ISG Provider Lens®

Future of Work — Services

A research guide to evaluate providers' strengths, challenges and differentiators in the digital workplace

Customized report courtesy of: Unisys

QUADRANT REPORT | JUNE 2026 | U.K.

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Modern workplace in the UK market is becoming AI-augmented work transformation

The future of work services market in the UK is moving from workplace modernisation to AI-augmented transformation. This phase is less about deploying collaboration tools or managing devices and more about redesigning the way work is performed, governed, measured and experienced across digital and physical environments.

For the ISG Provider Lens® Future of Work Services 2026 study, we have an evaluation model built around workplace strategy and enablement, digital workplace operations and support, AI-augmented collaboration and experience, and smart and sustainable workplace services. Together, these areas recognise that the workplace is now digital, physical, human, data-driven and increasingly AI-enabled.

Market context

The primary finding is the increasing expectations of enterprises in the UK — they still need providers to manage endpoints, service desks, collaboration platforms and workplace infrastructure, but these capabilities are no longer sufficient on their own. Buyers increasingly expect providers to redesign workflows, govern AI, support responsible adoption, improve EX and connect workplace data with HR, facilities, real estate, security and sustainability objectives.

These changing expectations create a more complex competitive landscape. The strongest providers will be the ones that are able to combine advisory, implementation, operations and measurable outcomes across people, processes, technologies and locations.

UK demand

The UK policy environment is supportive of future of work services as AI adoption, workforce productivity and public sector transformation have become economic priorities. Public sector experimentation with AI-enabled productivity tools, the emergence

Collaboration layer is the workplace interface to access services, knowledge and AI-enabled assistance.

of large digital workplace procurement frameworks and continuing pressure on public services are creating a demand for providers that can combine technology delivery with change management, governance and value measurement.

At the same time, like the global market, the UK market is not yet at the stage of enterprise-wide AI maturity. Research indicates that many organisations are using GenAI frequently, but few have embedded AI into core operations at scale. Cultural resistance, limited upskilling, unclear governance and fragmented data remain barriers and represent opportunities for providers — clients need more than tools. They need operating model redesign, responsible AI controls, adoption programmes and measurable business outcomes.

The macroeconomic environment reinforces this shift. UK buyers remain under pressure to justify investments through productivity, resilience and security. Future of work providers must therefore show tangible value — minutes saved, ticket volumes reduced, increased adoption, improved employee sentiment, enhanced cyber posture, efficient office utilisation, low energy consumption and short business-process cycle times.

Enterprise priorities

The following five shifts are expected to be seen in the next 12-18 months:

GenAI as the operating layer of work

GenAI is the defining force in the 2026 future of work services landscape, with conversations moving from generic AI-readiness to use cases across ITSM, HR, knowledge management, collaboration, software development, service desk, procurement and employee self-service. The next stage will therefore be about AI as a controlled execution layer embedded into everyday workflows.

For providers, the battleground is workflow orchestration. Enterprises will need help identifying work suitable for AI delegation, establishing guardrails, integrating agents with enterprise systems and ensuring human oversight remains effective. They should assess providers on their ability to turn AI adoption into safe, governed and measurable changes in how work gets done, not merely on the number of licences deployed.

Hybrid work as intentional workplace design

Hybrid work has become the default model for organisations, but access remains uneven across roles, skills, income and sectors. The future-of-work agenda therefore needs to move beyond improved collaboration tools for knowledge workers and towards role-based workplace models for frontline workers, public servants, regulated-industry employees, contact centre agents, clinicians, engineers, knowledge workers and executives.

The concept of work is also getting repositioned; many employers seek higher attendance, but utilisation remains inconsistent. This creates a demand for providers that can combine workplace analytics, collaboration technologies, AV integration, space optimisation, employee sentiment and change management. The right question is no longer simply about where people work — it is what work should happen where, with what technology, under what management model and measured by which experience and productivity outcomes.

DEX, XLA and predictive support redefine workplace operations

Digital workplace operations and support are moving from reactive service management to predictive experience engineering. Traditional SLAs remain important, but they are increasingly being supplemented by XLAs that focus on the employee experience of technology. Static sentiment surveys are giving way to telemetry, behavioural analytics, proactive remediation and business-outcome reporting.

This changes the provider value proposition. The aim is no longer only to resolve tickets quickly; it is to prevent disruption, keep employees productive and connect technology experience with business outcomes. Enterprises must evaluate providers on proactive endpoint management, AI-assisted support, service-desk deflection, incident prevention, accessibility, security readiness and the ability to translate telemetry into experience and productivity improvements.

Collaboration as the employee-service interface

The collaboration layer is becoming the front door to work. Messaging, meetings and file sharing are converging with IT support, HR workflows, approvals, learning, onboarding, knowledge management and workflow automation. In this model, platforms such as collaboration hubs and EX suites have become the interface through which employees access services, knowledge and AI-enabled assistance.

This means the AI-augmented Collaboration and Experience Services quadrant has been assessed differently in 2026. Strong providers have been recognised not only for platform migration, voice integration or meeting-room modernisation; they have been identified for being able to create role-based AI and agent use cases, improve knowledge quality, build prompt and workflow libraries, protect sensitive data, drive adoption and integrate collaboration platforms with ITSM, HRIS and business systems.

Convergence of sustainability with IT services

Smart and sustainable workplace services are becoming a priority with sustainability as a key workplace strategy; organisations are using smart building technologies, energy management systems, occupancy analytics and IoT to improve space management, reduce waste and support responsible operations.

This focus is expanding the future of work provider ecosystem beyond traditional IT services. Workplace strategy, facilities operations, AV, occupancy data, EX, energy management and ESG reporting are now interconnected. Enterprises are assessing providers on their ability to orchestrate these domains, especially in regulated industries where resilience, sovereignty, data governance and auditable AI controls are critical.

Provider dynamics

Throughout this ISG Provider Lens® evaluation, we report on the providers where the most important evidence is not simply the number of devices managed, collaboration seats deployed or AI licences sold. In the UK, measured adoption, productivity outcomes, experience improvements, AI governance and operational maturity are now enterprise priorities, with leading providers transforming from legacy services to meet enterprise demands.

The providers qualified for this report shared quantifiable UK-specific examples across a breadth of delivered results and benefits such as active AI usage, minutes saved per user, service-desk deflection, ticket reduction, device incident prevention, employee satisfaction, XLA improvement, security incidents avoided, accessibility benefits, office utilisation, carbon and energy impact, and business-process cycle-time reduction.

The most visible shift is the evolution of GenAI and agentic AI across portfolios. Enterprise priorities are developing at pace with regards to adoption of the leading-edge technologies, such as AI, with quality of services and delivered results being as critical as any conventional focus on cost take-out. The priority for providers is bringing all of the established towers or siloes across IT services into much closer alignment and integration, to deliver true observability across the enterprise landscape as a clear differentiator for the mature providers.

