



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

CSS Corp

Report Abstract

January 2021

By John Laherty

Senior Research Analyst

NelsonHall

11 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 CSS Corp is a comprehensive assessment of CSS Corp'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

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

CSS Corp provides cognitive and self-healing IT infrastructure management services through its cloud and infrastructure services (CIS) practice, using its Contelli automation platform, which integrates AI, analytics, NLP, ML, and automation in a modular approach. CSS Corp has aligned its services to business-focused services to address client demand. These include the following solutions:

- Cloud ops: manage, monitor, and optimize cloud operations
- Customer-facing infra: driving availability and predictability (business-aligned infra enablement, self-provisioning, predictive analytics, continuous-release management, self-healing incident management, automation & orchestration, AI-enabled end-user monitoring, on-demand automated capacity management, and costs analysis & optimization)
- Industry solutions: customized services based on specific industry requirement
- Digital workplace: enhancing virtual operations and employee resilience
- DevSecOps: continuous monitoring, assessment, and analysis. CSS Corp's view is that DevSecOps, like cloud migration, should be application-centric, and the toolchain and pipeline should become customizable depending on the application environment
- ISOC: manage threat landscape with security.

Scope of the Report

The report provides a comprehensive and objective analysis of CSS Corp'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:

- Atos
- Coforge
- Cognizant
- DXC Technology
- Getronics
- IBM
- 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.

John can be contacted at:

- Email: 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., and Continental Europe, 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. And for vendors, NelsonHall provides deep knowledge of market dynamics and user requirements to help them hone their go-to-market strategies. NelsonHall’s research is based on 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

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

4 place Louis Armand, Tour de l'Horloge, 75012 Paris
Phone: + 33 1 86266 766

Copyright © 2021 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.