NEAT EVALUATION FOR CAPGEMINI:

Advanced Digital Workplace Services

Market Segment: Overall

Introduction

This is a custom report for Capgemini presenting the findings of the NelsonHall NEAT vendor evaluation for *Advanced Digital Workplace Services* in the *Overall* market segment. It contains the NEAT graph of vendor performance, a summary vendor analysis of Capgemini for advanced digital workplace services, and the latest market analysis summary.

This NelsonHall Vendor Evaluation & Assessment Tool (NEAT) analyzes the performance of vendors offering advanced digital workplace services. The NEAT tool allows strategic sourcing managers to assess the capability of vendors across a range of criteria and business situations and identify the best performing vendors overall, and with specific capability in build services, run services, and around Microsoft products.

Evaluating vendors on both their 'ability to deliver immediate benefit' and their 'ability to meet client future requirements', vendors are identified in one of four categories: Leaders, High Achievers, Innovators, and Major Players.

Vendors evaluated for this NEAT are: Atos, Capgemini, Cognizant, CompuCom, Computacenter, CSS Corp, DXC Technology, Fujitsu, Getronics, Infosys, LTI, Mindtree, Mphasis, NTT DATA, TCS, Tech Mahindra, T-Systems, Unisys, and Yash Technologies.

Further explanation of the NEAT methodology is included at the end of the report.

NEAT Evaluation: Advanced Digital Workplace Services (Overall)
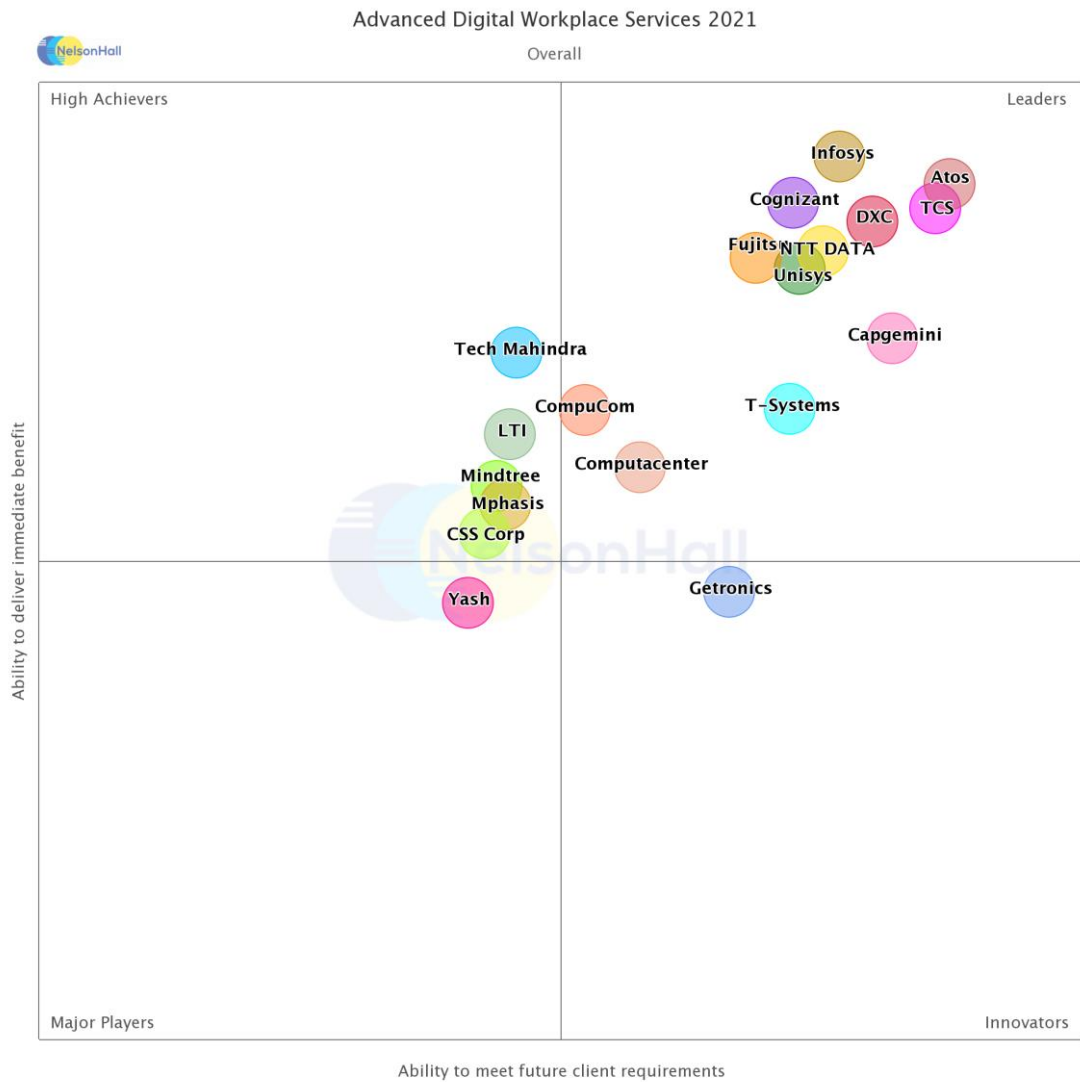
NelsonHall has identified Capgemini as a Leader in the *Overall* market segment, as shown in the NEAT graph. This market segment reflects Capgemini's overall ability to meet future client requirements as well as delivering immediate benefits to its digital workplace services clients.