Strategy providers are building AI governance, human-AI role design and adoption readiness into advisory methods. Operations providers are adding AI-assisted service desks, automated remediation, self-healing endpoints and predictive support. Collaboration providers enhance Microsoft Teams, Webex, Zoom and knowledge platforms with copilots, meeting intelligence, contextual assistants and in-flow support. Smart workplace providers are applying AI to occupancy insight, space optimization, energy management and building intelligence. Providers need to demonstrate differentiation, regardless of the services or capabilities offered, and AI is an enabler of differentiated services.

Sustainability is no longer an add-on.

Device lifecycle management, circular workplace technology models, smart office analytics, energy optimisation and ESG-aligned reporting are embedded into mainstream workplace service portfolios. No longer restricted to the sustainable workplace quadrant, providers are shaping portfolio capabilities from workplace strategy, through operations and support and connecting sustainability with operating data, to drive increased outcomes.

Large global providers compete on scale, integrated portfolios, platform partnerships and multinational delivery. UK and regional providers often compete through local proximity and trusted execution. Product-led specialists differentiate through focused AI, DEX, collaboration or smart workplace capabilities. The leading providers will combine demonstrable regional evidence with repeatable methods, measurable outcomes and clear governance around AI-supported work. 'Digital workplace transformation' messaging is no longer enough, as enterprises demand workplace services which enable proven cost controls and governance and also improve quality of service without increasing regulatory, operational or employee-trust risk.

Outlook

The future of work services market in the UK in 2026 will reward providers that operate and deliver at the intersection of people, process, technology and location. GenAI is the catalyst, but operating model change is the real battleground. Data readiness, responsible AI, employee trust, experience measurement, workflow redesign and sustainable workplace orchestration will determine which providers create the most lasting value.

Through the emerging agentic IT configuration, any traditional digital workplace and IT service providers will risk becoming obsolete, as the operational models transform. Business advisory, the translation of advisory into agentic workloads and change management that helps employees trust, adopt and adapt AI will shape tomorrow's success for providers and enterprises alike.

Providers are investing in internal AI deployment, platform partnerships, analyst recognition and global case studies, although not much is public knowledge. Few providers showcase UK-specific client references detailing quantified and delivered outcomes. Providers that can substantiate their claims with current UK evidence into the future years will be best placed to lead the next phase of the future of work services market in the UK. As the providers demonstrate evidence of their results consistently across workplace services, this will enable clients to truly understand the art of the possible more clearly and realise their business objectives and aspirations through defined measurable productivity gains, robust governance models and proven experience improvements.

GenAI is the defining the shift in the future of work services landscape, which has moved beyond AI readiness conversations towards use-case portfolios across ITSM, HR, knowledge management, collaboration, software development, service desk, procurement and employee self-service.

Provider Positioning

	Workplace Strategy and Enablement Services	Digital Workplace Operations and Support Services — Large Account	Digital Workplace Operations and Support Services — Midmarket	AI-augmented Collaboration and Experience Services	Smart and Sustainable Workplace Services
Accenture	Leader	Leader	Not In	Leader	Leader
Atos	Product Challenger	Leader	Not In	Leader	Leader
Bechtle	Product Challenger	Product Challenger	Rising Star ★	Contender	Rising Star ★
Birlasoft	Contender	Contender	Product Challenger	Product Challenger	Contender
BT	Market Challenger	Market Challenger	Not In	Contender	Not In
Capgemini	Leader	Leader	Not In	Leader	Leader
Capita	Not In	Contender	Leader	Not In	Not In
CGI	Not In	Contender	Leader	Not In	Not In
Coforge	Contender	Product Challenger	Product Challenger	Product Challenger	Not In

Provider Positioning

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	Workplace Strategy and Enablement Services	Digital Workplace Operations and Support Services — Large Account	Digital Workplace Operations and Support Services — Midmarket	AI-augmented Collaboration and Experience Services	Smart and Sustainable Workplace Services
Cognizant	Product Challenger	Product Challenger	Not In	Product Challenger	Product Challenger
Computacenter	Leader	Leader	Not In	Contender	Leader
Deloitte	Leader	Not In	Not In	Not In	Not In
DXC Technology	Leader	Leader	Not In	Product Challenger	Leader
EY	Market Challenger	Not In	Not In	Not In	Not In
Fujitsu	Leader	Leader	Not In	Leader	Leader
GAVS	Not In	Not In	Contender	Not In	Not In
Getronics	Contender	Contender	Leader	Product Challenger	Product Challenger
HCLTech	Leader	Leader	Not In	Leader	Leader

Provider Positioning

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	Workplace Strategy and Enablement Services	Digital Workplace Operations and Support Services — Large Account	Digital Workplace Operations and Support Services — Midmarket	AI-augmented Collaboration and Experience Services	Smart and Sustainable Workplace Services
Hexaware	Product Challenger	Product Challenger	Not In	Product Challenger	Contender
Infosys	Leader	Leader	Not In	Leader	Leader
ITC Infotech	Contender	Contender	Not In	Contender	Contender
KPMG	Market Challenger	Not In	Not In	Not In	Not In
Kyndryl	Product Challenger	Product Challenger	Not In	Product Challenger	Product Challenger
Lenovo	Market Challenger	Rising Star ★	Not In	Product Challenger	Leader
LTM	Product Challenger	Product Challenger	Not In	Product Challenger	Product Challenger
Microland	Product Challenger	Leader	Not In	Leader	Contender
Movate	Not In	Contender	Leader	Product Challenger	Not In

Provider Positioning

	Workplace Strategy and Enablement Services	Digital Workplace Operations and Support Services — Large Account	Digital Workplace Operations and Support Services — Midmarket	AI-augmented Collaboration and Experience Services	Smart and Sustainable Workplace Services
Mphasis	Contender	Product Challenger	Product Challenger	Product Challenger	Contender
NTT DATA	Leader	Leader	Not In	Leader	Product Challenger
Orange Business	Not In	Product Challenger	Not In	Not In	Not In
PwC	Market Challenger	Not In	Not In	Not In	Not In
SCC	Rising Star ★	Product Challenger	Leader	Product Challenger	Not In
Sopra Steria	Not In	Contender	Product Challenger	Not In	Not In
Stefanini	Product Challenger	Product Challenger	Product Challenger	Product Challenger	Contender
TCS	Leader	Leader	Not In	Leader	Leader
Tech Mahindra	Contender	Product Challenger	Not In	Product Challenger	Product Challenger

Provider Positioning

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	Workplace Strategy and Enablement Services	Digital Workplace Operations and Support Services — Large Account	Digital Workplace Operations and Support Services — Midmarket	AI-augmented Collaboration and Experience Services	Smart and Sustainable Workplace Services
Unisys	Leader	Leader	Not In	Leader	Product Challenger
UST	Not In	Contender	Leader	Not In	Not In
Vodafone	Not In	Not In	Contender	Not In	Not In
Wipro	Leader	Leader	Not In	Leader	Leader
XMA	Not In	Not In	Contender	Not In	Not In
YASH Technologies	Not In	Not In	Contender	Not In	Not In
Zensar Technologies	Product Challenger	Product Challenger	Not In	Product Challenger	Contender

This study evaluates providers' capabilities in delivering key **future of work services** across different regions.

