Advanced Digital Workplace Services
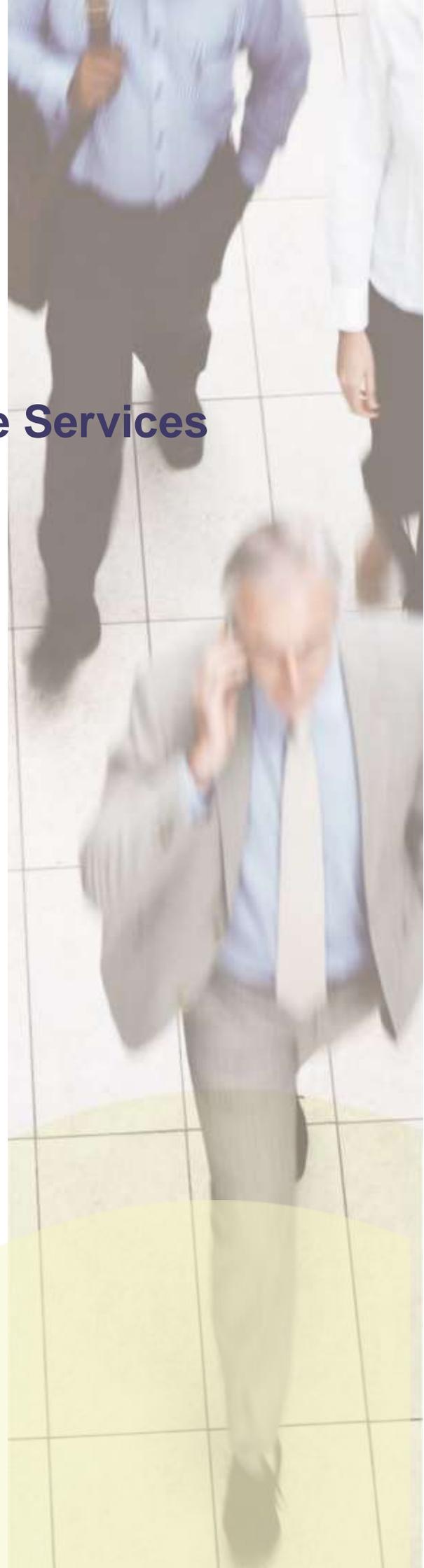
Market Analysis
Abstract

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71 pages

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Who Is This Report For?

NelsonHall's "Advanced Digital Workplace Services" report is a comprehensive market assessment report designed for:

- Sourcing managers investigating sourcing developments within the use of vendors for digital workplace services

- Operational decision makers exploring the benefits and inhibitors of undergoing digital workplace services initiatives

- Vendor marketing, sales and business managers developing strategies to target digital workplace services opportunities

- Financial analysts and investors specializing in the IT services sector, including digital workplace services.

Key Findings & Highlights

NelsonHall's market analysis of advanced digital workplace services consists of 71 pages.

Clients are looking to use digital workplace services to enable the move to a future ready workplace, but to also provide the base for wider digital transformation. With growing emphasis on overall employee experience now at the heart of many digital initiatives, the role of IT is changing even further.

Key requirements for digital workplace services include the ability to provide end-users with a greater choice of engagement and more personalized services support across the workplace. From a proactive and predictive perspective this includes the use of remote monitoring, self-healing, RPA and predictive analytics. There is a greater emphasis on self-serve and automated provisioning through a catalog-based approach, and on-site support through Tech Cafes, smart lockers and vending machines.

As clients seek to further improve productivity and employee experience, there is a realization that IT needs to work collaboratively with stakeholders across the entire business to improve their understanding of end-user requirements, and the ability to further personalize services. This involves engaging with marketing and communications departments and using gamification as a means to improve digital workplace adoption, and HR for more efficient on-boarding and off-boarding of employees.

It also includes collaboration with facilities management to drive the adoption of smart offices (smart conference and booking facilities) and intelligent space management and wayfinding solutions through beacons and sensors.

Key services include a focus on design thinking in consulting and advisory engagements across digital workplace services, expediting as a service (aaS) offerings including Device as a Service (DaaS), Workplace as a Service, VDI, AI-led service desk, Windows 10 and Office 365 migration services, and intelligent collaboration services.

To deliver these services, IT service vendors are investing in capabilities including:

- Dedicated migration factories (Win10/0365)
- Analytics capabilities (nexthink)
- Self-healing and autonomous remediation
- Automation IP
- Cognitive virtual agents.

IT services vendors are also using a plethora of third-party tools in support of predictive analytics, automation, AI, self-heal, EMM, IAM, virtualization services, smart workplace and end-user experience.

Scope of the Report

This report analyzes the market for digital workplace services. It addresses the following questions:

- What is the current and future market for digital workplace services?

- What are the customer requirements for digital workplace services?

- What are the benefits/results which vendors have been able to achieve for their clients?

- What digital workplace services are organizations buying from IT services vendors?

- What is the size and growth of the digital workplace services market?

- Who are the leading vendors within the digital workplace services market?

- What are the vendor selection criteria, challenges, and critical success factors for vendors targeting digital workplace services?

Contents

Report Length

71 pages, consisting of 8 chapters

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