Leaders are vendors that exhibit both a high capability relative to their peers to deliver immediate benefit and a high capability relative to their peers to meet future client requirements.

Buy-side organizations can access the *Advanced Digital Workplace Services* NEAT tool (*Overall*) here.

Vendor Analysis Summary for Capgemini

Overview

Founded in Grenoble in 1967, Capgemini is the largest European headquartered IT services provider, serving all major European markets. Following the completion of its IGATE acquisition in 2015, North America is now its largest market. As of April 2020, Capgemini also acquired ~98% of Altran, an engineering and R&D services provider of IT, Business IT, and OT.

Capgemini provides digital workplace services as part of its Connected Employee Experience proposition, the key elements of which are:

- *Connected Workspace*: includes workspace transformation, application modernization, and collaboration & productivity

- *Connected Office*: enterprise connectivity, employee and visitor solutions, smart building, and smart spaces

- *Connected Collaboration*: next-generation digital collaboration solutions primarily from Microsoft and Google augmented with digital adoption services to maximize the achieved benefit

- *Connected Support*: managed services encompassing service desk, distributed smart services, and workplace services providing support for the end-to-end capability implemented by Connected Workspace, Connected Office, and Connected Collaboration and operating within the Connected Experience framework

- *Connected Experience*: includes Personas & Experience Design, Digital Adoption & Gamification, and Workplace AI & Analytics (including employee experience analytics, cognitive solutions, AI-based virtual assistants, and workplace process insights).

Connected Employee Experience focuses on connecting end-users with everything they need to execute their job. This includes data, virtual apps, web apps, cloud workspace, collaboration tools, smart meeting rooms, and wayfinding solutions supporting Connected Office. Capabilities underpinning Connected Support include chatbots, DigiOps, and the use of Tech Bars.

Capgemini has seen two key fundamental shifts over the last 18 months: the first, Covid-19 driving mandatory work for home; secondly, changes in technology where the user sits between the cloud and the edge, creating new use cases in the way people work, and a drive toward total experience.

Capgemini provides simple access through a portal interface where users log in and have all their applications, desktops, data, services, and support channels. These cover every aspect of an employee experience, from ordering new hardware to accessing apps and desktops, finding a car parking space or desk, and locating colleagues onsite. It seeks to enable employees to be mobile and work from home and focus on making the experience personal to the end-user and how they want to work. It also aims to understand how the end-user experience is working and acting upon this to improve where required; also, automating where possible, and providing access to real-time data, in the right context, at the right time.

