NEAT EVALUATION FOR UNISYS:

AI-Enabled Cloud Infrastructure Management Services

Market Segment: Overall

Introduction

This is a custom report for Unisys presenting the findings of the 2026 NelsonHall NEAT vendor evaluation for *AI-Enabled Cloud Infrastructure Management Services* in the *Overall* market segment. It contains the NEAT chart of vendor performance, a summary vendor analysis of Unisys for AI-enabled cloud infrastructure management services, and the latest market analysis summary.

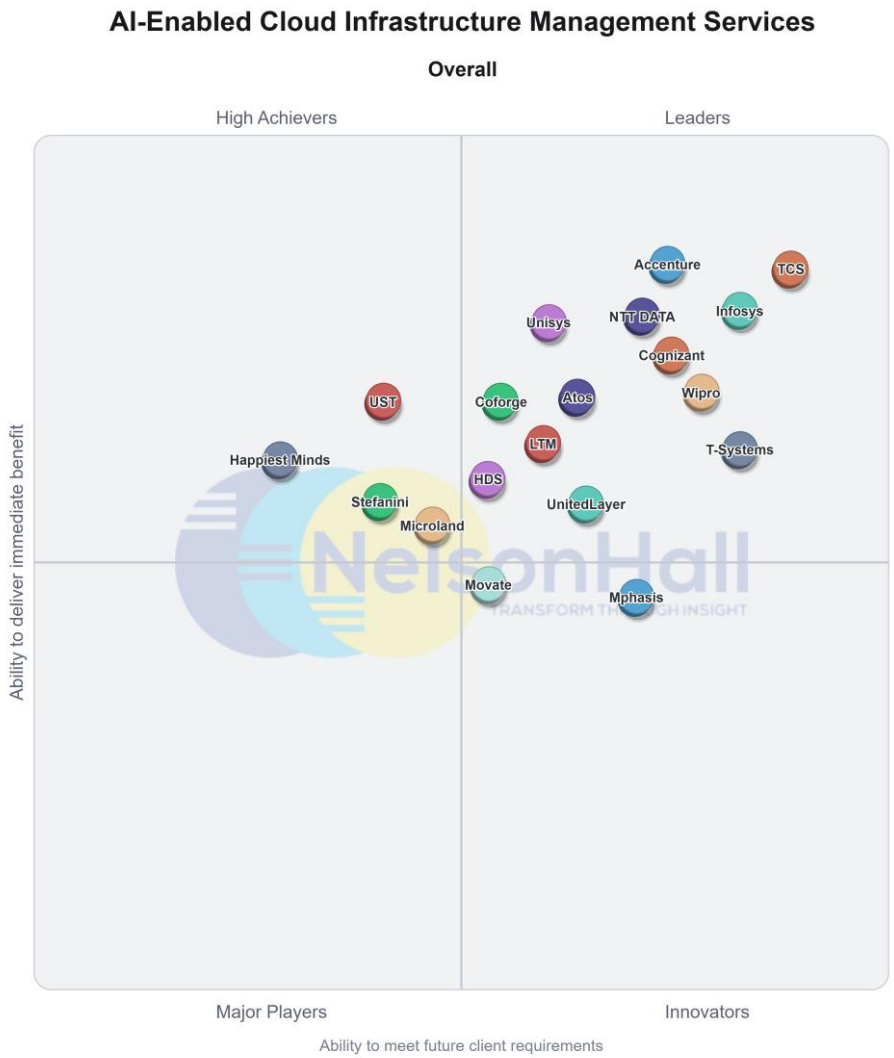
This NelsonHall Vendor Evaluation & Assessment Tool (NEAT) analyzes the performance of vendors offering AI-enabled cloud infrastructure management services. The NEAT tool allows strategic sourcing managers to assess the capability of vendors across a range of criteria and business situations and identify the best performing vendors overall, and with specific capabilities in AI, cloud management and orchestration, Microsoft Azure, AWS, and GCP.

