ISG Provider Lens™

Digital Workplace of the Future – Services & Solutions

U.K. 2020

A research report comparing provider strengths, challenges and competitive differentiators

Quadrant Report

Customized report courtesy of:

Computacenter

October 2020

About this Report

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The research and analysis presented in this report includes research from the ISG Provider Lens™ program, ongoing ISG Research programs, interviews with ISG advisors, briefings with services providers and analysis of publicly available market information from multiple sources. The data collected for this report represents information that ISG believes to be current as of October 2020, for providers who actively participated as well as for providers who did not. ISG recognizes that many mergers and acquisitions have taken place since that time, but those changes are not reflected in this report.

All revenue references are in U.S. dollars ($US) unless noted.

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ISG Provider Lens™

ISG Provider Lens™

ISG Provider Lens™ delivers leading-edge and actionable research studies, reports and consulting services focused on technology and service providers' strengths and weaknesses and how they are positioned relative to their peers in the market. These reports provide influential insights accessed by our large pool of advisors who are actively advising outsourcing deals as well as large numbers of ISG enterprise clients who are potential outsourcers.

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EXECUTIVE SUMMARY

The Digitalisation Trend is Accelerated by Covid-19

In the second quarter 2020, remote working was rapidly accelerating in the U.K.: The outbreak and regulations related to COVID-19 forced large and smaller office-based organizations to lead their employees into the remote working environment. Companies had to quickly set up thousands of employees to work from home. Judging by the cases reported back to ISG, the technology transformation went ahead without too many obstacles. By and large, questions related to sourcing enough devices, enabling bandwidth and collaboration tools were dealt with smoothly.

The biggest concerns raised by the sudden home office surge were security and change management: Many organizations in the public and private sector had to take shortcuts to bring employees quickly into the remote working environment. This rapid shift has caused security concerns, as identity and access technologies are not always optimized to the authentication requirements of workers accessing critical systems from home. An even bigger concern is the lost touch with the organization, especially for the elder work population. Change management programs and experience-level SLAs have become a new paradigm for provider differentiation.

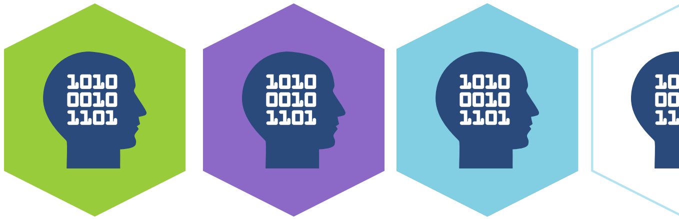
Digital Workplace Consulting Services focus on the digital transformation post-COVID-19: Enabling employee productivity, safety and health at home are becoming critical capabilities. Providers who get this equation right stand a good chance of increasing trust with their client organization and strengthening ties in moments of crisis.

Managed Workplace Services are in transition to adapt to the post-COVID-19 environment: Many technologies based on office improvements have declined in importance. At the same time, actions such as scaling virtual meeting capacity, securing connections and delivering office furniture and mobile devices to homes are rising in importance. Help desk services are under pressure to deliver on a better employee experience from home, and many providers deploy analytics to deliver them.

Managed Mobility Services continue to rise in importance: Clients are increasingly looking for seamless collaboration across fixed and mobile platforms and expect mobile productivity to be enhanced with modern workflow applications that are integrated into corporate back-end systems including CRM and ERP. This is another area where clients are wary about security patches and seek robust propositions from providers.

Specialist Unified Endpoint Solutions are becoming a vital tool to enhance the end-user experience: Solution vendors are strongly focused on improving the user experience of the clients' employees and deploying reliable security features for threat and vulnerability management of endpoints. Specialized providers play a major role and represent the majority of the leaders in the UEM quadrant.

The market for Unified Communications & Collaboration Solutions has seen growth accelerate in two consecutive quarters: Whereas scalability and network efficiency were the most urgent requirements with the home office surge, UCC is now very focused on the overall user experience and security aspects. The number of applications and devices supported is on the increase, and cloud-based solutions are rapidly becoming more prominent.



Introduction

Simplified illustration

Source: ISG 2020

Definition

The digital workplace of the future refers to the technology ecosystem that enables enterprise employees to securely access their work profiles, stored data and applications anywhere, anytime, and on any device or platform. It is designed to improve digital dexterity and worker productivity while enabling workers to connect and collaborate with fellow employees efficiently.

The digital workplace technology ecosystem encompasses software vendors offering solutions that provide secure device management, continuous access to apps and data over any device, next-generation meeting collaboration and productivity-focused solutions. It also includes system integrators and service providers that act as partners for enterprises in their workplace transformation journey: helping to assess their workplace environment, suggesting best approaches, managing the entire technical environment and providing support to end users by leveraging new and emerging technologies.

Definition (cont.)

As global enterprises grapple with the COVID-19 pandemic, they need to enable remote working at scale for a majority of their workforce. This requires employees to have seamless access to their workplace apps through the device they carry (personal or company-owned). It also requires an overarching technical environment that ensures connectivity and collaboration among globally dispersed employees anytime and anywhere. Also, enterprises must ensure that corporate data and applications remain secure and protected from cyberattacks. This requires significant investments in secure tools for remote working, along with meeting and collaboration solutions to ensure employee productivity.

Scope of the Study

As part of this quadrant study, ISG is introducing the following seven quadrants on digital workplace services and solutions.

Digital Workplace Consulting Services: Digital workplace consulting centers on workplace optimization strategies. The modules include support for defining a workplace strategy, designing the architecture and creating the roadmap for validating the business case around transformation. Consulting and workplace assessment are an essential part of the digital workplace offering and are offered independently of the associated managed services. These advisory services are specific to workplace digital transformation. They typically include assessing the current workplace environment, designing an end user-focused workplace transformation, defining the business case and return on investment (ROI), segmenting end-user personas, providing a roadmap for implementation, enabling technology adoption and change management.

Managed Workplace Services: Managed digital workplace services include all managed services related to the digital workplace. An IT service desk with Level 1 and Level 2 support, in-person technical support and user self-help services form the core components of the managed services offering. The quadrant covers next-generation service desk services, field support, automation-enabled predictive analytics, IT kiosks, self-help capabilities, chatbots, managed end-user computing (EUC) and unified communication (UC) services, and managed virtual desktop services.

Definition (cont.)

Managed Mobility Services: With the growing acceptance of mobility and the bring-your-own-device (BYOD) culture, these services have extended to cover secure device management, mobile application and content management, application deployment and accessibility related to roles and access policy. Managed mobility services include support for mobile device management (MDM), policy configuration, device configuration, device kitting, device lifecycle and telecom expense management. They also includes larger aspects of enterprise mobility management, such as mobile application management (MAM), mobile security, digital user experience management and cloud-based services.

Unified Endpoint Management Solutions: Unified endpoint management (UEM) solutions are converging to encompass smartphones, tablets, laptops and PCs. A UEM solution should primarily provide full enterprise mobility management, covering mobile application management (MAM), mobile device management (MDM) and mobile content management (MCM). It provides a unified approach to managing desktops, PCs and mobile and smart devices through a single console. A UEM solution should support both on-premise and cloud deployments, remotely manage and configure devices, and provide application and device analytics. It should also provide mobile security, endpoint security and PC/desktop management integration.

Unified Communication and Collaboration Solutions: Unified communication and collaboration solutions encompass integrated solutions that combine state-of-the-art collaboration tools with telephony. These include corporate social networks, next-generation intranet solutions, business communications and team- and content-centric collaboration. They can also extend to groupware, knowledge management, email, conferencing, activity streams, microblogging and talent and competence management. The software solutions help improve productivity for end users by providing them with new and improved ways to communicate with colleagues and continuously expand the company's knowledge base. These solutions ensure that people on a team or project are connected regardless of device or location. They can create accessible workspaces and virtual rooms, enable collaboration via chat, audio and video channels, integrate into the corporate ecosystem and enable the coordination and management of knowledge. They are cloud-based software solutions that can be used by both midsize and large enterprises.