Capgemini's overall Employee Experience dashboard (XLA/DLA) provides the numerical value of an individual's experience and performs many services to provide this experience. This includes connected experience strategy and personas and experience design to understand the client's strategy and customize the offers accordingly. It also provides deployment and run

of projects, digital adoption and gamification, AI, automation and analytics to adapt and assess the success of these technologies, and how it impacts the user's experience.

NelsonHall estimates Capgemini has ~12k FTEs supporting digital workplace services. It currently supports:

- ~22.8m contacts per annum handled by the service desk

- ~1.9m users supported by the service desk

- ~1.4m users supported for end-user devices

- ~3.3m managed workplace services users

- ~1.4m users supported in Cloud SaaS, email/collaboration solutions.

Capgemini has several Innovation Labs and four dedicated Living Labs for digital workplace services with use cases including cognitive solutions, virtual workspaces, network experience assessment, AI-Ops bots, Interop corner, usage analytics, self-serve portals, smart sensors, connected support, user experience index, smart building, safe office, virtual tour, IT vending, employee experience app, workplace insights, digital signage, home office experience, smart hot desks, smart conference rooms, wayfinding, visitor management, and reservation systems.

Capgemini provides a complete virtual lab supporting all the above use cases and will further utilize its design-thinking consulting-led approach to digital workplace services onsite with clients, when possible, through its dedicated workplace innovation labs.

Capgemini provides a flexible commercial model with most engagements falling under its hybrid model, which is a combination of fixed price/project-based pricing, input-based pricing, output/transaction-based pricing, and outcome/gainshare models.

Financials

In CY 2020, Capgemini reported overall revenues of ~€15.9bn (~$19.4bn). NelsonHall estimates that ~14% (~$2.7bn) of Capgemini's revenues are associated with infrastructure managed services; of this, an estimated ~29% (~$785m) are related to digital workplace services.

NelsonHall estimates that the geographical split of Capgemini's CY 2020 digital workplace services revenues is:

- North America: 30% (~$236m)

- U.K. & I: 15% (~$118m)

- France: 20% (~$157m)

- Rest of Europe: 27% (~$212m)

- APAC and LATAM: 8% (~$62m).

NelsonHall also estimates that the vertical industry split of Capgemini's CY 2020 digital workplace services revenues is:

- Manufacturing, automotive, and life science: 25% (~$196m)

- Financial services: 22% (~$173m)

- Consumer products, retail, distribution, and transportation: 18% (~$141m)

- Energy, utilities, and chemicals: 12% (~$94m)

- Public sector: 10% (~$79m)

- Telecom, media, and entertainment: 9% (~$71m)

- Other: 4% (~$31m).

Strengths

- IP and accelerators in support of digital workplace (i.e., Employee Experience Index, Connected Office and CEE Hub (home office focus) and workplace decarbonization, CHIP AI virtual agent, and Gamification platform to derive end-user adoption)

- Developed Digital Operations Platform for infrastructure services to drive analytics, automation, self-heal and proactive capabilities supporting digital workplace. Also, increasing automation, self-healing (including CHIP), and self-service integration with DOP

- Employee Experience Index development, and working with other entities within Capgemini Group ecosystem to provide a holistic service that covers the total employee experience, including XLAs

- Industry and digital transformation consulting skills

- Enabling Microsoft Modern Workplace support model extension

- Combining Citrix Cloud and Microsoft Virtual Desktop (MVD)

- Living Labs in support of digital workplace and network of Applied Innovation Exchanges (AIEs) in support of digital innovation

- Leveraging wider Capgemini to develop sector-specific use cases in collaboration with sectors

- Connected Employee Experience Hub Platform delivering unified digital workplace experience for employees through the integration of facilities, IT, and HR modules within mobile and web apps

- Investing in an integrated workplace management system and low code capabilities.