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: Accenture, Atos, Coforge, Cognizant, Happiest Minds, Hitachi Digital Services, Infosys, LTM, Microland, Movate, Mphasis, NTT DATA, Stefanini, TCS, T-Systems, Unisys, UnitedLayer, UST, and Wipro.

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

NEAT Evaluation: Overall



NelsonHall has identified Unisys as a Leader in the *Overall* market segment, as shown in the NEAT chart. This market segment reflects Unisys' overall ability to meet future client requirements as well as delivering immediate benefits to its cloud IT infrastructure management services clients.

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

Buy-side organizations can access the *AI-Enabled Infrastructure Management Services* NEAT tool here.

Vendor Analysis Summary for Unisys

Overview

Unisys positions its AI-driven cloud transformation and management capabilities with a focus on Intelligent Operations. It aims to provide secure, AI-enabled automation, predictive analytics, zero-touch operations, and self-healing capabilities to deliver secure, resilient hybrid and multi-cloud environments. This is supported by accelerators and IaC, including AIOps-driven self-healing capabilities for zero-incident outcomes, FinOps automation to control costs, and SecOps integration for continuous compliance and threat mitigation. It seeks to accelerate client migrations, reduce operational overhead, and enable the transition to self-service, automated operations.

Unisys' IaC capabilities are developed, maintained, and governed within managed services operations, with pre-configured standardized landing zones, blueprints, templates, cloud technologies, and APIs. Unisys cloud architects and engineers deploy well-architected resources to cloud environments, including GenAI and agentic AI reference architectures.

Unisys' automation and IP support public cloud advisory, DevSecOps, app modernization, implementation, operations (templates, provisioning, backup/DR, security, compliance, ITIL processes, centralized CMP governance, configuration management/CMDB, migrations, and assessments; plus, delivery and financial optimization, patching, lifecycle management, and governance services for public cloud applications and infrastructure. Unisys' Cloud AI, GenAI, and agentic AI capabilities enable Unisys Intelligent Automation. Unisys AI focuses on hybrid cloud management and client-driven use cases. Key capabilities include:

- *Consulting and Cloud Business Office*: provision of AI-centric consulting methodologies focused on AI automation to identify opportunities, recommend optimized infrastructure/management configurations, and drive performance and cost excellence
- *Infrastructure Management*: includes AIOps, automation, and DevSecOps, with unified orchestration and observability across the entire cloud and datacenter landscape; plus GenAI governance and compliance, and agentic workflows and digital labor opportunities
- *Transition and Transformation*: enabling current CMO, TMO, and FMO and deploying AI-ready components for integration across public clouds and on-premises. Also, the utilization of AI automation tools to streamline provisioning, configuration, and deployment processes
- *FinOps*: provision and management of optimized cost governance, client charge-back, and show-back; in addition, GenAI governance and reporting.

Unisys positions agentic AI as a spectrum of LLM-powered workflows, ranging from context-aware pipelines to fully agentic, dynamic problem-solving that may involve multi-agents, any of which may incorporate human-in-the-loop guardrails for automated decision-making. Unisys follows a structured, enterprise-aligned approach that emphasizes scalability, ethical operations, and transparent governance.

Recent developments include self-healing autonomous agents that identify issues, conduct RCA, and take corrective actions; plus automated zero patching (analytics, patch application, intelligent alerting, logs, and reports). Unisys has also developed AIOps use cases to support efficiency, reliability, scalability, large dataset analysis, issue prediction/prevention, cost optimization, and observability.

NelsonHall estimates that Unisys has ~2.2k FTEs dedicated to cloud infrastructure management services, with an estimated resource split by geography as follows: India 42%, North America 33%, EMEA 12%, Latin America 8%, and APAC 5%. NelsonHall estimates that Unisys has ~150 clients across cloud infrastructure management services.

