



# Cognitive & Self-Healing IT Infrastructure Management Services

## Getronics

### Report Abstract

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14 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 Getronics is a comprehensive assessment of Getronics' 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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Across IT infrastructure management services, Getronics provides several capabilities supporting cognitive IT, automation, and self-healing. These are predominantly workplace support solutions, a mix of IP and third-party tools available in modular components or as part of managed services, which include:

- OptiShield
- Cognitive Services
- Customer Experience.

Buyers should note the sample use cases identified in the report, which leverage Getronics' partnership with OneReach.ai:

- Fraud protection: proactive customer engagement to help against credit card fraud
- Breakdown assistance: roadside assistance call deflection
- Patient triage: voice patient triage and appointment setting
- HR: conversational AI to effectively engage employees, driving EX and employee retention.

## Scope of the Report

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The report provides a comprehensive and objective analysis of Getronics' cognitive & self-healing IT infrastructure management services offerings, 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
- Cognizant
- DXC Technology
- Infosys
- Kyndryl
- LTI
- Mindtree
- Movate
- Mphasis
- NTT DATA
- TCS
- Unisys
- UST.

## 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, Eric Levine, Kishore Gorti, 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.

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