

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

## IBM

### Report Abstract

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15 pages

### Contents of Full Report

1. Background
2. Revenue Summary
3. Key Offerings
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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 IBM is a comprehensive assessment of IBM'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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IBM provides cognitive and self-healing IT infrastructure management services within its IBM Services division. Cognitive and AI services are provided through IBM Services Platform, which delivers automation, AI, and analytics to manage and optimize IT infrastructure services delivery. IBM's view is that automation and analytics must be used in partnership, so not just automating but understanding the big data generated from running the IT environment and acting on this data to stop issues in the first instance and working out what to automate next to drive the best outcome.

## Scope of the Report

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The report provides a comprehensive and objective analysis of IBM'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
- Infosys
- 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.

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