Unisys manages over 100 data centers (client site, Unisys, and client colocation partner sites), five SOCs, 11 service desks, 18 command centers, and 6 R&D centers across the world.

Financials

NelsonHall estimates that Unisys' revenue from cloud infrastructure management services in CY 2025 was ~$800m.

The estimated vertical industry breakdown of Unisys' CY 2025 cloud infrastructure management services revenues is:

- BFSI 32% (~$256m)
- Public sector 33% (~$264m)
- Other 35% (~$280m). This includes healthcare, manufacturing, high tech, retail, telco & media, transport, and energy & utilities.

Strengths

- Extensive IP and accelerators, including Unisys Intelligent Operations, agentic AI Framework, Cloud Business Office, Digital Labor, AIOps use cases, and Hybrid Cloud Managed Services Framework; also, Cloud Serverless and Private AI Cloud AI Framework, AI-driven Self-Healing Framework, Apps Observability Framework, and Multi-Agent Orchestration
- Increasing focus on AI-enabled consulting capabilities in support of an AI-ready enterprise, and also client-focused assessment and advisory services
- Investing in AI integration, including Dell AI Factory, and NVIDIA GPU configs
- Expanding IP in support of ServiceNow Agentic AI
- Focused on AI-first engineering with Unisys Intelligent Smart Agent (Copilot) and Copilot lab to co-create GenAI capabilities across the organization and with clients; also, improving developer experience with GitHub Copilot
- Expanding strategic partnerships (e.g., ManageEngine) to target mid-market AI opportunities
- FinOps cloud optimization and automation-based service delivery models and adoption
- Sovereign cloud capabilities
- Bringing in GenAI, agentic AI capabilities, and LLMs to drive AI-infused offerings and capabilities
- Driving DevSecOps and an SRE culture-based approach to drive modernization through scaled agile
- Increasing digital reskilling across the organization, including AI-specific training for all employees.

Challenges

- Expanding AI across the existing legacy client base will take time
- Ramping up dedicated AI, automation, and SRE resources
- Increasing innovation centers and CoEs in support of cloud and AI services
- Expediting AI (GenAI and agentic AI) PoCs into production.

Strategic Direction

Unisys is looking to expand its cloud infrastructure management services capabilities through the following initiatives over the next 12-18 months:

Investing in IP and accelerators

- Investing in Unisys Intelligence Accelerator, and GenAI-based AIOps for cloud
- AI-Infused monitoring & analytics that integrates AI DataOps/LLMOps for real-time data-driven insights
- Copilot provisioning and GenAI discovery engine capabilities
- Expanding AI-based anomaly detection, including predictive health checks
- Provision of managed services for Private and Public AI foundations/workloads
- Dynamic Terraform Template compliance for NIST and FedRAMP
- Development of FinOps and optimization of GenAI assistant for query visualization and rapid assessments
- AI-driven SecOps, AI-enabled threat and vulnerability, and advanced DIAM
- Expanding market-based pricing and cost models for AI-infused efficiencies/service delivery
- Building IP in support of ServiceNow Agentic AI, including custom agent skills
- Investing in Azure Agentic Framework and Azure Copilot Studio.

Strategic partnerships

- AI agentic integration with AISERA, and midmarket AI-driven capabilities with ManageEngine
- Matilda Cloud partnership for client assessments to expedite cloud migration
- AI infrastructure integration with Dell AI Factory and NVIDIA GPU configs.

Talent and reskilling

- Unisys' five persona-based AI internal certifications; foundation level (P1 and P2) across 16,200 Unisys employees
- Increasing the supporting skillsets across AI and cloud architects, data scientists, AI/ML engineers, and automation engineers. This includes full adoption of the SRE model and increased focus on automation

- Enhancing Unisys University certifications to drive upskilling and reskilling, including ecosystem and provider-specific training and cloud certifications
- Maximizing partner ecosystem specializations, competencies, and programs for innovation and service delivery excellence, for example, AWS, Azure, GCP, and Dell.

