarView profile



Practice overview		Client case studies		
- Practice size: 23,500+ - Active clients: 290+ - External certifications: Over 12,000 certifications and training programs for 40,000 employees in Microsoft technologies - Delivery highlights: GitHub CoE in Bengaluru		- Implemented an AI-powered, cloud-based solution for Nokia, supporting 86,700 employees globally with an experience-driven, omnichannel, and always-on service desk that improved employee experience in a hybrid work environment. - Delivered sustainable workplace services to ABB. This included developing a green IT dashboard to monitor energy use and carbon footprint, enabling end-users to minimize their environmental impact. These efforts aligned with ABB's and Wipro's corporate sustainability goals. - Provided comprehensive workplace services to Etihad. This included experience management office for employee happiness, omnichannel generative AI support, MyEtihadhub marketplace for automated workflows, and dynamic software asset management for compliant deployments. - Provided a desktop-as-a-service solution to a UK-based bank to enable remote access for over 4,000 contract employees. This ensured uninterrupted service delivery, strengthened workforce agility, and simplified endpoint management.		
>\$1B DWS revenue, as of March 2025		150+ Certified collaboration experts		
Key IP and assets		Key partnerships	Sample clients	Industry coverage
- Wipro AI LiVE Workspace™: A generative AI platform that enhances employee experience through automation, virtual assistance, and hybrid workspace support - Wipro's LiVE Workspace OneDesk: An analytics-driven service management platform delivering AIOps-enabled proactive and predictive support to resolve issues before they impact employees		Platform/technology partners Microsoft servicenow nexthink citrix cisco at&t aws Hardware partners dell Hewlett Packard Enterprise Apple	- A global Swiss bank - Nokia - A UK-based energy company - ABB - Etihad - A Europe-based media and digital company - An oil and gas exploration company - A UK-based bank - A British alcoholic beverage company	Banking Financial services Government Healthcare & life sciences High-tech Insurance Manufacturing Nonprofits Retail & CPG Telecom, media & entertainment Travel & transportation Utilities & resources

Darker color indicates higher industry coverage through digital services

- Practice maturity ★★★★★
- Partner ecosystem ★★★★★
- Investments & innovation ★★★★★

Has partnered with ColorTokens to enhance workplace security. Has launched LiVE Workspace GenAI Foundry to develop workplace-focused applications.

Wipro: RadarView profile

Analyst insights

Practice maturity



- Wipro AI LiVE Workspace is a Gen AI-enabled platform that supports hybrid work environments through intelligent virtual assistance, personalized employee support, and smart workspace configuration. This is built on a data fabric with custom language models that streamline workflows, enhance service delivery, and improve digital workplace efficiency across enterprise systems.
- Its Digital Experience Platform supports workplace transformation by integrating AI, automation, and analytics to personalize user journeys. This enables consistent experiences across channels and aligns with digital workplace goals such as enhanced productivity, collaboration, and experience management.
- It leverages AI to deliver personalized self-service interfaces and service desk capabilities. It integrates Gen AI-driven conversational AI, intelligent enterprise search, and Microsoft 365 Copilot to support employee productivity and streamline digital workplace interactions in a structured, secure environment.
- Its digital workplace framework emphasizes cloud-first environments, automation, and experience monitoring. This supports scalable service delivery through self-service and self-healing capabilities, aiming to improve efficiency, reduce support costs, and enhance experience across hybrid workplace models.

Partner ecosystem



- In March 2025, Wipro partnered with NVIDIA to launch Sovereign AI services that support enterprises in deploying secure, regulation-compliant AI infrastructure. The offering enhances digital workplace readiness in regulated industries by enabling Gen AI adoption and AI-powered services across hybrid environments in sectors like public service, healthcare, and finance.
- In January 2024, it partnered with ColorTokens to introduce a cybersecurity solution designed to enhance breach readiness across hybrid and multicloud environments. The solution leverages zero-trust architecture and micro-segmentation to improve security visibility and control. This collaboration aligns with Wipro's focus on strengthening workplace security functionality for enterprise clients operating in distributed IT ecosystems.