- **Workplace Strategy and Enablement Services**
- **Digital Workplace Operations and Support Services — Large Account**
- **Digital Workplace Operations and Support Services — Midmarket**
- **AI-augmented Collaboration and Experience Services**
- **Smart and Sustainable Workplace Services**

Simplified Illustration Source: ISG 2026

Definition

Hybrid work continues to evolve. What started as a location-based concept is increasingly becoming a model of human-AI collaboration, where AI assistants augment everyday work. Modern work now spans interconnected physical and digital environments, as well as the human workplace, where trust, skills and psychological safety are essential for employees to accept, adopt and effectively use AI-enabled capabilities. As a result, productivity, collaboration and EX are shaped as much by human readiness as by technology, requiring an orchestrated approach rather than isolated tools or point solutions. Devices, connectivity and basic support services remain foundational, but they no longer define differentiation or long-term value. Competitive advantage now stems from the orchestration that delivers consistent, secure and sustainable work experiences.

Scope of the Report

This ISG Provider Lens® quadrant report covers the following five quadrants for services/solutions: Workplace Strategy and Enablement Services, Digital Workplace Operations and Support Services — Large Account, Digital Workplace Operations and Support Services — Midmarket, AI-augmented Collaboration and Experience Services, and Smart and Sustainable Workplace Services

This ISG Provider Lens® study offers IT decision-makers:

- Transparency on the strengths and weaknesses of relevant providers/software vendors
- A differentiated positioning of providers by segments (quadrants)
- Focus on the UK market

Our study serves as the basis for important decision-making by covering providers' positioning, key relationships and go-to-market considerations. ISG advisors and enterprise clients also use information from these reports to evaluate their existing vendor relationships and potential engagements.

Provider Classifications

The provider position reflects the suitability of providers for a defined market segment (quadrant). Without further additions, the position always applies to all company sizes classes and industries. In case the service requirements from enterprise customers differ and the spectrum of providers operating in the local market is sufficiently wide, a further differentiation of the providers by performance is made according to the target group for products and services. In doing so, ISG either considers the industry requirements or the number of employees, as well as the corporate structures of customers and positions providers according to their focus area. As a result, ISG differentiates them, if necessary, into two client target groups that are defined as follows:

- **Midmarket:** Companies with 100 to 4,999 employees or revenues between $20 million and $999 million with central headquarters in the respective country, usually privately owned.
- **Large Accounts:** Multinational companies with more than 5,000 employees or revenue above $1 billion, with activities worldwide and globally distributed decision-making structures.

The ISG Provider Lens® quadrants are created using an evaluation matrix containing four segments (Leader, Product & Market Challenger and Contender), and the providers are positioned accordingly. Each ISG Provider Lens® quadrant may include a service provider(s) which ISG believes has strong potential to move into the Leader quadrant. This type of provider can be classified as a Rising Star.

- **Number of providers in each quadrant:** ISG rates and positions the most relevant providers according to the scope of the report for each quadrant and limits the maximum of providers per quadrant to 25 (exceptions are possible).

Provider Classifications: Quadrant Key

Product Challengers offer a product and service portfolio that reflect excellent service and technology stacks. These providers and vendors deliver an unmatched broad and deep range of capabilities. They show evidence of investing to enhance their market presence and competitive strengths.

Leaders have a comprehensive product and service offering, a strong market presence and established competitive position. The product portfolios and competitive strategies of Leaders are strongly positioned to win business in the markets covered by the study. The Leaders also represent innovative strength and competitive stability.

Contenders offer services and products meeting the evaluation criteria that qualifies them to be included in the IPL quadrant. These promising service providers or vendors show evidence of rapidly investing in products/services and follow sensible market approach with a goal of becoming a Product or Market Challenger within 12 to 18 months.

Market Challengers have a strong presence in the market and offer a significant edge over other vendors and providers based on competitive strength. Often, Market Challengers are the established and well-known vendors in the regions or vertical markets covered in the study.

★ **Rising Stars** have promising portfolios or the market experience to become a Leader, including the required roadmap and adequate focus on key market trends and customer requirements. Rising Stars also have excellent management and understanding of the local market in the studied region. These vendors and service providers give evidence of significant progress toward their goals in the last 12 months. ISG expects Rising Stars to reach the Leader quadrant within the next 12 to 24 months if they continue their delivery of above-average market impact and strength of innovation.

Not in means the service provider or vendor was not included in this quadrant. Among the possible reasons for this designation: ISG could not obtain enough information to position the company; the company does not provide the relevant service or solution as defined for each quadrant of a study; or the company did not meet the eligibility criteria for the study quadrant. Omission from the quadrant does not imply that the service provider or vendor does not offer or plan to offer this service or solution.

Workplace Strategy and Enablement Services

This report is valuable for providers offering **workplace strategy and enablement services** in the **U.K.** to understand their market position and for enterprises looking to evaluate these providers. In this quadrant, ISG highlights the current market positioning of these providers based on the depth of their service offerings and market presence.

Chief experience officers

Should read this report to identify leading providers that can help them better prepare workforces for changing business dynamics and consequent required models. This report will provide insights into how providers can support workforce readiness and adaptability, ensuring they can handle new challenges and growth opportunities.

Technology professionals

Including workplace technology leaders, should read this report to understand provider positioning and capabilities to help them enhance services for employees. By gaining insights into the provider services, technology professionals can make informed decisions about adopting and implementing tools and systems that improve EX and drive productivity.

Strategy professionals

Should read this report to identify the most suitable workplace strategy and enablement service providers for their companies. By understanding their capabilities and positioning, strategy professionals can develop and implement a winning workplace strategy aligning with their organisational goals and drive long-term success.