Challenges

- Ramping XLAs and business outcomes in support of digital workplace

- Continuing to drive cohesive messaging across the entire digital workplace services portfolio in the Capgemini group

- Expediting digital re-skilling and in support of cloud-native services.

Strategic Direction

Capgemini is looking to expand its digital workplace service capabilities through the following initiatives:

Expanding Digital Operations

- Investing €13m in Digital Operations Platform (DOP), leveraging data, observability layers, and automation to provide actionable insights for service improvement. Self-improving contact channel will be deployed to all clients and prospects adopting the Digital Operations Platform during 2021 and 2022

- Enhancing CHIP, Capgemini's AI VA for streamlining infrastructure operations through AI and ML, it has Knowledge Bot, Cognitive Bot and Action Bot utilizing IPsoft Amelia

- Dedicated ServiceNow CoEs enabling Digital Employee Operations powered by ServiceNow.

Investing in the 'New Normal'

- Expanding Living Labs, providing virtual tours of digital workplace capabilities

- Connected Employee Experience Hub extensions including Safe@Office to facilitate return to the office

- Investing in Remote Access Management and SD-WAN in enterprise connectivity area to support remote work

- Increasing capabilities combining Citrix Cloud and Microsoft Virtual Desktop (MVD)

- Investing in web-based training and enablement for sales teams.

IP and Accelerators

- Employee Experience Index development, and working with other entities within Capgemini Group ecosystem to provide a holistic service that covers the total employee experience

- Connected Office and CEE Hub (home office focus) and workplace decarbonization

- Gamification platform development

- Integrated workplace management system

- Driving synergies with closer integration of digital workplace and cybersecurity capabilities and developing use cases across sectors (i.e., retail, financial services, and utilities). Also, utilizing wider Capgemini Group capability including Invent, app business, and business services to develop a more holistic digital workplace offering.

Growth Engine Investments

- Connected Workspace and cloud OPC and iGEL extension

- Digital workplace portal and Microsoft Viva

- Connected Collaboration including Teams Telephony, M365 governance, and AWS Connect

- Microsoft Modern Workplace support model extension

- Development of XLAs

- Automation, self-healing, self-service, and integration with DOP

- Low-code development, digital signage, and smart spaces.

Applied Innovation Exchanges

- Further investment in AIEs to enable clients to make the best use of next-generation capabilities and technologies and provide clients with access to designers, technologists, technology partners, academics, and startups in support of digital workplace initiatives.

Outlook

Capgemini is focused on improving employee experience across digital workplace services and utilizing broader Capgemini Group capabilities to provide a holistic service for total employee experience. It is building the Employee Experience dashboard into its managed services business and using it to drive its XLA-based approach. This is an area in which it will need to expedite its development of XLAs and increase the current usage within its client base.

Capgemini has developed four dedicated Living Labs to provide a virtual collaboration capability and it is also developing dedicated ServiceNow CoEs. We expect to see increased traction in the approach during current travel restrictions and will continue to ramp its capabilities in this area globally and utilize its Applied Innovation Exchanges (AIEs).

A key investment includes its Digital Operations Platform (DOP) to drive automation, analytics, proactive and predictive remediation across workplace services. It is also investing in increased AI and ML capability in support of its AI virtual agent CHIP. All new managed services clients will be on DOP, and all existing clients will transition over, although this will take time, including adoption support. In addition, in 2020, Capgemini introduced its zero-touch (Level 0) KPI to drive self-service experience, with a target to resolve 60% of all client queries through this channel by the end of 2021, using CHIP, self-heal through SysTrack, self-service, and password reset. Capgemini is currently achieving 45% zero-touch with CHIP, and it will need to expand CHIP across its current managed services client base. The automation of lower-value touch services will enable service desk agents to provide more value for clients.