Investments and innovation



- Wipro launched GenAI Copilot Innovation Hub, Digital Workplace Experience Studio, and Digital Workplace Insights Lab in Bengaluru. These centers are designed to develop custom copilots with Microsoft, demonstrate use cases in agentic AI, and provide observability for digital workplace environments.
- It launched LiVE Workspace GenAI Foundry in Coimbatore to develop hybrid AI solutions, using AI and ML engineers for workplace-focused applications.
- It delivers smart workplace solutions by deploying IoT-enabled meeting rooms, immersive digital collaboration experiences, and sustainability-focused workspace setups. This functionality is designed to optimize meeting efficiency, support hybrid work models, and align with enterprise goals for operational and environmental performance.

Zensar: RadarView profile



Practice maturity ★★★★★
Partner ecosystem ★★★★★
Investments & innovation ★★★★★

Offers sustainability dashboards to track emissions, cloud usage, and workplace metrics.
Leverages WorkMate to automate service desk and enhance user experience.

Practice overview		Client case studies		
- Practice size: 1,790+ - Active clients: 120+ - External certifications: 2,400+ - Delivery highlights: Over 1.72M users supported through service desk		- Delivered unified communication services to a US-based pharmaceutical corporation. This included transitioning to ServiceNow, deploying Microsoft 365, and providing 24/7 multilingual support. This helped reduce the TCO by 30% and improve the customer satisfaction score by 98%. - Implemented a comprehensive workplace solution for a global financial services company. This included persona-based workplace redesign and migration to Windows 10. This improved the ROI by optimizing software use and expenditures. - Provided unified communication and collaboration services to a US-based manufacturer. This included migrating 100,000 mailboxes to Microsoft 365 and 24/7 IT infrastructure monitoring. This improved intercompany collaboration and reduced operational costs. - Offered end-user support services to a UK-based bank. This included an AI-enabled service desk, Microsoft 365 Copilot, proactive digital experience monitoring, and persona-driven support. This improved service efficiency, user experience, compliance, and operational productivity.		
\$100M-\$250M DWS revenue, as of March 2025	20%-30% DWS revenue growth, as of March 2025			
Key IP and assets		Key partnerships	Sample clients	Industry coverage
- ZenOCM: An organizational change management framework supporting structured adoption of new workplace technologies and processes - Zen11: A solution accelerator that speeds the readiness and rollout of Windows 11		Platform/technology partners  Microsoft  citrix  vmware by Broadcom  Lakeside  servicenow  nexthink  cisco  yellow.ai Hardware partners  Lenovo  DELL	- A global financial services company - A US-based pharmaceutical corporation - A healthcare company - A pharmaceuticals and life sciences corporation - A power material manufacturer - A tech conglomerate - A UK-based bank - A UK-based oil and gas company - A US-based manufacturer	Banking Financial services Government Healthcare & life sciences High-tech Insurance Manufacturing Nonprofits Retail & CPG Telecom, media & entertainment Travel & transportation Utilities & resources

Darker color indicates higher industry coverage through digital services

Zensar: RadarView profile

Analyst insights

Practice maturity	★★★★
• Zensar provides unified communication and collaboration services with platform integration across Microsoft 365, Teams, SharePoint, and Viva. This includes an AI contact center, a vendor-agnostic contact center as a service, a session border controller as a service, centralized monitoring, and user provisioning. Services are delivered in an as-a-service, per-user, and per-month model. • Its virtual digital assistant WorkMate integrates with existing service desk tools to streamline IT and support operations. This offers intelligent conversations, knowledge navigation, and automated fulfillment to reduce support workload and enhance user experience. • It leverages AI to deliver centralized monitoring and automated user provisioning across unified communication platforms. This enhances operational efficiency, ensures consistent service delivery, and strengthens governance within complex digital workplace environments. • It leverages digital experience monitoring to track device and application performance, enabling proactive monitoring, preventive operations, and data-driven insights. This approach supports optimized digital environments, improves productivity, and facilitates structured engagement with stakeholders.	
Partner ecosystem	★★★★
• Zensar partners with Yellow.ai, Aisera, Nanoheal, Lakeside Software, ServiceNow, and ManageEngine to enhance its digital workplace services. Through Zenlabs, these alliances focus on codeveloping solutions that address client challenges, improve digital experience, and support operational efficiency by enabling organizations to assess user journeys and align workplace technologies with evolving market requirements. • It is collaborating with 42Gears to deliver SureMDM, a next-generation cloud-based monitoring and management platform, to a communications sector client serving banking traders. The partnership provides proactive endpoint monitoring, centralized visibility, and deep insights into Linux-based trading floor devices, helping ensure secure, efficient, and uninterrupted operations while addressing the unique performance and reliability needs of trading environments.	
Investments and innovation	★★★★
• Zensar offers Green Analytics and M365 Sustainability Dashboards as part of its digital workplace services to support enterprise sustainability goals. These solutions enable tracking of device emissions, cloud usage, and workplace sustainability metrics, helping organizations make informed decisions to improve environmental performance. • Its strategy emphasizes upskilling the workforce and the adoption of agentic AI. This includes training service desk agents to use AI-enabled IT service management tools, enhancing user support through intelligent automation, and implementing autonomous AI agents that act independently to manage and optimize end-user queries.	