Provider Classifications

The ISG Provider Lens™ quadrants were created using an evaluation matrix containing four segments, where the providers are positioned accordingly.

Leader

The "Leaders" among the vendors/ providers have a highly attractive product and service offering and a very strong market and competitive position; they fulfill all requirements for successful market cultivation. They can be regarded as opinion leaders, providing strategic impulses to the market. They also ensure innovative strength and stability.

Product Challenger

The "Product Challengers" offer a product and service portfolio that provides an above-average coverage of corporate requirements, but are not able to provide the same resources and strengths as the Leaders regarding the individual market cultivation categories. Often, this is due to the respective vendor's size or their weak footprint within the respective target segment.

Market Challenger

"Market Challengers" are also very competitive, but there is still significant portfolio potential and they clearly lag behind the Leaders. Often, the Market Challengers are established vendors that are somewhat slow to address new trends, due to their size and company structure, and therefore have some potential to optimize their portfolio and increase their attractiveness.

Contender

"Contenders" are still lacking mature products and services or sufficient depth and breadth of their offering, while also showing some strengths and improvement potentials in their market cultivation efforts. These vendors are often generalists or niche players.

Provider Classifications (cont.)

Each ISG Provider Lens™ quadrant may include a service provider(s) who ISG believes has a strong potential to move into the leader's quadrant.

Rising Star

"Rising Stars" are usually Product Challengers with high future potential. Companies that receive the Rising Star award have a promising portfolio, including the required roadmap and an adequate focus on key market trends and customer requirements. Rising Stars also have excellent management and understanding of the local market. This award is only given to vendors or service providers that have made extreme progress towards their goals within the last 12 months and are on a good way to reach the leader quadrant within the next 12 to 24 months, due to their above-average impact and innovative strength.

Not In

This service provider or vendor was not included in this quadrant as ISG could not obtain enough information to position them. This omission does not imply that the service provider or vendor does not provide this service. In dependence of the market ISG positions providers according to their business sweet spot, which can be the related midmarket or large accounts quadrant.

Digital Workplace of the Future — Services & Solutions - Quadrant Provider Listing 1 of 5

	Digital Workplace Consulting Services	Managed Workplace Services	Managed Mobility Services	Unified Communication and Collaboration	Unified Endpoint Management
Accenture	Leader	Leader	Leader	Not in	Not in
Alcatel-Lucent	Not in	Not in	Not in	Product Challenger	Not in
Atos	Leader	Leader	Leader	Leader	Not in
Avaya	Not in	Not in	Not in	Leader	Not in
Baramundi	Not in	Not in	Not in	Not in	Product Challenger
BlackBerry	Not in	Not in	Not in	Not in	Market Challenger
BlueJeans	Not in	Not in	Not in	Market Challenger	Not in
Box	Not in	Not in	Not in	Not in	Product Challenger
BT	Product Challenger	Market Challenger	Market Challenger	Not in	Not in
CA	Not in	Not in	Not in	Not in	Contender
Cancom	Not in	Product Challenger	Product Challenger	Not in	Not in
Capgemini	Leader	Leader	Product Challenger	Not in	Not in
Cisco	Not in	Not in	Not in	Leader	Not in
Citrix	Not in	Not in	Not in	Not in	Leader

Digital Workplace of the Future — Services & Solutions - Quadrant Provider Listing 2 of 5

	Digital Workplace Consulting Services	Managed Workplace Services	Managed Mobility Services	Unified Communication and Collaboration	Unified Endpoint Management
Coforge	Not in	Contender	Not in	Not in	Not in
Cognizant	Product Challenger	Not in	Product Challenger	Not in	Not in
Computacenter	Leader	Leader	Leader	Not in	Not in
COYO	Not in	Not in	Not in	Contender	Not in
CSS Corp	Not in	Contender	Not in	Not in	Not in
Damovo	Not in	Not in	Not in	Product Challenger	Not in
Digital Workplace Group	Leader	Not in	Not in	Not in	Not in
DXC	Leader	Leader	Leader	Not in	Not in
Ericsson	Not in	Not in	Not in	Product Challenger	Not in
Fujitsu	Product Challenger	Leader	Leader	Not in	Not in
Getronics	Market Challenger	Leader	Leader	Not in	Not in
Google	Not in	Not in	Not in	Leader	Not in
HCL	Leader	Leader	Leader	Not in	Not in
Hexaware	Product Challenger	Rising Star	Product Challenger	Not in	Not in

Digital Workplace of the Future — Services & Solutions - Quadrant Provider Listing 3 of 5

	Digital Workplace Consulting Services	Managed Workplace Services	Managed Mobility Services	Unified Communication and Collaboration	Unified Endpoint Management
IBM	Leader	Product Challenger	Leader	Not in	Product Challenger
Infinite	Not in	Not in	Contender	Not in	Not in
Infosys	Product Challenger	Product Challenger	Product Challenger	Not in	Not in
ITC Infotech	Not in	Not in	Contender	Not in	Not in
Ivanti	Not in	Not in	Not in	Not in	Leader
Jive	Not in	Not in	Not in	Market Challenger	Not in
LogMeIn	Not in	Not in	Not in	Not in	Product Challenger
LTI	Not in	Product Challenger	Not in	Not in	Not in
Matrix42	Not in	Not in	Not in	Not in	Product Challenger
Microland	Contender	Contender	Contender	Not in	Not in
Microsoft	Not in	Not in	Not in	Leader	Leader
Mitel	Not in	Not in	Not in	Product Challenger	Not in
Mobileiron	Not in	Not in	Not in	Not in	Market Challenger
Mphasis	Market Challenger	Market Challenger	Market Challenger	Not in	Not in

Digital Workplace of the Future — Services & Solutions - Quadrant Provider Listing 4 of 5

	Digital Workplace Consulting Services	Managed Workplace Services	Managed Mobility Services	Unified Communication and Collaboration	Unified Endpoint Management
Nation Sky	Not in	Not in	Not in	Not in	Product Challenger
NFON	Not in	Not in	Not in	Contender	Not in
NTT	Not in	Not in	Product Challenger	Not in	Not in
NTT DATA	Leader	Leader	Not in	Not in	Not in
Okta	Not in	Not in	Not in	Not in	Leader
Orange Business Services	Product Challenger	Not in	Market Challenger	Not in	Not in
Rocket.Chat	Not in	Not in	Not in	Market Challenger	Not in
Slack	Not in	Not in	Not in	Leader	Not in
Smarp	Not in	Not in	Not in	Product Challenger	Not in
Snow Software	Not in	Not in	Not in	Not in	Market Challenger
SOTI	Not in	Not in	Not in	Not in	Contender
Stefanini	Not in	Product Challenger	Contender	Not in	Not in
TCS	Leader	Leader	Leader	Not in	Not in
TeamViewer	Not in	Not in	Not in	Product Challenger	Not in

Digital Workplace of the Future – Services & Solutions - Quadrant Provider Listing 5 of 5

	Digital Workplace Consulting Services	Managed Workplace Services	Managed Mobility Services	Unified Communication and Collaboration	Unified Endpoint Management
Tech Mahindra	Market Challenger	Market Challenger	Product Challenger	Not in	Not in
Trend Micro	Not in	Not in	Not in	Not in	Leader
UberConference	Not in	Not in	Not in	Market Challenger	Not in
United Planet	Contender	Not in	Not in	Not in	Not in
Unisys	Rising Star	Leader	Not in	Not in	Not in
UST Global	Contender	Not in	Not in	Market Challenger	Not in
Visionet	Not in	Not in	Not in	Market Challenger	Not in
VMware	Not in	Not in	Not in	Product Challenger	Leader
Vodafone	Market Challenger	Market Challenger	Leader	Not in	Not in
Wipro	Leader	Leader	Leader	Not in	Not in
Zensar	Not in	Product Challenger	Product Challenger	Not in	Not in

Digital Workplace of the Future – Services & Solutions Quadrants

ENTERPRISE CONTEXT

Digital Workplace Consulting Services

This report is relevant to enterprises across industries in the U.K. for evaluating providers of digital workplace consulting services.