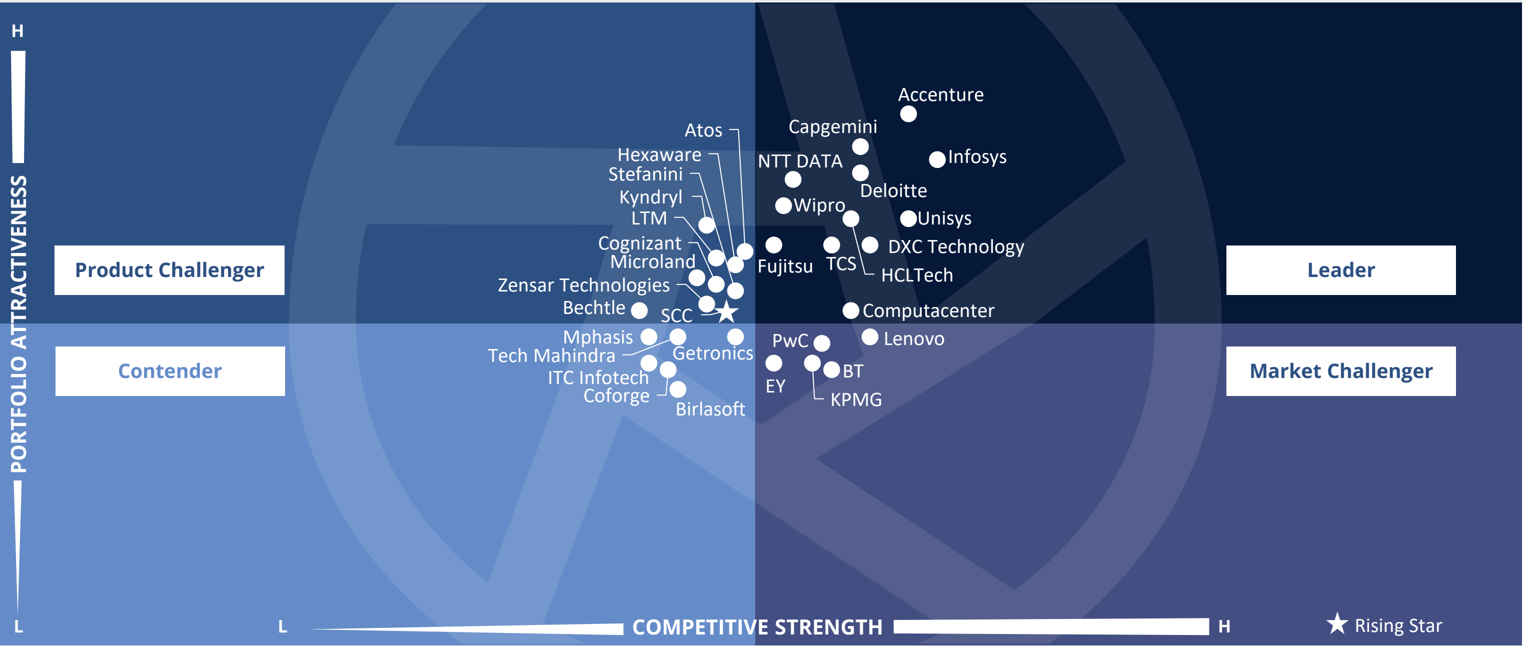
Consultant professionals

Should read this report to offer the right advice to companies on workplace strategies that enhance performance. This report will help them stay abreast of the current trends and latest industry developments, enabling them to make informed recommendations and support their clients.

Source: ISG RESEARCH

Future of work – Services
Workplace Strategy and Enablement Services

U.K. 2026



This quadrant evaluates **workplace strategy and enablement** providers offering **integrated services** in the form of **tailored advice and strategies based on region, market trends and organisational requirements.**

Kevin Turner

Definition

This quadrant evaluates providers' capabilities to help clients define a future workplace vision, operating model and roadmap by integrating human, digital and physical workplace dimensions. The strategy and enablement services offered by these providers align with evolving business models, workforce expectations and regulatory requirements and are tailored by region, industry and organisational context.

Strategic focus areas include:

- Responsible integration of AI into the workplace
- Market changes and emerging business models
- Digital capabilities shaping work and collaboration
- New talent and skills models
- Integration of local and remote physical workplaces
- Physical asset strategy and workplace assessments
- Workplace-driven sustainability strategies

The evaluation emphasises providers' ability to go beyond vision and design to translate strategy into execution, addressing procurement, adoption readiness and experience impact while meeting industry-specific requirements.

Eligibility Criteria

1. Provide **enterprise-level workplace advisory services**, including the design of future workplace visions, operating models and roadmaps
2. Maintain a **vendor-neutral approach** to workplace transformation and business delivery models
3. Offer **integrated workplace strategy advisory across human, digital and physical workplace dimensions**
4. Advise on the **strategic use of AI in the workplace**, including governance, human-AI role design, adoption readiness and risk management
5. Address **talent models and workforce readiness**, including skills evolution, inclusion and ethical considerations relevant to modern workplaces
6. Design **hybrid workplace models** that integrate physical and remote environments to ensure experience parity
7. Deliver **workplace-driven sustainability strategies**, including physical asset optimisation, digital efficiency and ESG-aligned workplace design
8. Demonstrate **industry-specific experience and case studies** showing measurable benefits across human, digital and physical workplace outcomes

Observations

This quadrant highlights a significant shift in UK's workplace strategy, with digital innovation becoming a basic expectation. Key areas of focus now include employee well-being, sustainability and efficient space utilisation. Organisations are using real-time analytics to enhance office layouts, minimise underutilised areas and support hybrid work. The integration of workplace technology with HR systems is improving talent acquisition and onboarding.

The next 12–24 months will see the following:

- AI-driven workplace orchestration tools becoming mainstream, enabling dynamic space booking, environmental controls and personalised work settings.
- Autonomous operations, moving beyond the traditional run-book automation and embracing the cognitive power of AI within agentic AI tools and platforms.
- Sustainability metrics embedded into workplace KPIs, with a focus on energy consumption, carbon footprint and circular IT practices.
- Increased investments in immersive collaboration technologies, including spatial audio, AR/VR for training and AI-powered meeting assistants.
- Greater emphasis on neurodiverse and inclusive design, ensuring physical and digital spaces accom modate a broader range of employee needs.

The demand for secure, cloud-native collaboration platforms supporting asynchronous work, featuring AI summarisation and multilingual support, is rising,. Automation and GenAI will reduce repetitive tasks and improve EX.

Overall, aligning digital workplace strategies with business outcomes is becoming a crucial board-level priority to create resilient work environments.

From the 45 companies assessed for this study, 33 qualified for this quadrant, with 12 being Leaders and one Rising Star.

Accenture is a leading provider of business strategy and advisory consulting services. Its clients benefit from its human-centric approach that drives broad strategic transformation, particularly in the area of digital workplace services.

Capgemini excels in workplace strategy and enablement services, delivering efficient and productive workspaces that assist clients in their transformation journeys. These optimised environments align with strategic objectives, driving growth and competitive advantage.

Computacenter leads in workplace strategy and enablement services by designing and implementing innovative work environments. The focus on creating efficient and productive workspaces drives innovation and fuels growth for clients.

Deloitte remains a provider that UK enterprises should consider for workplace strategy and enablement, particularly where the requirement is advisory-led transformation across workforce strategy, operating model redesign, AI governance and organizational change.

DXC Technology provides premium workplace strategy and enablement services through expert advisory consultants and the DXC UPtime™ platform. This platform combines analytics, automation and strategic insights to enhance workplace performance, aligning IT and business goals.

Fujitsu excels in creating intelligent and sustainable workspaces, focusing on workplace strategy and enablement. By leveraging industry knowledge and user-centric design, it helps organisations innovate and enhance productivity while supporting hybrid work models.

HCLTech provides strategic digital advisory services to create next-generation workplace solutions. Utilising AI, automation and cloud-native platforms, it enhances employee productivity and engagement, aligning workplace strategies with the digitally native workforce.