Appendix: About RadarView

The *Digital Workplace Services 2025 RadarView* assesses service providers across three critical dimensions

Practice maturity

- This dimension considers the current state of a provider's digital workplace managed services practice in terms of its strategic importance for the provider, the maturity of its offerings and capabilities, and client engagement.
- The crucial aspects in this dimension are the width and depth of the client base, usage of proprietary/outsourced tools and platforms, and quality of talent and execution capabilities.

Partner ecosystem

- This dimension assesses the nature of the provider's partnerships, their objectives (codevelopment and co-innovation), and engagement with solutions providers, startup communities, and industry associations.
- Vital aspects in this dimension are joint development programs around offerings, go-to-market approaches, and the overall depth of partnerships.

Investments and innovation

- This dimension measures the strategic direction of the provider's investments and resultant innovations in the offerings and commercial model and how it aligns with the future direction of the industry.
- The critical aspects of this dimension include both organic and inorganic investments toward capability and offering growth, technology development, and human capital development, along with innovative solutions developed with strategic partners.

Research methodology and coverage

Avasant based its analysis on several sources:

Public disclosures	Publicly available information such as Securities and Exchange Commission filings, annual reports, quarterly earnings calls, and executive interviews and statements
Market interactions	Discussions with enterprise executives leading outsourcing initiatives and influencing service provider selection and engagement
Provider inputs	Inputs collected in June-July 2025 through an online questionnaire and structured briefings in July-August 2025

Of the 34 service providers assessed, the final 26 featured in the *Digital Workplace Services 2025 RadarView* are:



Note: Assessments for Accenture, CGI, Computacenter, DXC Technology, Fujitsu, Kyndryl, Microland, NTT DATA, Orange Business, and Stefanini were conducted based on public disclosures and market interactions only.

Reading the RadarView

Avasant has recognized service providers in four classifications:



Leaders show consistent excellence across all key dimensions of the RadarView assessment (practice maturity, partner ecosystem, and investments and innovation) and have had a superior impact on the marketplace. These providers have shown true creativity and innovation and have established trends and best practices for the industry. They have proven their commitment to the industry and are recognized as thought leaders in their space, setting the standard for the rest of the industry to follow. Leaders display a superior quality of execution and a reliable depth and breadth across verticals.



Innovators show a penchant for reinventing concepts and avenues, changing the very nature of how things are done from the ground up. Unlike leaders, innovators have chosen to dominate a few select areas or industries and distinguish themselves through superior innovation. These radicals are always hungry to create pioneering advancements in the industry and are actively sought after as trailblazers, redefining the rules of the game.



Disruptors enjoy inverting established norms and developing novel approaches that invigorate the industry. These providers choose to have a razor-sharp focus on a few specific areas and address those at a high level of granularity and commitment, which results in tectonic shifts. While disruptors might not have the consistent depth and breadth across many verticals like leaders or the innovation capabilities of innovators, they exhibit superior capabilities in their areas of focus.



Challengers strive to break the mold and develop groundbreaking techniques, technologies, and methodologies on their way to establishing a unique position. While they may not have the scale of the providers in other categories, challengers are eager and nimble and use their high speed of execution to great effect as they scale heights in the industry. Challengers have a track record of delivering quality projects for their most demanding Global 2000 clients. In select areas and industries, challengers might have capabilities that match or exceed those of the providers in other categories.

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