In this quadrant report, ISG highlights the current market positioning of digital workplace consulting service providers to enterprises in the U.K. and how each provider addresses the key challenges faced in the region.

Due to the COVID-19 pandemic, enterprises faced challenges related to the changing work environments of employees. Some of the major challenges faced by enterprises involved enabling remote working, ensuring the health and safety of employees, providing a consistent employee experience for workers at home, measuring productivity, enhancing the security of communication and collaboration tools and ensuring mobile estate readiness and network and endpoint security. Procurement of hardware/mobile devices for employees working from their home offices and enabling a virtual desktop infrastructure were also major concerns for enterprises.

Compared with other regions/countries, enterprises in the U.K. consider digital workplace an innovation and business growth catalyst rather than just a technical infrastructure enabler. They are looking to redesign the workplace for socialization purposes and enable remote working at a larger scale. They are also focusing on technology-based consulting services leveraging automation, analytics, and artificial intelligence to build virtual assistants and co-create digital workplace solutions. Due to the pandemic, enterprises are also looking for consulting services related to building smart physical workspaces, back-to-work solutions, augmented reality and virtual reality.

Some digital workplace consulting service providers in the U.K. also offer managed workplace and mobility services. Enterprises are looking for trustworthy and committed partners that can address the challenges and provide a roadmap for setting up an optimal IT infrastructure.

Infrastructure, IT and workplace technology leaders should read this report to understand the relative positioning and capabilities of providers that can help them effectively plan and select workplace-related services and solutions. The report also shows how the technical and integration capabilities of a service provider compare with the rest in the market.

Digital transformation professionals should read this report to understand how providers of digital workplace consulting services fit their digital transformation initiatives and how they compare with one another.

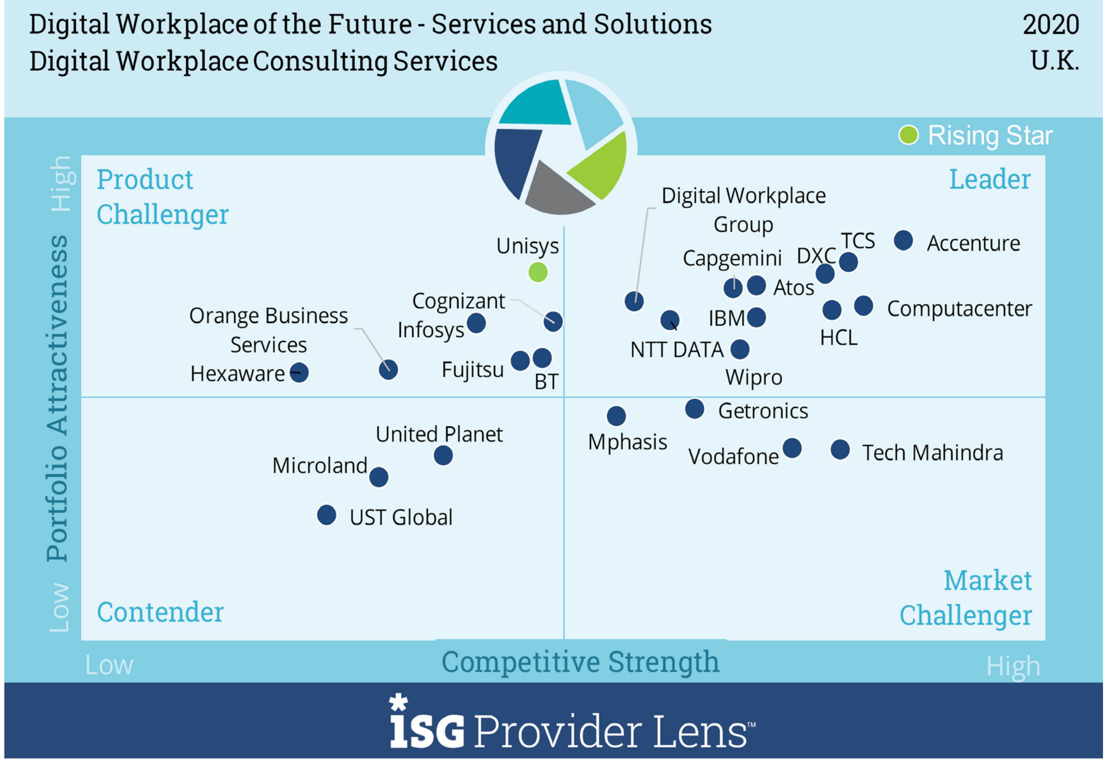
Sourcing, procurement and vendor management professionals should read this report to develop a better understanding of the current landscape of workplace consulting service providers in the U.K.

Security and HR leaders should read this report to see how service providers address the significant challenges of compliance and security while keeping the employee experience seamless for remote employees.

DIGITAL WORKPLACE CONSULTING SERVICES

Definition

Digital workplace consulting centers on workplace optimization strategies. The modules include support for defining a workplace strategy, designing the architecture and creating the roadmap for validating the business case around transformation. Consulting and workplace assessments are an essential part of the digital workplace offering and are offered independently of the associated managed services. These advisory services are specific to workplace digital transformation. They typically include assessing the current workplace environment, designing the user-focused workplace transformation, defining the business case and return on investment (ROI), segmenting end-user personas, providing a roadmap for implementation and enabling technology adoption and change management.



Source: ISG Research 2020

DIGITAL WORKPLACE CONSULTING SERVICES

Eligibility Criteria

- Consulting and workplace assessment services that are independent of the associated managed services
- Vendor-neutral approach in assessing the best technology partner
- Established methodology for end-user persona segmentation
- Ability to define and visualize a modern workplace environment for enhancing user experience, and to measure it
- Inclusion of technology adoption and change management services in the consulting portfolio

Observations

In response to requirements caused by COVID-19, the initial enterprise focus was to move many more employees into the remote working environment: Customers are now avidly seeking support in meeting challenges related to optimizing infrastructure and implementing the right security concept. In addition, the biggest hurdle to productivity is people overcoming organizational changes. The demand for linking workplace services more directly to business success is becoming stronger: Customers are becoming increasingly aware of the importance of the employee experience for overall success in the workplace.

ISG has identified 26 companies for this quadrant, naming 11 as Leaders and one as a Rising Star.

- **Accenture** combines access and experience on the business side with strong technology competencies. Accenture is one of few IT services providers with a strong recognition in the business departments.
- **Atos** offers a balanced approach on human, technological and environmental factors. All three aspects receive equal consideration in delivering a tangible strategy, solution and roadmap for clients.
- **Capgemini** provides services that span the entire chain from strategy consulting to execution. The digital workplace consulting business is backed by in-depth experience in transformation.

DIGITAL WORKPLACE CONSULTING SERVICES

Observations (cont.)