Infosys delivers workplace modernisation services backed by domain expertise and a strong partner ecosystem. Its approach is tailored to help clients transition to digital-first, agile workplaces, emphasising seamless EX and long-term sustainability.

NTT DATA has a strong portfolio of advisory and transformation services. It delivers agile and secure workplace experiences aligned with business goals, supporting hybrid work models and driving digital adoption.

TCS provides a forward-looking workplace strategy framework, backed by a skilled AI-trained workforce. Its consulting-led approach combines digital technologies and human-centred design, enabling clients to transform with intelligent, scalable and secure solutions.

Unisys offers workplace strategy services to drive transformation in IT and business functions. Through data-driven insights and automation, it enhances employee engagement. Unisys combines strategic consulting with technical expertise to create productive work environments.

Wipro excels in workplace strategy services with its ExperienceNXT platform, combining technology and human-centred design. Its advisory teams collaborate with clients to create scalable, secure and industry-specific digital workplace solutions for enhanced EX.

SCC (Rising Star) offers a strong portfolio of advisory and transformation services, including DEX maturity assessments, persona-based experience design, OCM, and GenAI/AI initiatives. Its workplace offering is centred on people, process, and technology.

Unisys

Leader

"Unisys differentiates in workplace strategy and enablement services through its experience-led model, connecting human, digital and physical workplace transformation with XLA-driven governance, responsible AI enablement and execution-ready roadmaps."

Kevin Turner

Overview

Unisys is headquartered in Pennsylvania, US It has more than 15,000 employees across 20 countries. In FY25, the company generated $2.0 billion in revenue. The UK accounted for 28 percent of the company's global business during this period. In the area of workplace strategy and enablement services, Unisys reported $15.3 million in revenue, 40 clients and 336 FTEs in the UK. Its portfolio includes rapid value assessments, OCM, Copilot planning and evaluation, AI advisory, device lifecycle advisory, managed meeting room advisory, physical workplace planning, subscription service planning and support model transformation.

Strengths

Strong strategy-to-execution enablement: Unisys' rapid value assessments help clients quickly evaluate emerging technologies such as AI for a sustainable workplace. Its OCM approach is embedded into workplace programs and uses persona-based strategies, targeted communications, stakeholder engagement and adoption tracking.

Experience-led advisory: Unisys' experience management approach has matured from DEX to persona- and ecosystem-level experience measurement. Its XLA 3.0 model measures the experience with a workplace ecosystem, including smart conference rooms, frontline environments and in-person workplace services. The Experience Management Office provides clients with data-driven insights, recommendations and continuous improvement actions, helping strategy move beyond design into measurable outcomes.

Integrated workplace strategy: Unisys takes a broad view of workplace strategy, going beyond endpoints and service desk operations to include employee personas, hybrid work models, frontline workers, smart buildings, meeting rooms and physical workplace experience. Its approach starts with business goals and worker personas, mapped across technologies, best practices and workplace environments into execution-ready blueprints.

Caution

Unisys has strong technology-led workplace transformation capabilities, and should continue to ensure more visibility for its business consulting, transformation and depth of OCM capabilities in the market by highlighting more success stories.

Digital Workplace Operations and Support Services — Large Account

This report is valuable for providers offering **digital workplace operations and support services — large accounts** in the **U.K.** to understand their market position and for enterprises looking to evaluate these providers. In this quadrant, ISG highlights the current market positioning of these providers based on the depth of their service offerings and market presence.

Workplace technology leaders

Including CIOs and heads of workplace services, should read this report to understand how service providers deliver scalable, resilient and experience-centric workplace operations. The report will help them evaluate partners that can modernise end-user support, optimise service delivery models and integrate automation and intelligence to improve productivity, operational stability and EX across distributed and hybrid work environments.

IT operations and service management professionals

Should read this report to assess providers' capabilities in managing routine digital workplace operations, including service desk, endpoint support and operational governance. The report highlights the approaches to proactive monitoring, incident resolution, automation and continuous improvement, enabling IT operations leaders to benchmark service maturity, reduce downtime and align workplace support services with evolving business and workforce demands.

Digital workplace and EX professionals

Should read this report to understand how workplace operations and support services contribute to consistent, high-quality EX across devices, locations and work models. The report provides insights into service design, experience measurement and operational practices that help enterprises improve satisfaction, reduce friction and ensure employees have reliable access to tools and support required for effective and productive work.

Security and risk management professionals

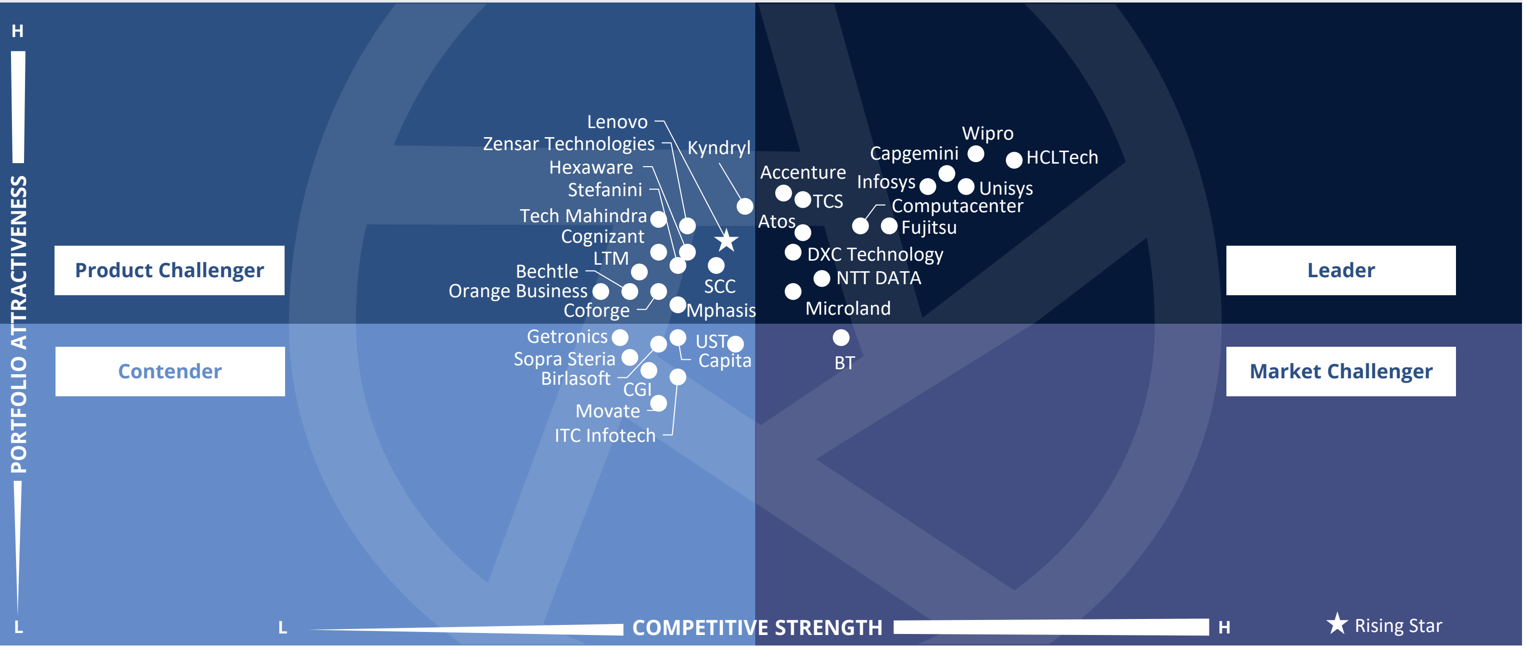
Should read this report to evaluate how providers of workplace operations embed security, compliance and risk controls into end-user support and device management services. The report outlines the operational practices that help balance secure access with usability, highlighting how providers support secure workplace operations while maintaining service continuity, regulatory compliance and positive EX in hybrid and remote environments.