Outlook

Unisys is investing in its Intelligent Operations to provide AI and data-driven cloud transformation and management capabilities. Unisys is also focused on CTO-led consultative selling and AI-centric consulting through its Cloud Business Office, which also includes dedicated cloud delivery leads, architects, cyber leads, and SREs. It will need to continue to ramp up its dedicated cloud consulting and advisory resources in support of this approach.

Unisys is further investing in its IP and accelerators, including self-healing autonomous agents, observability dashboards, and IaC-enabled service catalogs; in addition, automated zero-touch patching and GenAI-based AIOps use cases for cloud. It has also developed digital labor-agentic AI use cases across the retail and public sectors, as well as GenAI-driven smart assistants. Additional IP includes a hybrid cloud managed services framework, predictive usage models, multi-agent orchestration, and managed services for private and public AI foundation and workloads. Unisys' modular plug-and-play approach will resonate with clients looking to leverage their existing tooling investments and access a broader partner ecosystem to support their AI initiatives.

Unisys also has a strong focus on FinOps and cost optimization, including GenAI-enabled capabilities, and ROI calculators and FinOps assessments to determine repatriation from public cloud business cases. It is focusing on FinOps AWS, Azure, and GCP cost management, billing data, and backup. This will also resonate with clients seeking to optimize costs amid current macroeconomic conditions. Unisys will maintain a hybrid focus whilst increasing its leverage of AI architectures and physical/logical infrastructure capabilities. It is further expanding its strategic GTM investment, including across the mid-market. This includes, for example, ManageEngine, AISERA for AI agentic integration, and Matilda Cloud to expedite cloud migration. This also includes AI infrastructure integration with Dell AI Factory, NVIDIA (GPU configs), and Lambda.

Unisys is also investing in sovereignty and compliance capabilities, including GovClouds, FedRamp, compliant IaC, and extended architectures. In addition, its Service Experience Accelerator (SEA) enables clients to safely and securely transition to a GenAI-led environment. A key element is that it is optimized to run in-tenant, effectively running inside a client's data sovereignty boundaries.

Unisys will need to continue to expedite its digital reskilling program across the organization, which is underway as part of its strategic roadmap and includes a partner AI and infrastructure upskilling program.

We expect it may also look for bolt-on acquisitions that provide geographic, technological (including GenAI and agentic AI), or niche capabilities across hybrid cloud services.

AI-Enabled Cloud Infrastructure Management Services Market Summary

Overview

Cloud infrastructure management services are evolving as enterprises demand more AI-led services across hybrid multi-cloud environments. This includes AI-led managed services and developing infrastructure with an AI platform as-a-service approach across the full stack; and AI for infrastructure with ready-to-use platforms, IP, frameworks, and accelerators. It also includes managed services assisted by AI agents to support multiple delivery models, and expansion of agentic AI use cases. Increasingly, this encompasses agentic delivery with multiple agents to drive fully autonomous cloud operations and an intelligent delivery model; plus agents working with SREs to resolve issues and improve resilience, and expanding smart AI agent ecosystems.

There is increased investment in sovereign-by-design infrastructure in support of data, operational, and technology sovereignty; also, across AI factories, providing scalable, enterprise-grade AI infra designed to support training, inference, and agentic operations across centralized, distributed, and private AI environments. This includes managing AI infrastructure end-to-end, like a factory to run clusters, containers, and platform operations, and providing GPU-as-a-Service and an AI-sustainable data center.

Vendors are developing future-ready talent with structured cross-skilling and upskilling programs for agile delivery, expanding AI-powered learning platforms and training agents, and providing personalized AI learning pathways. In addition, they are adopting AI-enabled cloud and consulting advisory services to support an outcomes-driven approach, focusing on cloud maturity/adoption, aligning infrastructure with business goals, and increasing agility and innovation to meet clients' business outcomes.