- **Computacenter** provides a highly structured consulting offering to the UK market. The consulting engagement is divided into five transparent stages from Assess & Design to Adoption. The latter is concerned with implementation and includes support through organizational change implications.
- **Digital Workplace Group** enjoys good momentum and was recognized as a leading digital consultancy by the Financial Times in 2020. DWG continues to grow both its client base and its brand recognition in the UK.
- **DXC** is a highly experienced IT consulting organization. DXC Consulting Services helps stakeholders formulate goals, develop strategy and plan a roadmap for flexible, emerging technology solutions.
- **HCL** is an established player for digital workplace consulting services in the U.K. market. A large team of experienced advisors and consultants deploy a proven methodology with enterprise clients to embrace the digital transformation of the workplace.
- **IBM** deploys sophisticated analytics services to support its consulting approach. The company uses integrated analytics, automation and cognitive technology to create an intelligent support infrastructure that is continuously learning with each interaction.
- **NTT** is an exceptionally customer-driven service organization. An ongoing Center of Excellence — accountable for generating continuously optimized service, cost, flexibility and satisfaction improvements — is an integrated component of the consulting proposition.
- **TCS** has a comprehensive and well-structured consulting proposition that covers all major aspects from strategy design to technical implementation and is backed by 350 consultants in the U.K.
- **Wipro** provides a broad consulting capability with a rich set of methodologies. From creative thinking methods for the conceptional phases to rapid deployment of transformational themes, Wipro has structured engagement support methods for different parts of the journey.
- Rising Star **Unisys** offers a strong consulting proposition on experience level measurement. The provider makes full use of its technology competence to enable clients to track and improve their employee experience with workplace technologies.

COMPUTACENTER

Overview

The consulting proposition from Computacenter is focused on supporting customers in achieving their business objectives by empowering their people with the most appropriate digital platform. The service includes defining roadmaps, designing new solutions, driving user adoption and simplifying management to help customers on their journey from a conventional workplace to a modern digital workplace.

Caution

Computacenter is less entrenched in business departments than are leading competitors. Although well connected to UK IT departments and CIO offices, the provider needs to strengthen the business relevance and strategic importance of its appeal to clients.

Strengths

Provides a highly structured consulting offering: The consulting engagement is divided into five transparent stages from Assess & Design to Adoption. The latter is concerned with implementation and includes support through organizational change implications.

Well established in the U.K. marketplace: The company has a long history of providing workplace services in the U.K., its single biggest country market. The British provider is one of the few with an offering optimized for both the larger midmarket and the large account segment, which suits the unique U.K. industrial structure.

A strong, innovative portfolio: The digital workplace is a core competence and the consulting portfolio is supported by a strong technology foundation based on analytics-driven assessments, AI and automation solutions.

2020 ISG Provider Lens™ Leader

Computacenter is a strong contender, especially for the larger U.K. midmarket, with a well-structured and innovative consulting offering.

ENTERPRISE CONTEXT

Managed Workplace Services

This report is relevant to enterprises across industries in the U.K. for evaluating providers of managed workplace services.

In this quadrant report, ISG highlights the current market positioning of managed workplace service providers to enterprises in the U.K. and how each provider addresses the key challenges faced in the region.

Due to the COVID-19 pandemic, enterprises are focused on creating a secure and effective remote/hybrid working environment for employees. Some of the major challenges faced by enterprises revolved around accelerating workplace modernization and cost reduction simultaneously, optimizing the employee experience, enhancing end user adoption and the transformation of field services for supporting remote workers. Enterprises are also looking forward to implementing self-heal and self-service technologies to automatically resolve ticket queries while users cannot access in-person support.

Enterprises are moving from traditional service level agreements (SLAs) to contracts based on experience level agreements (XLAs), which can help in tracking relevant key performance indicators (KPIs) based on requirements. Most enterprises have a strong demand for the Microsoft 365 solutions, and service providers have also improved their managed service offerings for handling multiple requirements. Workspace management solutions, digital lockers, IT kiosks, meeting room booking solutions, cognitive virtual assistants and formulation of a unified communications and collaboration (UCC) strategy are some of the major demands of enterprise clients.

Enterprises in the U.K. are looking to scale virtual meeting capacity and build a secure infrastructure for remote workers. Service providers are seeking to combine the power of artificial intelligence, analytics and automation to tackle the above-mentioned challenges.

Infrastructure, IT and workplace technology leaders should read this report to understand the relative positioning and capabilities of providers that can help them effectively plan and select managed workplace services. The report also shows how the technical and integration capabilities of a service provider compare with those of others in the market.

Digital transformation professionals should read this report to understand how providers of managed workplace services fit their digital transformation initiatives and how they compare with one another.

Sourcing, procurement and vendor management professionals should read this report to develop a better understanding of the current landscape of managed workplace service providers in the U.K.

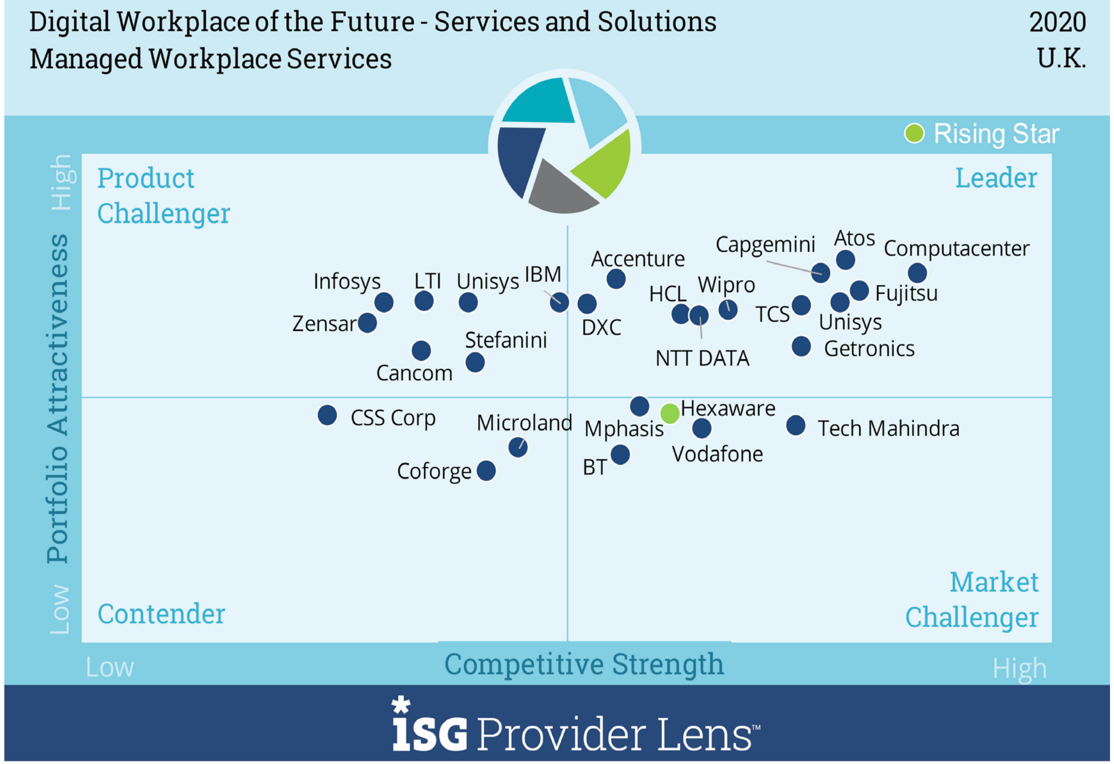
Security and HR leaders should read this report to see how service providers address the significant challenges of compliance and security while keeping the employee experience seamless for remote working employees.

Admin and field services managers should read this report to understand how service providers implement and expand the uses of workplace services to better manage field service operations.

MANAGED WORKPLACE SERVICES

Definition

Managed digital workplace services encompass all managed services related to the digital workplace. An IT service desk with level 1 and 2 support , in-person technical support and user self-help services form the core components of the managed services offering. The quadrant covers next-generation service desk services, field support, automation-enabled predictive analytics, IT kiosks, self-help capabilities, chatbots, managed end-user computing (EUC) and unified communication (UC) services, as well as managed virtual desktop services.



Source: ISG Research 2020

MANAGED WORKPLACE SERVICES

Eligibility Criteria

- Provide managed service desk and workplace support services through staff augmentation, remote support and automated virtual agents.
- Offer onsite field support and in-person technical assistance.
- Set up self-help kiosks, tech bars, IT vending machines and digital lockers.
- Offer managed services for collaboration and communication over diverse platforms.
- Provide device support, predictive analytics and proactive monitoring services.
- Demonstrate experience in providing remote virtual desktop services, both on-premises and in the cloud.

