

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

# Zensar

### Report Abstract

March 2021

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10 pages

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## Who is This Vendor Assessment For?

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NelsonHall's cognitive & self-healing IT infrastructure management services profile on Zensar is a comprehensive assessment of Zensar's 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

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This NelsonHall vendor assessment analyzes Zensar's offerings and capabilities in cognitive & self-healing IT infrastructure management services.

Zensar's cognitive and self-healing IT infrastructure management services are part of its Digital Foundation Services (DFS), providing a mix of IP platforms, frameworks, and third-party tools, including:

- Digital Experience: Connected Experience, and claims 30% improvement in customer loyalty
- Digital Workplace: Connected Work, with claims of 60% faster issue resolution and 45% incident elimination
- Digital Infrastructure: Connected Autonomous Cloud, with claims of 3x reduction in TCO and 5x faster release
- Digital Operations: The Vinci claims to lower MTTR by 75%, and 30% ticket prevention
- Digital Security: Ubiquitous Enterprise Security, with claims of 90% reduction in false-positive and 40% cost saving by shared SOC.

## Scope of the Report

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The report provides a comprehensive and objective analysis of Zensar's 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:**

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

## 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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