![ISG Provider Lens logo]

Source: ISG RESEARCH

Future of work – Services
Digital Workplace Operations and Support Services – Large Account

U.K. 2026



This quadrant assesses providers offering **managed services** covering technologies **deployed, provisioned** and secured by large enterprises for end users and employees to deliver complete **end-user computing (EUC)** services.

Kevin Turner

Definition

This quadrant evaluates service providers that assume end-to-end responsibility for building, transitioning and operating the digital workplace at scale. It spans the full lifecycle of end-user technology services, from design and transition to run, day-to-day operations, support and continuous optimisation. The scope of services includes unified endpoint and application management, device as a service, virtual desktops, service desk, and field/proximity services, all leveraging digital employee experience (DEX) telemetry.

Providers in this quadrant increasingly deliver AI-powered, EX-led operations, incorporating experience management offices and XLAs to prioritise business outcomes. Key differentiators include automation, self-healing and AI-driven support, enabling proactive issue resolution and cost-efficient service delivery. The quadrant reflects the market shift towards integrated, outcome-oriented digital workplace operations, moving beyond fragmented, tool-centric services.

Eligibility Criteria

1. Provide **end-to-end digital workplace build and run services**, including transition-to-run and steady-state operations
2. Deliver **service desk services,** including omnichannel, remote and contextualised end-user support
3. Provide **unified endpoint and application management,** including staging, configuration, patching, security and application provisioning
4. Offer **device lifecycle management,** covering procurement, logistics, deployment, support, refresh, disposal and recycling, with **device-as-a-service options**
5. Demonstrate experience in delivering **virtual desktop services** across on-premises, cloud and hybrid environments, including **desktop as a service**
6. Provide **field services and IMAC/R/D support**, including remote and on-site break/fix services and in-person technical assistance
7. Operate **EX-led support models,** leveraging **DEX telemetry** to prioritise and improve workplace performance
8. Offer **XLA-driven service delivery** that measures outcomes, such as productivity, task success and user sentiment, beyond traditional SLA metrics
9. Leverage **automation, analytics and AI-enabled support, including** automated issue resolution, self-service and proactive remediation
10. Maintain a robust **regional delivery presence**

Observations

This quadrant shows UK workplace operations shifting from reactive support to AI-enabled, experience-led service models. Providers are prioritising DEX telemetry, XLAs, self-healing, agentic support, device lifecycle optimisation and smart workplace services. Success now depends on proving measurable outcomes, governed AI, regional delivery strength and operational resilience. As companies adopt hybrid work models, the role of these managed services has grown significantly. Key advancements anticipated include AI-driven endpoint management for automating updates and issue resolution; unified platforms integrating mobile, desktop and virtual environments; context-aware tools for personalised support and user insights; and zero trust security models enhancing compliance in hybrid settings. Providers are tailoring solutions for specific industries such as point-of-sale systems in retail, secure medical devices in healthcare and ruggedised support in field services.

Trends for the next 12-24 months:

- Copilot-style assistants will be embedded into EUC platforms, guiding users through tasks, troubleshooting and onboarding.
- Sustainability-linked device management will gain traction, with providers offering carbon tracking, e-waste reduction and circular IT services.
- Edge computing integration will become common, especially in manufacturing and logistics, requiring new support models.
- XLAs will evolve to include device performance, user sentiment and sustainability metrics.
- Bring your own device (BYOD) and flexible device policies will expand, supported by secure containerisation and AI-driven compliance monitoring.

Managed EUC services will be essential in shaping the future of digital workplace infrastructure, balancing cost, experience and innovation.

From the 43 companies assessed for this study, 35 qualified for this quadrant, with 13 being Leaders and one a Rising Star.

Accenture delivers leading managed workplace services through its intelligent automation platform, myWizard®, which integrates AI, analytics and ML to provide seamless, scalable support. These services are designed to enhance agility and reduce downtime.

Atos is a leading provider of managed end-user technology services in the UK. It offers a modernised and modular service portfolio that includes a service desk, device management and digital support. The company strongly focuses on automation and user-centric design.

Capgemini is recognised as a Leader in managed end-user technology services, offering a robust suite of solutions underpinned by advanced automation, AI and cloud-native frameworks. Its services are designed to deliver consistent, high-quality support for clients.

Computacenter is a trusted provider of managed end-user technology services, known for its strong technology partnerships and deep operational expertise. It delivers modern digital workplace solutions that empower clients to streamline IT operations and enhance EX.

DXC Technology delivers leading managed end-user technology services through its UPtime™ platform, which integrates analytics, automation and service intelligence. This platform enables the company to provide EX through proactive support and optimised device performance.

Fujitsu offers comprehensive managed end-user technology services through its HX Workspace platform, emphasising human-centric design and intelligent automation. The platform supports personalised, adaptive services that improve EX and reduce IT friction.

HCLTech is a global leader in managed end-user technology services, with a strong presence in the UK. A rich portfolio of proprietary IP, automation tools and productised solutions powers its offerings. The company leverages the global delivery model for consistency.

Infosys provides managed end-user technology services prioritising personalisation, resilience and empathy. The company helps clients build adaptive, secure and employee-centric digital workplaces by leveraging its global delivery capabilities and innovation-driven approach.

Microland is a leading provider of managed end-user technology services, offering a full-stack, end-to-end management platform. Its services cover all device, application and data management aspects in hybrid environments, supported by its Experience Operations.

NTT DATA is a Leader in managed end-user technology services, delivering integrated solutions through a comprehensive management platform. Its services are designed to support hybrid work environments and streamline device and application management.

TCS delivers managed end-user technology services through its Cognix™ for Workspace platform. This platform leverages AI, ML and automation to enhance EX and drive operational efficiency. Its services are designed to help clients modernise their workplaces.

Unisys provides managed end-user technology services that combine AI, automation and analytics to deliver modern, secure and efficient device management. Its solutions are tailored to improve employee engagement, reduce IT complexity and support seamless operations.