Demand for AI-enabled cloud infrastructure management services is strong across all industry sectors, including healthcare (personalized health coach and healthcare journey agents), BFSI (AI agents across claims management, customer query, and document verification), and manufacturing (digital twin); plus retail, travel and transport, government, and energy & utilities.

Market Size & Growth

The global cloud infrastructure management services market is currently ~$165bn and is expected to grow at 8.0% per annum, to reach ~$224.2bn by 2030, driven by increasing demand for AI-enabled services.

North America will account for 43% of the cloud infrastructure management services market in 2030, with overall growth of 8.1%, driven by a growing adoption of AI-enabled services.

EMEA is growing at 7.6% and is expected to account for 33% of the overall market by 2030. LATAM will see steady growth through to 2030, driven by a higher propensity to adopt AI-enabled cloud infrastructure management services, while APAC will grow at 8.4% through 2030. Transport, retail, manufacturing, BFSI, telco, and public sector will see the highest growth in cloud infrastructure management services through to 2030.

Buy-Side Dynamics

The key attributes and capabilities buyers look for when selecting a vendor to deliver cloud infrastructure management services are:

- Provision of AI infrastructure services, including design and validation optimization services, MLOps, and AI platform engineering services
- Managed services assisted by AI agents to support multiple delivery models, and expansion of agentic AI use cases (e.g., AI orchestrator, specialized domain agents, and OEM agent interaction)
- Enabling autonomous operations with agentic AI
- Expanding private AI sovereign cloud capabilities and supporting data centers. In addition, sovereign cybersecurity capabilities
- Increasing industry cloud capabilities across verticals, including joint solutions and GTM with key hyperscalers and strategic ecosystem partners. This includes expanding industry solution blueprints
- Driving AI orchestration connecting functional, industry, and IT agents through a unified low-code fabric; managing through a command center to monitor, govern, and optimize every agent across the IT landscape
- Powering the AI factory with high-performance compute, storage, and networking spanning on-premises, cloud, and hybrid environments
- Developing future-ready talent with structured cross-skilling and upskilling programs for agile delivery
- Expanding AI-powered learning platforms and training agents, and providing personalized AI learning pathways
- Increasing hyperscaler-aligned certifications, local hiring, and capability realignment for SRE and AI
- Developing industry-specific skill sets across cloud and infrastructure delivery resources, utilizing domain SMEs
- Creating a lower cost baseline to feed modernization initiatives, and utilizing AI and automation to drive cost and productivity capabilities and data-driven insights for strategic decision-making
- Provision of AI-enabled operations with continuous validation, monitoring, and responsible management of AI agents to maintain reliability and safe automation
- Enabling enterprises to standardize on platform-centric models across system of record, engagement, and intelligence, choosing, for example, ServiceNow, ServiceNow + AI platform, or non-ServiceNow + AI combinations
- Ability to leverage next-generation infrastructure (private, hybrid, sovereign) to meet new requirements
- Reimagining experiences and approach to enterprise software with agentic AI
- Enabling enterprises to drive outcome-led AIOps, and selecting high-value AI use cases first and aligning the tech stack afterward to ensure meaningful, outcome-led automation

- Ensuring the right cloud (hybrid, edge, multi, and native) through sustainable, composable architecture. This includes orchestration, marketplace, and partner ecosystem, analytics, data management, and observability
- Developing infrastructure for AI, to provide a secure, sovereign, and scalable AI foundation across the stack to enable AI platform as-a-service. In addition, AI for infrastructure to help the system run, heal, optimize, and evolve through intelligence from ready-to-use platforms, frameworks, and accelerators
- Leveraging their existing AI tooling investments and looking to the vendor to provide a modular, plug-and-play approach and orchestration of all tools, including access to wider IP, frameworks, methodologies, and partner ecosystems.

