

IT Services: Cognitive & Self-Healing IT Infrastructure Management Services

Atos

Report Abstract

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Who is This Vendor Assessment For?

NelsonHall's cognitive & self-healing IT infrastructure management services profile on Atos is a comprehensive assessment of Atos' offerings and capabilities, designed for:

- Sourcing managers monitoring the capabilities of existing suppliers of digital services and cognitive & self-healing IT infrastructure management services and identifying vendor suitability for RFPs
- Vendor marketing, sales, and business managers looking to benchmark themselves against their peers
- Financial analysts and investors specializing in the IT services sector.

Key Findings & Highlights

As part of the SPRING program, one of the 15 practices created focuses on automation, RPA, and analytics and has a dedicated charter to develop and take consulting and advisory services to clients. It engages with clients on their automation journey, adopting a tooling-agnostic approach, and over the last 12 months has further enhanced its IP and use cases. Previously it would focus on ticket analytics, getting a ticket dump off the client to understand the use cases. It can now conduct log analytics and understand the clients log, identifying vulnerabilities, capacity management issues, and performance issues through AI/ML-based technologies adopted, including Elastic and Splunk. It enables proactive identification, for example, of where a server may develop a CPU issue or trends analysis on memory utilization from an application.

Scope of the Report

The report provides a comprehensive and objective analysis of Atos' cognitive & self-healing IT infrastructure management services offerings and capabilities, and market and financial strengths, including:

- Identification of the company's strategy, emphasis, and new developments
- Analysis of the company's strengths, weaknesses, and outlook
- Revenue estimates
- Analysis of the profile of the company's customer base including the company's targeting strategy and examples of current contracts
- Analysis of the company's offerings and key service components
- Analysis of the company's delivery organization including the location of delivery locations.

Cognitive & Self-Healing IT Infrastructure Management Services Vendor Assessments also Available for:

- Coforge
- Cognizant
- CSS Corp
- DXC Technology
- Getronics
- IBM
- Infosys
- LTI
- Mindtree
- Mphasis
- NTT DATA
- TCS
- Trianz
- Unisys
- UST Global
- Zensar.

About The Author

John is a Senior Research Analyst at NelsonHall. He is a member of the global IT Services research team with shared responsibility for IT Services research with Dominique Raviart, David McIntire, and Mike Smart.

John assists both buy-side and vendor organizations in assessing opportunities and supplier capability in IT Services. John covers IT Services research in the areas of Digital Workplace, Cognitive IT Infrastructure, and Cloud Infrastructure Brokerage, Orchestration, and Management.

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