Wipro is a Leader in managed end-user technology services, known for its innovation-led approach and strong focus on the future of work. Its platforms, like Live Workspace™, enable the company's enterprise clients to transform their workplace operations and enhance EX.

Lenovo (Rising Star) is emerging as a key player, building on its TruScale DaaS solution, which combines commercial flexibility, hardware refresh, services, security, sustainability and lifecycle management into one subscription-based workplace model.

Unisys

Leader

"Unisys is a leader in operations and support services through its experience-led model and XLA 3.0, connecting human, digital and physical workplace transformation and converting experience into a business management and IT monitoring layer."

Kevin Turner

Overview

Unisys is headquartered in Pennsylvania, US It has more than 15,000 employees across 20 countries. In FY25, the company generated $2.0 billion in revenue. Its digital workplace operations and support services are deeply rooted in Unisys' heritage. It has a significant operational scale with around 7,300 field engineers and 4.2 million field calls in over 120 countries. Its workplace modernisation strategy now extends beyond typical endpoints to include areas such as meeting room health, room utilisation, digital signage, outage notifications, QR-code training, occupancy/sensor data and smart building dashboards.

Strengths

Unified governance model: Unisys stands apart in the market with its white glove 4-in-a-box delivery model. Instead of relying on a single account lead, Unisys presents a four-role structure that includes a client executive, client delivery executive, client technology officer and client security officer. This formalises commercial accountability, operational performance, innovation planning and security maturity into one named governance model.

Improved experience management: Unisys delivers experience management beyond simple device telemetry or a standard digital EX dashboard. The experience management office (XMO) concept is underpinned by XLA 3.0, where experience is tied to personas, device reliability, AI usage, sustainability, field service performance and workplace operations. UX is treated as a business management layer and not just an IT monitoring layer.

Device lifecycle as a commercial operating model: Unisys positions device lifecycle management as more than imaging, deployment and refresh by integrating device subscription, buyback, global procurement, persona-based selection, AI-based forecasting, intelligent refresh and sustainability outcomes into a single managed service model. Rather than framing lifecycle management solely as an endpoint service, it offers it as a financial and operational transformation lever.

Caution

Although Unisys has strong technology-led workplace transformation capabilities, it should highlight scale, regional execution, flexibility and measurable outcomes. It could focus on evidenced differentiation over feature breadth and avoid overclaiming uniqueness in areas where competitors can replicate the messaging.

Digital Workplace Operations and Support Services — Midmarket

Who Should Read This Section

This report is valuable for providers offering **digital workplace operations and support services — midmarket** in the **U.K.** to understand their market position and for enterprises looking to evaluate these providers. In this quadrant, ISG highlights the current market positioning of these providers based on the depth of their service offerings and market presence.

Workplace technology leaders

Including CIOs and heads of workplace services, should read this report to understand how service providers deliver scalable, resilient and experience-centric workplace operations. The report will help them evaluate partners that can modernise end-user support, optimise service delivery models and integrate automation and intelligence to improve productivity, operational stability and EX across distributed and hybrid work environments.

IT operations and service management professionals

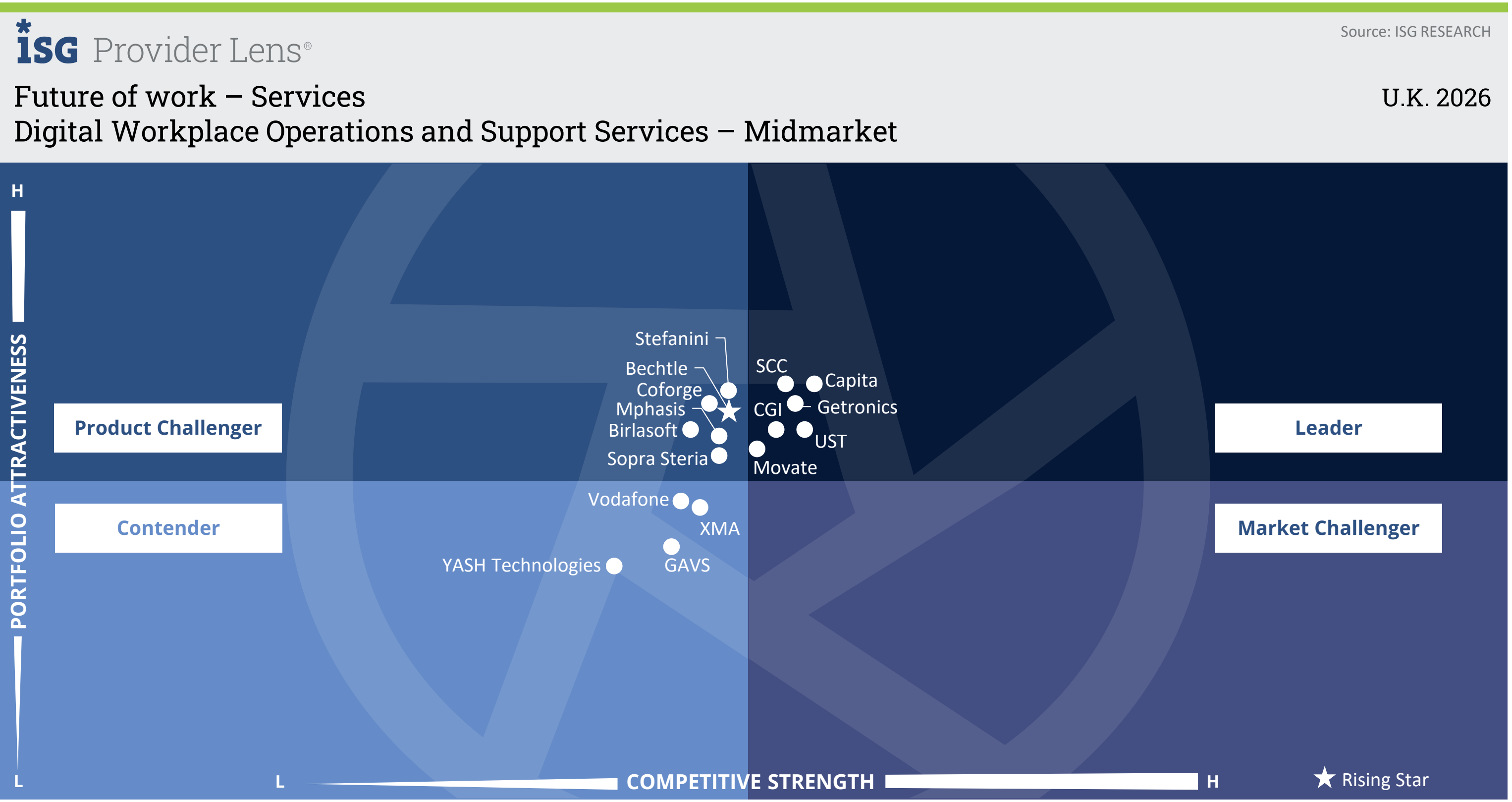
Should read this report to assess providers' capabilities in managing routine digital workplace operations, including service desk, endpoint support and operational governance. The report highlights the approaches to proactive monitoring, incident resolution, automation and continuous improvement, enabling IT operations leaders to benchmark service maturity, reduce downtime and align workplace support services with evolving business and workforce demands.

