



# Cognitive & Self-Healing IT Infrastructure Management Services

## Atos

### Report Abstract

April 2023

By John Laherty

Senior Research Analyst

NelsonHall

13 pages

### Contents of Full Report

1. Background
2. Revenue Summary
3. Key Offerings
4. Delivery Capability
5. Target Markets
6. Strategy
7. Strengths & Challenges
8. Outlook

## 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

---

Over the last 18 months, Atos has been focusing on bringing its Bridge IP, AIOps, and automation capabilities as standard across clients covering all infrastructure elements. Atos' Bridge IP provides a single pane of glass to proactively monitor the client's infrastructure.

Potential service buyers will benefit from the full report's analysis of the ways in which Atos' virtual agent, End-User Computing Analytics platform, Proactive Experience Centers, and broader automation capabilities combine to address a range of IT infrastructure management needs.

## Scope of the Report

---

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

- Identification of the company's strategy, emphasis, and new developments
- Analysis of the company's strengths, challenges, 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 centers.

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

---

Cognizant

DXC Technology

Getronics

Infosys

Kyndryl

LTI

Mindtree

Movate

Mphasis

NTT DATA

TCS

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.

John can be contacted at:

- Email: [john.laherty@nelson-hall.com](mailto:john.laherty@nelson-hall.com)
- Twitter: [@JohnL\\_NH](https://twitter.com/JohnL_NH)



## About NelsonHall

NelsonHall is the leading global analyst firm dedicated to helping organizations understand the “art of the possible” in digital operations transformation. With analysts in the U.S., U.K., Continental Europe, and Asia, NelsonHall provides buy-side organizations with detailed, critical information on markets and vendors (including NEAT assessments) that helps them make fast and highly informed sourcing decisions. For vendors, NelsonHall provides deep knowledge of market dynamics and user requirements to help them hone their go-to-market strategies. NelsonHall conducts rigorous, primary research and is widely respected for the quality, depth, and insight of its analysis.

We would be pleased to discuss how we can bring benefit to your organization. You can contact us via the following relationship manager: Guy Saunders at [guy.saunders@nelson-hall.com](mailto:guy.saunders@nelson-hall.com)

### Boston

Riverside Center, 275 Grove Street, Suite 2-400, Newton Massachusetts 02466  
Phone: +1 857 207 3887

### London

Unit 6, Millars Brook, Molly Millars Lane, Wokingham, RG41 2AD  
Phone: +44 (0)203 514 7522

### Paris

115 rue de Reuilly, 75020 Paris  
Phone: +33 (0)6 23 81 17 54

Copyright © 2023 by NelsonHall. All rights reserved. No part of the publication may be reproduced or distributed in any form, or by any means, or stored in a database or retrieval system, without the prior written permission of the publisher. The information provided in this report shall be used only by the employees of and within the current corporate structure of NelsonHall’s clients, and will not be disclosed to any other organization or person including parent, subsidiary, or affiliated organization without prior written consent of NelsonHall. NelsonHall exercises its best efforts in preparation of the information provided in this report and believes the information contained herein to be accurate. However, NelsonHall shall have no liability for any loss or expense that may result from incompleteness or inaccuracy of the information provided.