Capgemini continues to enhance its digital adoption platform through gamification to drive the adoption of digital workplace tools and services. In addition, in partnership with SysTrack, Capgemini is focusing more on end-user experience analytics and monitoring. As a result, we expect it will further increase its ecosystem of startups and digital ISVs in this area in support of employee experience.

Through Connected Workspace, we expect to see more traction with Microsoft MVD and Windows Virtual Desktop on Citrix, an investment area for Capgemini in combining Citrix Cloud and Microsoft Virtual Desktop.

Across Connected Office, Capgemini focuses on home office support, and Safe@office enables the safe return to hybrid office environments. It is also ramping its AR/VR services in support of this, and we expect to see more use of Microsoft HoloLens and Microsoft Mesh services moving forward. Other initiatives include digital signage and wayfinding solutions. It also provides an opportunity to take this smart building concept to airports and hospitals using beacons, sensors, and wayfinding solutions. Additionally, it is focusing on employee satisfaction with work from home analytics and remote asset management services.

Capgemini utilizes the wider Capgemini Group (CIS, Sogeti, Idean, BsV, Invent, I&D, Altran/DEMS, and sectors) to develop digital workplace use cases by industry and define the experience. We expect to see traction in this area over the next 12-18 months. Finally, Capgemini is likely to increase further its ecosystem of partners in support of digital workplace services and joint GTM capabilities with leading hyperscalers.

Advanced Digital Workplace Services Market Summary

Buy-Side Dynamics

The key decision factors in selecting a vendor to deliver digital workplace services are:

- Providing proactive & predictive support services (self-healing, remote monitoring, automation, AIOps, cognitive service desk and proactive and predictive analytics)

- Self-serve capabilities (portal-based access to knowledge articles, smart chat, AI powered self-help and self-serve including virtual agents and mobile support applications)

- On-site and virtual support services (Tech Cafes, smart lockers, IT vending machines, remote video support)

- Focusing on wellbeing, and driving digital adoption through organizational change management (OCM)

- AR/VR and immersive technologies for remote support and field services

- Smart meeting rooms and smart offices including voice and gesture controls, and safety management in support of the phy-gital workplace

- Accelerating adoption of Device as a Service, Workspace as a Service, VDI, and cloud productivity platforms M365, Cisco WebEx, Citrix Collaboration, Amazon Workspaces, and VMware Workspace ONE

- Increasing focus on XLAs and sentiment analysis to further enhance employee experience, and driving a human-centric approach across DWS

- Increasing proactive experience centers and a real-time data insights-driven approach across the workplace

- Expanding AI virtual agent to HR (onboarding and offboarding)

- Deploying Microsoft Viva for employee wellbeing

- Driving personas by industry and personalized experience services

- Developing new skillsets including machine coaches, business value specialists, automation and AI architects, CX leads, service resiliency engineers, cloud architects, and cloud DevOps orchestrators

- Increasing low-code/no-code (Power Platform) skills

- Expediting resources building automation use cases and system capability by industry, and dedicated automation and AI leads by client account

- Ability to support clients' ESG initiatives and drive carbon-neutral agendas

- Providing agile and DevOps frameworks and methodologies across the workplace environment

- Provision of design thinking-led consulting engagements, supplemented with dedicated innovation centers for co-innovation and co-creation across the digital workplace

- Enabling safe return to the office and supporting a hybrid working environment

- Ability to enact AI-Ops and an AI-led service desk environment

- Providing a fault-free IT infrastructure environment in support of remote workers

- Increasing productivity of cloud environments to expedite new cloud services

- Flexibility in approach and cultural alignment of the vendor across the client organization

- Ability to provide industry-specific expertise across digital workplace services.

Market Size & Growth

The global digital workplace services market is estimated by NelsonHall as ~$43,312m in 2021. It is expected to grow at 3.1% CAGR to reach ~$48,856m by 2025.