Success Factors

Critical success factors for vendors within the cloud infrastructure management services market are:

- Focus on a cloud transformation factory approach, including AI-enabled discovery and planning; tech maturity and debt assessment, cloud management (FinOps), and cloud platform engineering services; AI advisory services focused on AI infrastructure assessment, sizing, and recommendations. Also, AI infra platform design and build (on-premises and public cloud with hybrid AI) and AI-ready stack
- Training all employees in AI fundamentals and responsible use, and empowering them to develop AI use cases and LLM/SLMs; AI-powered learning platforms to provide continuous learning, including hyper-personalized learning through agents; developing curated learning journeys across Copilot, Amazon Q, Gemini, and Claude, etc., and expediting full adoption of the SRE model
- Providing managed services assisted by AI agents to support multiple delivery models and providing a full lifecycle approach to plan and optimize clients' tooling investments. This includes a composable, modular, plug-and-play platform approach. Also, increasing focus on AI-led smart operations, DevSecOps, agentic AI, service intelligence, analytics, and SRE-centric models
- Utilizing the OCM framework through a dedicated practice and increasing focus on data-driven OCM to drive AI adoption across enterprises. SRE and value engineering capabilities support this and additionally support increased adoption of MCP, agentic AI, and governance
- Increased focus on sovereignty consulting and advisory services, including sovereignty maturity assessments and workload analytics to support sovereign lifecycle management. This includes developing sovereign-by-design infrastructure at scale, including data sovereignty (compliance with local and national regulations), operational sovereignty (including industry applications), and technology sovereignty (including localized AI models, AI and GPU services, including GPU-as-a-service). Plus, expanding sovereign cloud archetypes, including, for example, NVIDIA providing sovereign AI in a client's data center or through NCO partners. Also, increasing sovereign cloud offerings with hyperscalers and investments in sovereign AI-first data centers
- Deploying an agentic orchestration framework and methodology to build, deploy, and manage agentic AI systems; enabling central agent orchestration sitting above a suite of agents to coordinate agents and provide insights and autonomous decision-making across hybrid and multi-cloud environments. Also, GPU orchestration and increasing multi-domain agent orchestration and deployment

- Increased industry use cases on the edge, including BFSI (real-time transaction AI, low-latency trading, real-time fraud detection, and bank-in-a-box), healthcare (AI image processing and personalized patient journey). Also, manufacturing (predictive operations and unified IT/OT). In addition, avatar-driven agentic use cases for public sector citizens (e.g., business registration and tax refunding)
- Expanding platform engineering and the SRE model in support of full-stack monitoring and observability (including app and infra performance, availability, capacity, and compliance). Plus, further utilizing the SRE model to build resilient applications and operations, coupled with AIOps to drive self-healing and zero-touch infrastructure. Also, increasing AI agents for observability, including event correlation, anomaly detection, and health checks
- Embedding sustainability design advisory services and focusing on decarbonization level agreements (DLA). Deploying a sustainability accelerator to automate the capture of data from various application sources and devices, including OT data, and to analyze and report. Plus, embedding sustainability into cloud decisions in support of sustainable and efficient cloud
- Developing an AI factory framework with pre-defined IT Ops use cases and, where required, providing vertical add-on packs for industry-specific AI use cases preloaded in the AI factory (including agentic AI, physical AI and HPC workloads). Plus, establishing AI studios on the back of internal work and learnings to provide a standardized way for clients to build an AI factory CoE. This includes envisioning and rapid prototyping to understand the business and AI journey to value. Also, expanding AI factory operations with key strategic partners, such as NVIDIA, and applying templates to client use cases, including sovereign AI and edge templates.

