



Advanced Digital Workplace Services

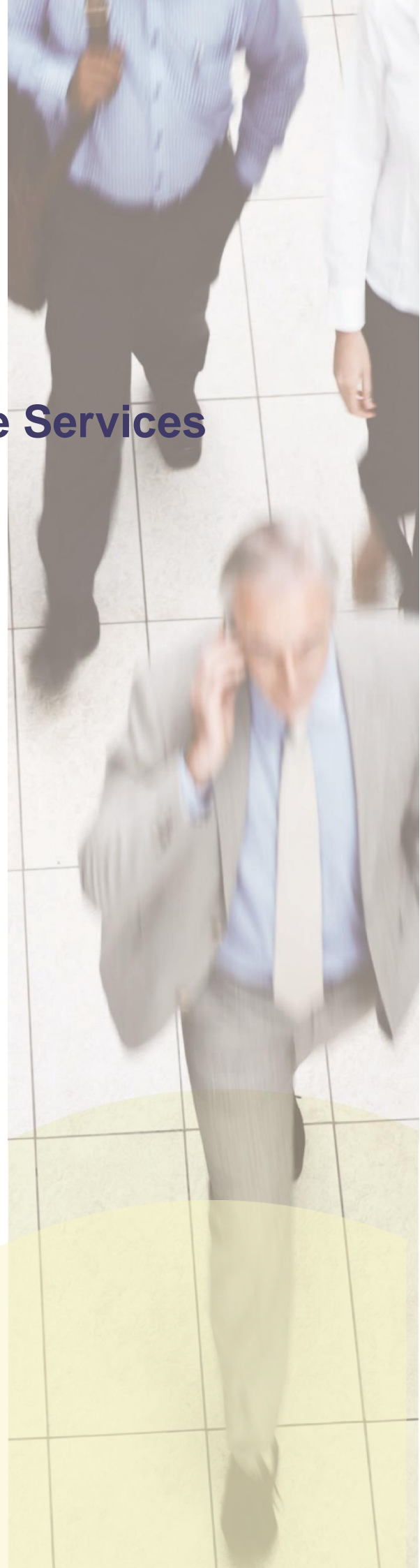
Market Analysis
Abstract

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73 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 73 pages.

Organizations are utilizing digital workplace services as an enabler for hybrid workplace transformation and to enhance overall employee experience.

Key requirements for digital workplace services include a greater focus on low code/no code and Microsoft Power Platform to drive productivity enablement. Also, and increasing usage of end-user analytics tools (including NexThink, 1E Tachyon, Qualtrics, and SysTrack) to monitor end-user consumption and sentiment based on personas to drive even deeper personalization and UX.

Digital workplace services are focusing on human-centric experiences across the entire employee lifecycle and in supporting clients' business outcomes.

Vendors are developing a persona-centered design thinking led approach to collaboratively develop experience frameworks and solutions with clients and end-users.

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, Modern Management and Evergreen services, and intelligent collaboration services.

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

- Modern Management (Microsoft Intune and VMware Workspace One)
- Self-healing and autonomous remediation
- Automation IP
- XLA-based metrics
- Cognitive virtual agents.

IT services vendors are also using a plethora of third-party tools in support of predictive analytics, automation, AI, self-heal, UEM, IAM, virtualization services, smart hybrid 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?



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Report Length

73 pages, consisting of 8 chapters

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