Success Factors

The key success factors for digital workplace services vendors include:

- *Modern Management*: provide Evergreen services to enable clients to keep up to date with latest features and release updates on Windows 10 and M365, and Evergreen CoE to drive adoption of new features. Also, providing support for Windows 365, Windows 11 and Apple DaaS. Increasing modern management toolsets including Microsoft Autopilot, Intune, and VMware Workspace ONE. Providing support for clients' ESG and carbon-neutral agendas through DaaS and Evergreen services

- *Consulting & Advisory Services*: increase onshore consulting and advisory services, supported by digital workplace SMEs, providing a design thinking and collaborative approach to define clients' hybrid digital workplace transformation roadmap, and virtual labs to showcase multiple use cases in support of a hybrid workplace

- *Increasing Skill-Sets*: ramp digital reskilling and new skill sets including automation architects, site reliability engineers (SRE), machine coaches, business value specialists, experience leads, hyperscaler full-stack SMEs, and AI/ML specialists

- *Intelligent Collaboration*: expanding intelligent collaboration capabilities to smart meeting rooms and utilizing AI and automation to enhance meetings. Increasing user adoption and transformation through Microsoft Teams and bringing LOB applications into teams (e.g., ServiceNow, Workday), and developing IP in the Teams app store

- *Increasing Automation and AI*: using AI-Ops to trigger automation and enable automated remediation. Expanding AI-Ops to No-Ops cloud managed services and developing more complex use cases in support of a hybrid workplace environment. Enabling agile and zero-touch service desk and digital support through self-healing, self-service, and AI-chat, including the expansion of AI virtual agent use cases. Providing one-click resolution of common issues, and IVR-led automation capabilities (AI-enabled voice for automation). In addition, enacting event and incident automation to diagnose and remediate (self-heal) incidents through AI, cognitive bots, and proactive and predictive analytics

- *XLAs and Employee Experience*: increase focus on XLAs and sentiment analysis including wellbeing and HR (Microsoft Viva), to further enhance employee experience, and driving a human-centric approach across digital workplace. Developing proactive experience centers to monitor real-time data insights and XLA dashboard performance

- *Focus on Innovation*: expand AR/VR and immersive capabilities to support remote field support, in particular across Microsoft HoloLens and Mesh services. Combining digital kiosk solutions with digital experience and ability to interact with digital agent at locker or video conferences and collaborate with a live agent. Increase innovation hubs to drive an

experience-led approach and support co-innovation with clients on smart hybrid work environments

- *Low-Code/No-Code Development Capability*: utilize citizen development principles to reduce ongoing IT costs and increase the value of adopting low-code platforms (Microsoft Power Platform). Vendors need to ensure they have defined a robust and encompassing capability to support this transformation. This capability should span training the individuals, building foundational tools and processes, and defining governance structures

- *Deeper Personalization*: driving a hyper-personalized approach at the start of client engagements to better understand clients' business and customize services accordingly. Also, defining personas by industry and personalized experience services across the workplace and wider enterprise ecosystem

- *Smart Working Environment*: increase safe workplace capabilities including workplace signage for social distancing, gesture and voice control and biometric entry with building entry. Provide integration with third-party platforms including ServiceNow Safe Workplace Suite, and utilizing M365 to provide IoT and AI-enabled employee safety applications. Also, provision of management dashboards providing real-time monitoring and reporting capabilities. In addition, smart meeting rooms and wayfinding solutions for next-generation collaboration and parity of experience regardless of location.

