Cognizant
Advanced Digital Workplace Services

Vendor Assessment
Report Abstract

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Who Is This Vendor Assessment For?

NelsonHall's Advanced Digital Workplace Services Vendor Assessment for Cognizant is a comprehensive assessment of Cognizant's digital workplace services offerings and capabilities designed for:

- Sourcing managers monitoring the capabilities of existing suppliers of IT services and identifying vendor suitability for digital workplace services

- Vendor marketing, sales and business managers looking to benchmark themselves against their peers

- Financial analysts and investors specializing in digital workplace services.

Key Findings & Highlights

Cognizant provides digital workplace services as part of its infrastructure services, which in turn is part of Cognizant's Digital Systems and Technology practice. It has a dedicated Digital Workplace Practice, with dedicated pursuit teams looking at proactive pursuits (consulting-led), reactive pursuits, joint go-to-market offerings with strategic partners, and innovative pricing and engagement models. It also has a dedicated P&L. From a delivery perspective it is currently re-skilling all DWS employees through Project NeXT (to develop skills for next-generation DWS, for example, training service desk engineers to become bot trainers, as opposed to responding to tickets). It is enacting an agile service delivery approach through a more productized model (i.e., Evergreen and Modern Management services) and increasing the proximity of trained resources to clients to increase agility further.

Key IP includes Migration Accelerator Toolkit (MAT), a management toolkit for Win 10 and 0365, that enables zero-touch migration. In addition, Application Packaging Automation Framework (APA), and Cognizant Automation Center AI/ML platform for automation and chatbot (AskIva). These are horizontal capabilities that cut across Cognizant's key digital workplace offerings provided through WorkNEXT productized theme, with a focus on device, productivity & collaboration, and unified support.

Scope of the Report

The report provides a comprehensive and objective analysis of Cognizant's digital workplace service offerings, capabilities and market and financial strength, including:

- Analysis of the company's offerings and key service components

- Revenue estimates

- Identification of the company's strategy, emphasis and new developments

- 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 strengths, weaknesses and outlook.

Contents

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