Observations

The largest transformation in workplace services for 2020 is related to COVID-19. The acceleration of remote working has put the emphasis for managed services on supporting modern collaboration services, security services and managing the volume of change from evergreen IT within a distributed environment.

Innovative technologies like automation and AI are focused on scaled environments. Organizations have come under sudden pressure to enhance the remote end-user experience, spot security breaches arising from technical shortcuts made in the rush to get employees working from home, and improve overall remote services support.

Technologies for personalizing the user experience continue to evolve. Customers get more sophisticated in their requirements for managed services solutions to deliver the right application in the right context to the right user.

ISG has identified 28 companies for this quadrant, naming 12 as Leaders and one as a Rising Star.

- **Accenture** offers a rich portfolio including special workplace services for specific segments. For example, the service supports industry-specific solutions including front-line worker tools and applications, process digitization, and tailored combinations of digital and physical workplace solutions.

MANAGED WORKPLACE SERVICES

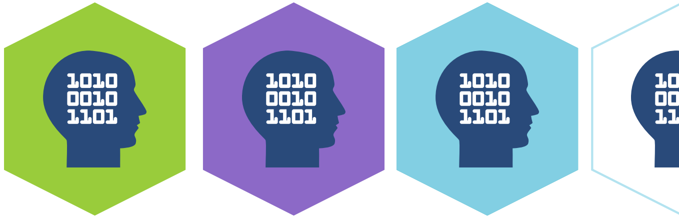
Observations (cont.)

- **Atos** has a rich, innovative digital workplace service offering. The company employs AI and machine learning for services and is focused on employee usability and satisfaction for workplace transformation projects.
- **Capgemini** deploys innovation to identify user issues early. Capgemini uses business technology and data analytics to proactively identify issues and then mitigate or eliminate them before they become critical or widespread. That is, it turns data and information into early actionable solutions.
- **Computacenter** is known for high-quality engineering services and a broad portfolio. Computacenter provides a largely automated digital delivery platform, an ecosystem of proprietary tools, data and processes to deliver simpler, faster and cost-efficient capabilities.
- The **DXC** offering is flexible and highly automated. DXC's digital workplace service portfolio is flexibly structured and combines traditional workplace management with client virtualization. DXC drives innovation, especially through automation.
- **Fujitsu** provides an innovative and human-centric workplace service. The offering focuses on employees and their workplace needs rather than on technology. The digital workplace service portfolio is underpinned with strong technical skills and experience.
- **Getronics** delivers a comprehensive digital workplace solution with deep integration expertise in collaboration solutions. Integration of Microsoft products with Cisco and other leading communications providers is the home turf of Getronics.
- **HCL** has a strong global track record of delivery on transformation projects. It is very experienced in digitally transforming the workplace by shifting complex and mature IT infrastructures into a modern service platform. HCL has hardly any legacy revenue base in the UK.
- **NTT** has a highly innovative, analytics-based approach with its Dynamic Workplace Services. The provider uses insight-driven analytics and AI in combination with predictive instance measurement to solve client issues proactively.
- **TCS** puts employee experience at the core of its digital workplace offering. The TCS digital workplace vision is to provide an intuitive, immersive and intelligent workplace to enhance the user experience by maximizing their digital dexterity and their wellness.

MANAGED WORKPLACE SERVICES

Observations (cont.)

- **Unisys** is continuously extending the breadth of its workplace service offering. Via the application of AI, analytics and automation, the provider extends its classic IT service desk operation into enterprise workplace activities, including the support of HR and workflows and devices for specific business functions.
- **Wipro** provides an innovative set of support services for remote working. Wipro deploys cognitive bots to eliminate repetitive employee tasks, thereby improving employee efficiency, and refactors applications to an integrated mobile platform through crowdsourcing.
- Rising Star **Hexaware** emphasizes end-user experience. The engineering on its workplace platform centers on trouble-free infrastructure and performing applications. For Hexaware, key considerations in any service design are “user first,” “personalized experience,” and “consumerization.”



COMPUTACENTER

Overview

Computacenter's digital workplace services are geared toward delivering and managing user- or persona-centric, end-to-end digital solutions and services. Components include monitoring infrastructure and implementing hybrid cloud solutions to render workplace services more repeatable and affordable.

Caution

Computacenter could modularize its commercial offering further. The U.K. provider is less active on the provisioning of modularized pricing than its leading competitors are.

Strengths

Established in the U.K. market: Computacenter has a strong client portfolio with large British clients across many different sectors, a large sales operation and a strong help-desk infrastructure with three service desk locations in the U.K.

High-quality engineering services and a broad portfolio: Computacenter concentrates all its innovation on workplace services and provides a largely automated digital delivery platform. Its ecosystem of proprietary tools, data and processes delivers simpler, faster and cost-efficient capabilities integrating with external tools and data sources.

End-user focus: Computacenter's offering is clearly structured and aligns to end-user needs. It includes intuitive collaboration solutions, technology and support that are aligned to the user's preferences. It uses innovative analytics, AI and automation functionalities to reduce cost and provide proactive support.

2020 ISG Provider Lens™ Leader

Computacenter provides a user-centric workplace services offering that is well-known in the U.K. for high-quality engineering.

ENTERPRISE CONTEXT

Managed Mobility Services

This report is relevant to enterprises across industries in the U.K. for evaluating providers of managed mobility services.

In this quadrant report, ISG highlights the current market positioning of managed mobilityservice providers to enterprises in the U.K. and how each provider addresses the key challenges faced in the region.

Enterprises are continuing to expand the scope and geographic requirements for managed mobility services across the globe due to the COVID-19 pandemic. Enterprises' fundamental need is to ensure that mobile devices are operationally effective and managed at a competitive price. Some of the major challenges faced by enterprises involved equipping end users with the right devices embedded with the right technology while tackling the logistical issues in a global pandemic. The adoption of bring-your-own-device (BYOD) strategies has increased among enterprises, leading to the rise of anytime, anywhere, any device access for end users. Enterprises are looking to enhance the user experience via seamless service integration of mobility services.

Service providers are helping enterprise clients by offering a device-as-a-service model for managing the entire device life cycle with a unified endpoint management solution. Mobile application management with an emphasis on device security, also offered by service providers, has gained traction among enterprises. SaaS deployments and the adoption of cloud services for mobile devices has increased among enterprises.

Enterprises in the U.K. are expecting to enhance productivity and collaboration on mobile platforms. They are focusing on network and endpoint security as they seek a robust product portfolio from service providers.

Infrastructure, IT and workplace technology leaders should read this report to understand the relative positioning and capabilities of providers that can help them effectively plan and select managed mobility services. The report also shows how the technical and integration capabilities of a service provider compare with the rest in the market.

Digital transformation professionals should read this report to understand how providers of managed mobility services fit their digital transformation initiatives and how they compare with one another.

Sourcing, procurement, and vendor management professionals should read this report to develop a better understanding of the current landscape of managed mobility service providers in the U.K.

