Next Generation EUC Services

Market Analysis

Abstract

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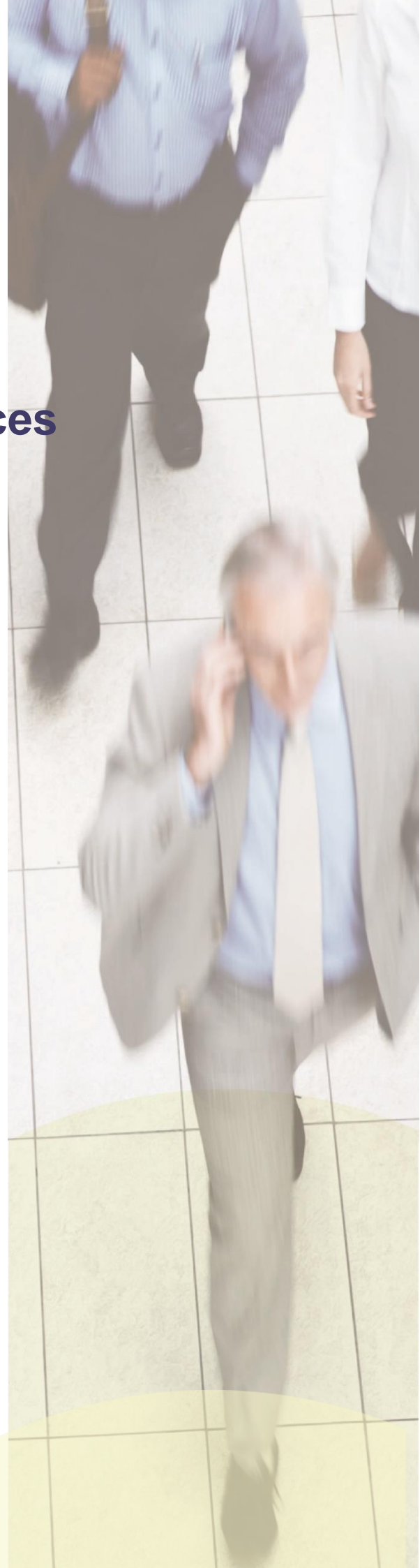**By John Laherty**
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82 pages

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Who Is This Report For?

NelsonHall's "Next Generation EUC Services" report is a comprehensive market assessment report designed for:

- Sourcing managers investigating sourcing developments within the use of vendors for next generation EUC services

- Operational decision makers exploring the benefits and inhibitors of undergoing next generation EUC services initiatives

- Vendor marketing, sales and business managers developing strategies to target next generation EUC services opportunities

- Financial analysts and investors specializing in the IT services sector, including next generation EUC services.

Scope of the Report

This report analyzes the market for next generation EUC services. It addresses the following questions:

- What is the current and future market for next generation EUC services?

- What are the customer requirements next generation EUC services?

- What are the benefits/results which vendors have been able to achieve for their clients?

- What next generation EUC services are organizations buying from IT services vendors?

- What is the size and growth of the next generation EUC services market?

- Who are the leading vendors within next generation EUC services?

- What are the vendor selection criteria, challenges, and critical success factors for vendors targeting next generation EUC services?

Key Findings & Highlights

NelsonHall's market analysis of next generation EUC services consists of 82 pages.

Next generation EUC services are the evolution of traditional workplace services to a digital workplace, driven by a requirement to reduce costs, improve productivity, but more importantly improve the end-user experience, through greater use of BYOD, and empowering end-users to interact with the service desk through the channel of their choice.

Key requirements in the shift to a digital workplace include the leverage of key next generation EUC services, including the deployment of end-user self-serve capabilities, a proliferation of cloud based services driven by Windows 10, Office 365, and desktop and application virtualization. Automation is being deployed for common support tasks, through the deployment of chatbots and virtual agents. Proactive and predictive analytics are being deployed to improve end-user experience and to prevent incidents from occurring.

To date, next generation EUC services adopters engaging IT services vendors have been engaged in projects supporting Windows 10, Office 365, and SharePoint migrations. They are now actively pursuing other next generation EUC services including next generation service desk and enterprise mobility services (EMM) in support of their journey from a traditional to a digital workplace.

To deliver these services, IT service vendors are investing heavily in their capabilities in build and run services, across:

- Self-serve (including walk-in tech bars), automation (including chatbots)

- Desktop and application virtualization

- W10 and O365 migration

- UCaaS

- Proactive and predictive analytics

- MDM/EMM, IoT integrated services.

IT services vendors are also using a plethora of third-party tools in support of automation, self-heal, end-user experience, EMM, identity and access management (IAM), and endpoint security.

Contents

Report Length

80 pages, consisting of 8 chapters

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