Challenges

The key challenges for digital workplace services vendors include:

- Clients want vendors to focus more on enabling the transformation to a hybrid workplace environment. The once typically constrained and traditional workplace services-focused RFP framework is now necessitating vendors to demonstrate both a proactive and transformative approach, and to bring collaborative 'blue-sky' thinking into the process. This is driven through a modular approach, IP, methodologies, modern toolsets, innovation hubs and ecosystem partnerships to achieve the client's desired outcomes

- Clients are placing greater focus on the experience and wellbeing of end-users across the workplace. They are increasingly looking to drive the adoption of digital tools, assets, and processes. Also, to increase the experience monitoring capabilities of end-users both from a device and HR (wellbeing) perspective, including remote onboarding. Through organizational change management, understanding how users react to change and identifying learning patterns. In addition, clients are further challenging vendors to deliver tailored workplace solutions targeting industry objectives to further drive adoption

- Clients are increasingly focused on defining and developing XLAs in parallel with SLAs as they seek to improve employee experience across the enterprise. Both vendors and clients need to ensure XLAs are well defined and structured, with a focus on developing XLA dashboard measurement across a number of areas including automation and virtual agent effectiveness. Also, measuring end-user sentiments across device, application, network, and home office. Vendors should also broaden the scope of XLAs across the wider enterprise, (e.g., onboarding and wellbeing in HR) to further improve employee experience across 'hire-to-retire'

- Clients are looking to adopt modern management capabilities and move to a hybrid workplace environment to facilitate a flexible, safe, work-from-anywhere culture. The office is now seen as a destination for collaboration. Clients are looking for the skillsets to facilitate this transition and drive employee experience and support the hybrid workplace of the future. Vendors need to ramp digital re-skilling initiatives to enable more

productivity for clients and a greater focus on purpose, wellbeing, experience, and sustainability as primary drivers for enterprises.

Outlook

The future direction for digital workplace services will include:

- Greater focus on human-centric experience design and employee experience platforms including utilization of Microsoft Viva. Also, targeting installed M365 client bases with Viva to improve productivity and UX

- Investing in decarbonization measurement and reducing onsite support, and developing green apps to educate and provide end-users with visibility of their carbon footprints

- Development of proactive mass healing (L2/3) with service desk resolving data corrections or data validation errors and site reliability engineers (SRE) approving solutions offered by self-healing systems. Also, investing in platforms designed for the future of work, including the gig workforce and remote talent

- More focus on the development of industry-specific personas to create solutions and use cases to fit specific industry requirements for hybrid digital workplace services. Also, standardization of XLAs in support of digital workplace and customizing XLAs by persona, client verticals, and client-specific requirements

- Investing in MarTech and contextualizing the workplace for users, and targeting ads to an end-user in an enterprise for training and adoption services, and continuing focus on OCM to drive digital adoption

- Vendors will increase joint GTM and business plan approaches with strategic ecosystem partners (i.e., Microsoft, AWS, Google, Citrix, VMware), in particular across M365, Unified Device Management, DaaS, and Cloud Workspace

- Vendors will increase AI-Ops and ML capabilities to enable enterprises to utilize AI as a collaboration tool to augment workforces and further enhance UX. Also, supporting the transition to a future No-Ops model

- Greater focus on Teams including Teams Calling, Power Platform, Windows 365 (Cloud PC), Win 11 and Apple DaaS; and repurposing offices to become collaboration hubs

- Vendors will increase capabilities across AR/XR, IoT, 5E edge technologies and mixed reality IoT integration with virtual twin. Also, focusing on frontline workers as a service (FWaaS) capabilities across the workplace.

NEAT Methodology for Advanced Digital Workplace Services

NelsonHall's (vendor) Evaluation & Assessment Tool (NEAT) is a method by which strategic sourcing managers can evaluate outsourcing vendors and is part of NelsonHall's *Speed-to-Source* initiative. The NEAT tool sits at the front-end of the vendor screening process and consists of a two-axis model: assessing vendors against their 'ability to deliver immediate benefit' to buy-side organizations and their 'ability to meet client future requirements'. The latter axis is a pragmatic assessment of the vendor's ability to take clients on an innovation journey over the lifetime of their next contract.