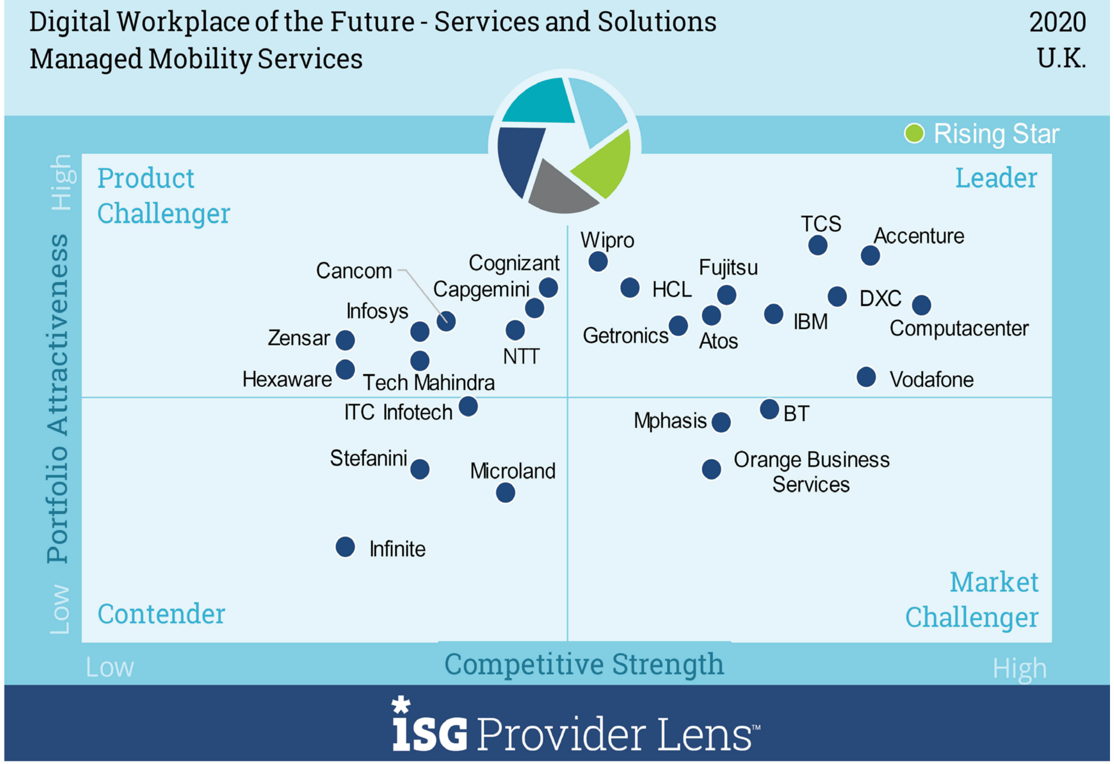
Security and HR leaders should read this report to see how service providers address the significant challenges of compliance and security while keeping the employee experience seamless for remote employees.

Admin and field services managers should read this report to understand how service providers implement and expand the uses of mobility services to better manage field service operations.

MANAGED MOBILITY SERVICES

Definition

With the growing acceptance of mobility and the bring-your-own-device (BYOD) culture, these services have extended to cover secure device management, mobile application and content management, application deployment, and accessibility related to roles and access policy. Managed mobility services include support for mobile device management (MDM), policy configuration, device configuration, device kitting, device lifecycle and telecom expense management. The category also includes larger aspects of enterprise mobility management such as mobile application management (MAM), mobile security, digital user experience management and cloud-based services.



Source: ISG Research 2020

MANAGED MOBILITY SERVICES

Eligibility Criteria

- Support a large number of mobile phones, smartphones and smart devices (number will vary per country) in the respective countries with at least 25 percent of them managed outside the home region .
- Offer device sourcing and logistics, managed unified endpoint management (UEM), financial management, device security and mobility program management.
- Provide implementation and support for enterprise mobility, support for BYOD, mobility expense and asset management.
- Manage complete device lifecycle management and device as a service (e.g., hardware as a service, personal computer as a service).
- Develop industry-specific plug-and-play mobility solutions.
- Offer support for single sign-on, secure app access and smart devices.

Observations

Mobile enterprise services continue to be more strongly integrated with workplace services. Many customers look for a single pane of glass and common processes to cover fixed and mobile device management and device lifecycle management. Content distribution across different platform and universal access to Microsoft Teams , including on mobile devices, were the most pertinent mobility issues raised during the pandemic.

The development of mobile business applications and distribution to the right user via IAM mechanisms is the second large trend. To satisfy the mobile user experience, providers are expected to optimize solutions that enable smart and secure application distribution. In this context, analytics capabilities are more widely deployed to generate insights on user experience and proactively improve fault repairs.

ISG has identified 27 companies for this quadrant, naming 11 as Leaders and one as a Rising Star.

- **Accenture launches device-as-a-service offering:** Device as a service is a good example of services developed via a strong technology ecosystem.
- **Atos** offers both a global presence and a focus on local delivery in the U.K. It provides end-to-end services that form a complete mobile enterprise service with security solutions complemented by a strong partner network and solution co-development.

MANAGED MOBILITY SERVICES

Observations (cont.)

- **Computacenter** has a strong position and history of enterprise mobility in the U.K. market. Its professional sales approach as an early challenger in the market for mobile enterprise services to very large U.K. accounts started a decade ago and has led to a large client base.
- **DXC** provides a state-of-the-art EMM solution: DXC offers modern management capabilities in partnership with Microsoft and VMware to provide a unified user experience. Its unified endpoint management services extend to all fixed and mobile work devices, including printers.
- **Fujitsu's** compelling mobility solution is comprehensive and underpinned with strong technology partnerships, including all leading solution providers for device management platforms.
- **Getronics** drives a mobility-first approach for workplace services. Getronics displays a high commitment to mobile users and their integration into the overall workplace strategy.
- **HCL** brings a broad EMM services proposition to market. The offering is complete. The offering "technology expense management" including cloud infrastructure expense, can be regarded as a unique selling point today.
- **IBM** has deep engineering expertise for mobile enterprise services and its own solution. IBM uses its own managed mobility services for more than 700,000 company devices, and it manages over 8 million devices globally.
- **TCS** services include device lifecycle management, application and security management and mobility consulting services.
- **Vodafone** has global delivery capabilities for mobile devices and services. Vodafone has the scale to provide device lifecycle management services to enterprise clients with globally distributed requirements. That applies to many U.K. enterprise customers.
- **Wipro's** mobile enterprise portfolio is supported by a large professional services organization. Wipro has a dedicated team of over 1,500 mobility consultants with an average industry experience of 10-15 years across mobile application development and management.

COMPUTACENTER

Overview

Computacenter's mobile enterprise solution centers on modern management tools and offers a single management pane for all devices. They are delivered from the cloud to offer flexibility and scale as well as speed in releasing new features. The company has added full end-to-end capabilities for the Microsoft Intune, VMware Workspace ONE and Jamf platforms to its portfolio.

Caution

Computacenter is more well known for engineering skills than for business strategies. The mobile enterprise services are moving from infrastructure into business-driven application and insight-related offerings.

Strengths

Mobile enterprise offering integrated into the digital workspace: Computacenter offers the transformation and management of mobile environments that can be seamlessly integrated into workplace solutions to provide a single-pane-of-glass structure.

A modern platform and MDM support: Computacenter invests in modern management technology services, especially Microsoft platforms, including Intune, Windows Update for Business, Microsoft Desktop Analytics and Microsoft Windows Virtual Desktop. Computacenter also uses Jamf for iOS and macOS device management.

Strong position and history in the market: Its professional sales approach as an early challenger in the market for mobile enterprise services to large U.K. accounts started a decade ago and has led to a large client base.

2020 ISG Provider Lens™ Leader

Computacenter offers a modern mobility portfolio that is strongly integrated into the digital workspace services.

ENTERPRISE CONTEXT

Unified Endpoint Management

This report is relevant to enterprises across industries in the U.K. for evaluating solution providers of unified endpoint management.

In this quadrant report, ISG highlights the current market positioning of unified endpoint management solution providers to enterprises in U.K. and how each provider addresses the key challenges faced in the region.

Enterprises are witnessing a rise in bring-your-own-device (BYOD) adoption among end users due to the COVID-19 pandemic. Some of the major challenges faced by enterprises revolved around simplifying endpoint management with strong data and device security, secure remote access, secure application delivery and intelligent asset management. Enterprises are alarmed by how the pandemic has given rise to multiple cyber threats, and they are relying on solution providers to enhance security frameworks.