Outlook

The future direction for cloud infrastructure management services will include:

- Expanding autonomous frameworks and enhancing experience through agents, and agents working with SREs to resolve issues and improve resilience. In addition, agents that scale and adopt new, modern infrastructure through a human-assisted approach. This supports autonomous IT operations through AI-driven self-service user support, self-healing incident management, and self-adapting optimization
- Increasing focus on AI-first platforms and delivery models powered by LLM orchestration and agentic automation, including agentic FinOps, agentic compliance, and agentic CloudOps for self-operating cloud environments
- Investment in decarbonization and ESG capabilities, including Green Data Centers and liquid cooling, datacenter/energy consortia, energy-aware infrastructure, and forecasting energy requirements using AI
- Development of a full-stack for AI factories across three layers: agentic-industry capabilities and private/sovereign AI infrastructure for scalable, secure, and production-ready AI; and an agentic AI factory for data sovereignty, operational development, and deployment
- Ongoing investment in sovereign cloud and expansion of capabilities across the U.K., Europe, the Middle East, Africa, India and North America (by state)
- More focus on AI-infused monitoring and analysis that integrates AI DataOps/LLMOps for real-time data ingestion

- Expanding a modular cloud operating model with reusable patterns for environment provisioning, monitoring baselines, performance guardrails, and cost governance
- Investing in AI innovation centers and CoEs to support AI infrastructure, including setting up and managing AI-specific infrastructure and running pipelines for AI infrastructure
- Managed cloud platform as a service (MCPaaS) with vendors managing all hyperscaler licenses, running all provisioning and CI/CD pipelines, FinOps, and observability
- Ramping innovation network to drive client co-innovation and partnering with client GCCs to drive transformation.

NEAT Methodology for AI-Enabled Cloud Infrastructure Management 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 future client 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 future client 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
Offering	Cloud management platform capabilities and functionality AIOps and intelligent monitoring and observability capabilities AI infrastructure and cloud managed services Agentic AI framework and agent orchestration capabilities Industry-specific cloud offerings Sovereign AI cloud capabilities AI-enabled FinOps and cost optimization capabilities Cloud and infrastructure sustainability capabilities
Delivery	Cloud Infra Mngt North America delivery capabilities Cloud Infra Mngt EMEA delivery capabilities Cloud Infra Mngt APAC delivery capabilities Cloud Infra Mngt LATAM delivery capabilities Dedicated cloud SMEs, SREs, engineers, architects, and hyperscaler and AI-certified resources Dedicated AI Factory and agent foundry capabilities Ability to provide IP, accelerators, and frameworks to support cloud infra managed services Extent of platform engineering, SRE and DevSecOps capabilities AI-led cloud managed services and operations Extent of hyperscaler and AI partnerships in support of hybrid and multi-cloud services
Presence	Scale of Ops - Overall Scale of Ops - NA Scale of Ops - EMEA Scale of Ops - APAC Scale of Ops -LATAM Number of clients overall for cloud infrastructure management services
Benefits Achieved	Improved speed problem resolution Level of cost savings achieved Improved access to GenAI and agentic AI Increased end-user/business satisfaction Reducing agent time spent per ticket

Exhibit 2

'Ability to meet client future requirements': Assessment criteria

Assessment Category	Assessment Criteria
Overall Future Commitment to Cloud Infrastructure Management Services	Financial rating Commitment to cloud infrastructure management Commitment to innovation in cloud infrastructure management
Investments in Cloud Infrastructure Management Services	Investment in Platforms, IP, frameworks, and accelerators in support of cloud infrastructure services Investment in GenAI and agentic AI Investment in AI Factory, including Sovereign AI Cloud services Investment in AI-enabled cloud services and Zero-Ops Investment in AI industry-specific cloud offerings and domain-specific use cases Investment in strategic partner ecosystem GTM initiatives Investment in AI-enabled training and initiatives to support an AI-first talent model Investment in AI-enabled OCM services to drive digital adoption and AI ROI
Ability to Partner and Evolve Services	Key Partner Knowledge of clients' industry Extent to which client perceives that innovation has been delivered Ability to evolve services

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

Sales Inquiries

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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