The 'ability to deliver immediate benefit' assessment is based on the criteria shown in Exhibit 1, typically reflecting the current maturity of the vendor's offerings, delivery capability, benefits achievement on behalf of clients, and customer presence.

The 'ability to meet client future requirements' assessment is based on the criteria shown in Exhibit 2, and provides a measure of the extent to which the supplier is well-positioned to support the customer journey over the life of a contract. This includes criteria such as the level of partnership established with clients, the mechanisms in place to drive innovation, the level of investment in the service, and the financial stability of the vendor.

The vendors covered in NelsonHall NEAT projects are typically the leaders in their fields. However, within this context, the categorization of vendors within NelsonHall NEAT projects is as follows:

- **Leaders**: vendors that exhibit both a high capability relative to their peers to deliver immediate benefit and a high capability relative to their peers to meet future client requirements

- **High Achievers**: vendors that exhibit a high capability relative to their peers to deliver immediate benefit but have scope to enhance their ability to meet future client requirements

- **Innovators**: vendors that exhibit a high capability relative to their peers to meet future client requirements but have scope to enhance their ability to deliver immediate benefit

- **Major Players**: other significant vendors for this service type.

The scoring of the vendors is based on a combination of analyst assessment, principally around measurements of the ability to deliver immediate benefit; and feedback from interviewing of vendor clients, principally in support of measurements of levels of partnership and ability to meet future client requirements.

Note that, to ensure maximum value to buy-side users (typically strategic sourcing managers), vendor participation in NelsonHall NEAT evaluations is free of charge and all key vendors are invited to participate at the outset of the project.

Exhibit 1

'Ability to deliver immediate benefit': Assessment criteria

Assessment Category	Assessment Criteria
Offerings	VDI services and capabilities
	Modern management and Evergreen services capabilities
	XLA-based engagement capability
	Intelligent collaboration and M365 capabilities
	Digital support services and AI-enabled capabilities
	AR/VR, smart spaces and IoT-enabled capabilities
	Workplace security services
Delivery	DWS North America delivery capabilities
	DWS EMEA delivery capabilities
	DWS APAC delivery capabilities
	DWS LATAM delivery capabilities
	Dedicated resources for build capabilities and consulting-led approach
	Dedicated resources for run capabilities including DTCs, CoEs; and reskilling programs
	Ability to provide proactive and predictive self-serve and self-heal capabilities
	Ability to support next-generation AI-led workplace services
	Ability to utilize analytics to improve end-user insights and overall employee experience
	Extent of digital startups and ecosystem partner GTM for digital workplace services
Presence	Scale of Ops - Overall
	Scale of Ops – N. America
	Scale of Ops - EMEA
	Scale of Ops - APAC
	Scale of Ops - LATAM
	Number of clients overall for digital workplace services
Benefits Achieved	Level of cost savings achieved
	Improved speed problem resolution
	Reduced number of service tickets
	Increased end-user/business satisfaction
	Pricing approach

Exhibit 2

'Ability to meet client future requirements': Assessment criteria

Assessment Category	Assessment Criteria
Overall Future Commitment to Advanced DWS	Financial rating
	Commitment to next generation digital workplace services
	Commitment to innovation in digital workplace services
Investments in Advanced DWS	Investment in IP and platforms, including cognitive and AI in support of DWS
	Investment in support of virtualization
	Investment in support of modern management (inc. Evergreen)
	Investment in support of XLA-based approach to workplace
	Investment in support of intelligent collaboration
	Investment in support of AI-enabled services, and data-driven proactive approach to DWS
	Investment in support of AR/VR, immersive services, and smart spaces
Ability to Partner and Evolve Services	Key partner
	Ability to evolve services

For more information on other NelsonHall NEAT evaluations, please contact the NelsonHall relationship manager listed below.

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NelsonHall will be pleased to discuss how we can bring benefit to your organization. You can contact us via the following relationship manager:

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