Enterprises in the U.K. are moving toward cloud-based device management that gives end users an option to self-enroll their devices. Some enterprises are also looking for IoT management solutions to secure smart wearables and connected devices.

Solution providers are focusing on the use of artificial intelligence and machine learning analytics to reduce complexity, track and improve device performance, enhance threat detection and ensure safety.

Infrastructure, IT and workplace technology leaders should read this report to understand the relative positioning and capabilities of solution providers that can help them effectively plan and select a unified endpoint management solution. The report also shows how the technical and integration capabilities of a solution provider compare with those of the rest of the market.

Security and HR leaders should read this report to see how solution providers address the significant challenges of compliance and security while keeping the employee experience seamless for remote employees.

Digital transformation professionals should read this report to understand how solution providers of unified endpoint management fit their digital transformation initiatives and how they compare with one another.

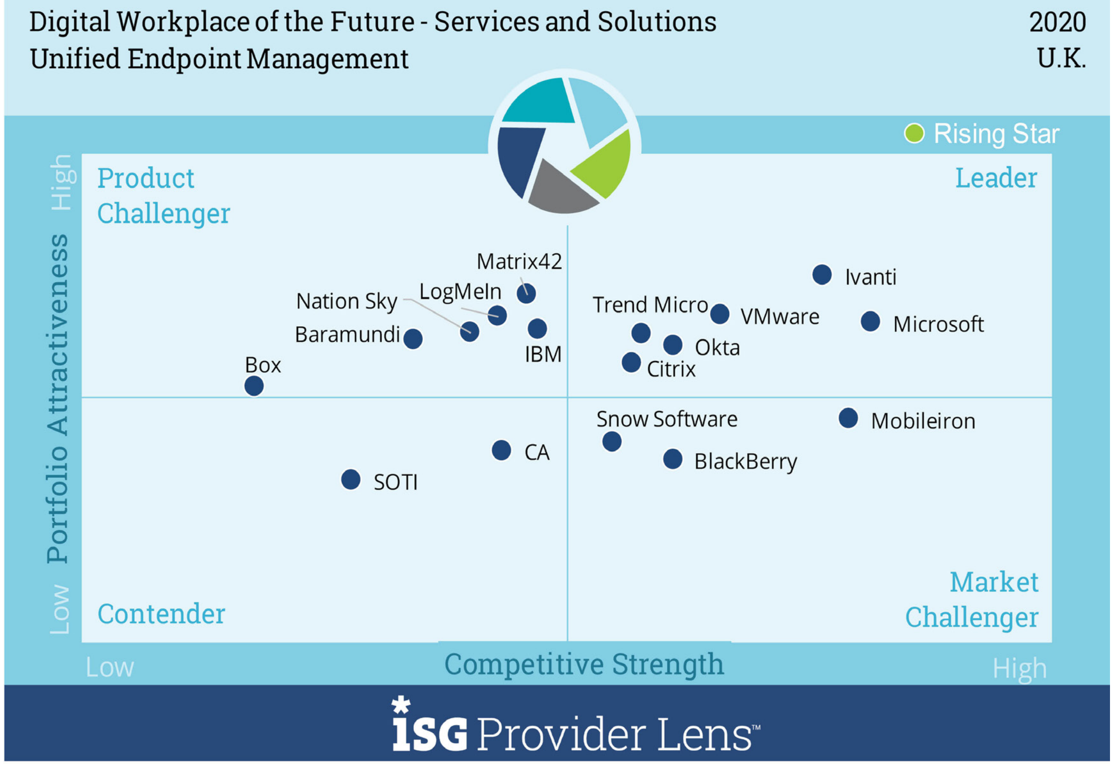
Sourcing, procurement and vendor management professionals should read this report to develop a better understanding of the current landscape of unified endpoint management solution providers in the U.K.

UNIFIED ENDPOINT MANAGEMENT

Definition

Unified endpoint management (UEM) solutions are converging to encompass smartphones, tablets, laptops and PCs. A UEM solution should primarily provide full enterprise mobility management, covering mobile application management (MAM), mobile device management (MDM) and mobile content management (MCM). It provides a consolidated approach to managing desktops, PCs, and mobile and smart devices through a single console.

A UEM solution should support both on-premises and cloud deployments, remotely manage and configure devices and provide application and device analytics. It should also provide mobile security, endpoint security and PC/desktop management integration.



Source: ISG Research 2020

UNIFIED ENDPOINT MANAGEMENT

Eligibility Criteria

- Ability to offer an independent software solution for UEM that can be purchased separately
- Software solution to provide MDM, EMM, MCM, MAM, secure user access and profile management
- Solution to integrate with system managers such as Microsoft System Center Configuration Manager (SCCM) and administer devices from different platforms
- Ability to manage smart devices

Observations

Providers in the Unified Endpoint Management space are clearly dedicating an always increasing level of attention to improving the User Experience of the clients' employees to the deployment of reliable security features for threats and vulnerability management of the endpoints . Specialized providers play a major role and represent the majority of the leaders in the UEM quadrant.

ISG has identified XX companies for this quadrant, naming six as Leaders.

- **Citrix** has put a strong focus on enabling the same user experience across devices.
- Ivanti leads the quadrant in the flexibility of its solution.
- **Microsoft** shines for the combined Azure and Office 365 capabilities leveraged in its UEM offering.
- **Okta** has singular features related to the identification and authentication of users in the UEM space.
- **Trend Micro** powers a security solution in the UEM space for the best-in-class UEM providers.
- **VMware's** leading position is a consequence of automation features in its UEM solution that strongly improve user experience.

ENTERPRISE CONTEXT

Unified Communication and Collaboration

This report is relevant to enterprises across industries in the U.K. for evaluating solution providers of unified communication and collaboration.

In this quadrant report, ISG highlights the current market positioning of unified communication and collaboration solution providers to enterprises in the U.K. and how each provider addresses the key challenges faced in the region.

Due to the COVID-19 pandemic, enterprises are looking for solutions that can provide more inclusive video calls, immersive meeting experiences and the ability to track and sync actions before, during and after meetings.

Enterprises are shifting focus from traditional intranets to solutions that enhance the productivity and digital dexterity of end users with visible business benefits. Remote work has forced enterprises to focus on collaboration solutions that align with the different work styles of users. The adoption of multiple cloud-based solutions has increased among enterprises, but the lack of management and team alignment leads to end users working in silos. Enterprises are looking for collaboration solutions that support integration with other applications for building seamless workflows. The issue of security and privacy has been paramount among enterprises, and they are looking for solutions that follow the best compliance practices.

Enterprises in the U.K. are looking to scale virtual meeting capacity and improve network efficiency for end users. Solution providers are also innovating continuously to match the changing needs of end users and are partnering with providers of multiple complementary applications to deliver a consistent user experience.

Infrastructure, IT and workplace technology leaders should read this report to understand the relative positioning and capabilities of solution providers that can help them effectively plan and select a unified communication and collaboration tool. The report also shows how the technical and integration capabilities of a solution provider compare with the rest in the market.

Security and HR leaders should read this report to see how solution providers address the significant challenges of compliance and security while keeping the employee experience seamless for remote employees.

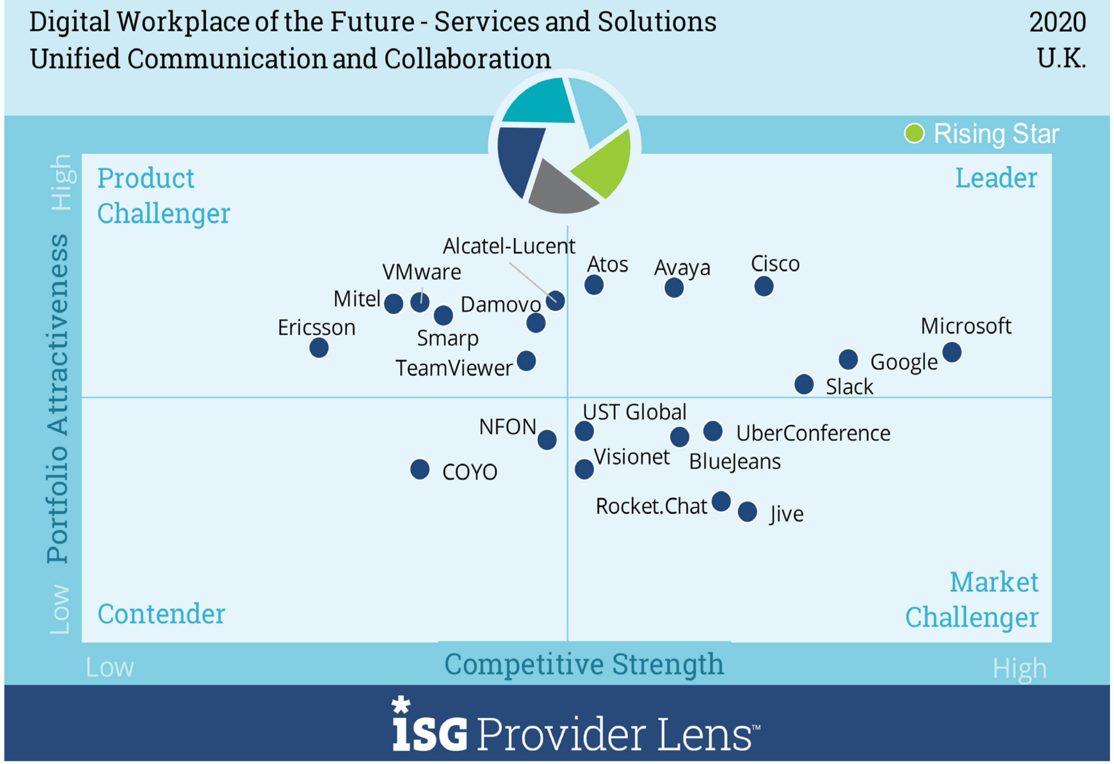
Digital transformation professionals should read this report to understand how unified communication and collaboration solution providers fit their digital transformation initiatives and how they compare with one another.

Sourcing, procurement, and vendor management professionals should read this report to develop a better understanding of the current landscape of unified communication and collaboration solution providers in the U.K.

UNIFIED COMMUNICATION AND COLLABORATION

Definition

Communication and Collaboration Solutions includes integrated solutions that combine state-of-the-art collaboration tools with telephony. These include corporate social networks, next-generation intranet solutions, business communications and team- and content-centric collaboration. It can also extend to groupware, knowledge management, email, conferencing, activity streams, microblogging and talent and competence management. The software solutions deliver productivity improvements for end users by providing them with new and improved ways to communicate with colleagues and continuous expansion of the company's knowledge base. These solutions ensure that people on a team or project are connected regardless of device or location. They can create accessible workspaces and virtual rooms; enable collaboration via chat, audio and video channels; integrate into the corporate ecosystem; and enable the coordination and management of knowledge. It is a cloud-based software solution that can be used by both midsize and large enterprises.



Source: ISG Research 2020

UNIFIED COMMUNICATION AND COLLABORATION

Definition (cont.)

These solutions reduce the geographical barriers to professional communication and help organize corporate communication events to increase employee engagement. Organizations use meeting solutions to collaborate during both informal and formal meetings such as external presentations, training, webinars and town hall meetings. Some videoconferencing systems offer software integrations for marketing automation and customer relationship management (CRM) to synchronize key business data with specific conferences, enabling seamless follow-up communication and updating of contact accounts. Meeting solutions should follow protocols to protect information online through encryption and compliance with internationally recognized security and privacy standards.

Eligibility Criteria

- Provide cloud-based solutions for audio/video meetings and conferencing; solutions can also be deployed onsite.
- Allow videoconference hosts to access presenter controls, invite guests to meetings and integrate with conference room systems.
- Provide chat, remote access, desktop and application sharing.
- Provide facilities for recording, playback and sharing of sessions for future reference.
- Offer integrated drawing tools with virtual whiteboard functions.
- Support various devices, from room systems to PCs, laptops, smartphones and tablets.
- Provide functions to reduce email use and complement intranet usage.
- Focus on companywide information exchange and team/content-based collaboration.
- Technology differentiation with focus on measurable productivity gains.
- Offer a converged bundle of enterprise social collaboration services that includes chat, audio/video collaboration, content collaboration and integration with third-party enterprise applications.

UNIFIED COMMUNICATION AND COLLABORATION

Eligibility Criteria (cont.)

- Offer productivity, knowledge management, content collaboration and workflow management.
- Include integration with both IT and non-IT business functional applications.
- Include integration of bots with artificial intelligence (AI) and ML for content collaboration.
- Offer both freemium and on-premises versions.
- Partnerships and customer acceptance in both medium and large enterprises.
- Meeting and conferencing solutions enable online communication and interaction by combining messaging and content sharing.
- Provide softphone features or PBX telephony integration, integrated VoIP and toll-based audio-calling options.

Observations

The Unified Communication and Collaboration (UCC) space is increasingly characterized by a growing focus by providers on user experience and security. The number of applications and devices supported is always increasing as it is the tendency to provide comprehensive solutions that integrate seamlessly with the broader external ecosystems at the clients' level. Cloud-based solutions are definitely playing a more important role.

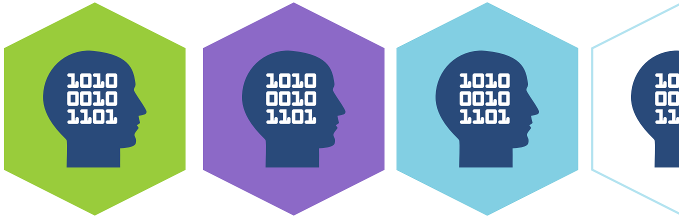
ISG has identified XX companies for this quadrant, naming six as Leaders.

- **Atos** is a leader in the UCC space thanks to its combined offering of solution and delivery capabilities.
- **Avaya** deserves leading positioning in the UCC space for its multi-cloud application ecosystem, which allows collaboration continuity throughout a customer's cloud journey.
- **Cisco** maintains its solid position as a leader as a consequence of the innovations in its Webex platform, which include people insight, facial recognition capabilities, natural language processing (NLP) and artificial intelligence.

UNIFIED COMMUNICATION AND COLLABORATION

Observations (cont.)

- **Google** specializes in communication tools with its Meet and Chat solutions. Collaboration is enabled by the native features of the broader G Suite.
- **Microsoft** is gaining a lot of traction thanks to the further development of its Teams solution, now almost completely replacing Skype for Business. The breadth of its offering and of its customer network makes Microsoft an undisputable leader in this space.
- **Slack** stands out for the number of third-party applications that the provider allows to integrate into its solutions.



Methodology

METHODOLOGY

The research study “ISG Provider Lens™ Digital Workplace of the Future - Services & Solutions 2020” analyzes the relevant software vendors/service providers in the U.K. market, based on a multi-phased research and analysis process, and positions these providers based on the ISG Research methodology. The study was divided into the following steps:

1. Definition of 2020 ISG Provider Lens™ Digital Workplace of the Future — Services & Solutions market.
2. Use of questionnaire-based surveys of service providers/vendor across all trend topics.
3. Interactive discussions with service providers/vendors on capabilities and use cases.
4. Leverage ISG’s internal databases and advisor knowledge and experience (wherever applicable).
5. Detailed analysis and evaluation of services and service documentation based on the facts and figures received from providers and other sources.
6. Use of the following key evaluation criteria:
   - Strategy & vision
   - Innovation
   - Brand awareness and presence in the market
   - Sales and partner landscape
   - Breadth and depth of portfolio of services offered
   - Technology advancements

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