Digital workplace and EX professionals

Should read this report to understand how workplace operations and support services contribute to consistent, high-quality EX across devices, locations and work models. The report provides insights into service design, experience measurement and operational practices that help enterprises improve satisfaction, reduce friction and ensure employees have reliable access to tools and support required for effective and productive work.

Security and risk management professionals

Should read this report to evaluate how providers of workplace operations embed security, compliance and risk controls into end-user support and device management services. The report outlines the operational practices that help balance secure access with usability, highlighting how providers support secure workplace operations while maintaining service continuity, regulatory compliance and positive EX in hybrid and remote environments.



This quadrant assesses providers that manage enterprise **end-user technology environments, delivering deployment, configuration, security and support services for employees**, alongside localised delivery capabilities for clients with regional operations.

Kevin Turner

Definition

This quadrant evaluates service providers that assume end-to-end responsibility for building, transitioning and operating the digital workplace at scale. It spans the full lifecycle of end-user technology services, from design and transition to run, day-to-day operations, support and continuous optimization. The scope of services includes unified endpoint and application management, device as a service, virtual desktops, service desk, and field/proximity services, all leveraging digital employee experience (DEX) telemetry.

Providers in this quadrant increasingly deliver AI-powered, EX-led operations, incorporating experience management offices and XLAs to prioritize business outcomes. Key differentiators include automation, self-healing and AI-driven support, enabling proactive issue resolution and cost-efficient service delivery. The quadrant reflects the market shift towards integrated, outcome-oriented digital workplace operations, moving beyond fragmented, tool-centric services.

Eligibility Criteria

1. Provide **end-to-end digital workplace build and run services**, including transition-to-run and steady-state operations
2. Deliver **service desk services,** including omnichannel, remote and contextualized end-user support
3. Provide **unified endpoint and application management,** including staging, configuration, patching, security and application provisioning
4. Offer **device lifecycle management,** covering procurement, logistics, deployment, support, refresh, disposal and recycling, with **device-as-a-service options**
5. Demonstrate experience in delivering **virtual desktop services** across on-premises, cloud and hybrid environments, including **desktop as a service**
6. Provide field services and IMAC/R/D support, including remote and on-site break/fix services and in-person technical assistance
7. Operate **EX-led support models,** leveraging **DEX telemetry** to prioritize and improve workplace performance
8. Offer **XLA-driven service delivery** that measures outcomes, such as productivity, task success and user sentiment, beyond traditional SLA metrics
9. Leverage **automation, analytics and AI-enabled support, including** automated issue resolution, self-service and proactive remediation
10. Maintain a robust **regional delivery presence**

Observations

This quadrant focusses on providers with a strong local presence and specialised skills in managing end-user technology services for midsize enterprises in the UK. These providers are becoming strategic partners, offering scalable and cost-effective digital workplace solutions and services.

Key services include:

- Device lifecycle management with sustainability measures.
- Cloud-based virtual desktop infrastructure (VDI) for hybrid and remote workforces.
- Unified endpoint management (UEM) for BYOD and secure access.
- Proactive digital employee experience (DEX) monitoring to enhance user satisfaction.

Quadrant highlights in 2026

- *Leaders* and Rising Stars have deep experience with UK midmarket clients, offering holistic end-user computing (EUC) services that balance cost, performance and UX. Their offerings often include Copilot integration, sustainability reporting and industry-specific device support.
- *Product Challengers* innovate with desktop as a service and full device lifecycle automation, focusing on UX optimisation and operational efficiency.
- *Market Contenders* maintain strong regional coverage and focus on expanding their DEX and endpoint analytics capabilities to support proactive and predictive service models.

Trends for the coming years include the following:

- AI copilots will standardise EUC support, reducing ticket volumes.
- Sustainability will be a major factor, with greater emphasis on sourcing transparency.
- Industry-specific EUC bundles will cater to unique sector needs.
- Composable EUC platforms will allow customised service combinations.
- Security and compliance automation will become critical as regulatory pressures increase.

This quadrant reflects the UK midmarket maturity, where digital workplace enablement is crucial for growth and talent retention.

From the 43 companies assessed for this study, 16 qualified for this quadrant, with six being Leaders and one Rising Star.

Capita

Capita is a well-established leader in providing managed end-user technology services tailored to midmarket clients across industries, including the public sector, in the UK. It has strong expertise in consulting, digital transformation and IT service delivery.

CGI

CGI has a strong reputation in the UK for delivering high-quality managed end-user technology services, particularly within the public sector. Its comprehensive suite of workplace services reflects its commitment to customer satisfaction, innovation and operational excellence.

getronics

Getronics is a leading provider of managed end-user technology services with a global footprint and a strong focus on the midmarket. It offers customised solutions that address the unique needs of clients across industries.

movate

Movate specialises in delivering managed end-user technology services tailored for small and midsize businesses (SMBs). Its offerings are designed to drive digital transformation while embedding sustainability and social responsibility into service delivery.

SCC

SCC is a leading provider of managed end-user technology services that focus on enhancing employee productivity and digital enablement. With a strong emphasis on end-to-end service management, SCC helps clients modernise their IT environments and drive EX.

UST

UST is a leading provider of managed end-user technology services for midmarket clients in the UK. It drives business outcomes for clients through seamless technology experience and AI-driven automation, elevating employee productivity and experience.

Bechtle (Rising Star) provides managed end-user technology services underpinned by Bechtle's multi-agent architecture, which delivers as an orchestrator of AI ecosystems rather than a tool implementer.

AI-augmented Collaboration and Experience Services

This report is valuable for providers offering **AI-augmented collaboration and experience services** in the **U.K.** to understand their market position and for enterprises looking to evaluate these providers. In this quadrant, ISG highlights the current market positioning of these providers based on the depth of their service offerings and market presence.

Workplace technology leaders

Including CIOs and heads of digital workplace and collaboration platforms, should read this report to learn how service providers apply AI to enhance collaboration ecosystems and EX. The report will help leaders evaluate partners that combine collaboration platforms, experience insights and intelligent automation to improve adoption, productivity and consistency across hybrid, remote and in-office work environments.

Digital and EX transformation professionals

Should read this report to assess how AI-augmented collaboration and experience services support enterprise-wide digital and EX transformation initiatives. The report provides insights into how providers use AI to optimise workflows, personalise interactions and reduce friction across collaboration tools, enabling organisations to improve engagement and align experience investments with measurable business outcomes.

IT operations and support professionals

Should read this report to understand how AI is embedded into collaboration and experience services to improve operational efficiency and service quality. The report highlights service models that leverage automation, analytics and proactive issue resolution to reduce support effort, enhance platform stability and deliver consistent collaboration experiences across users, devices and global locations.

Procurement and vendor management professionals

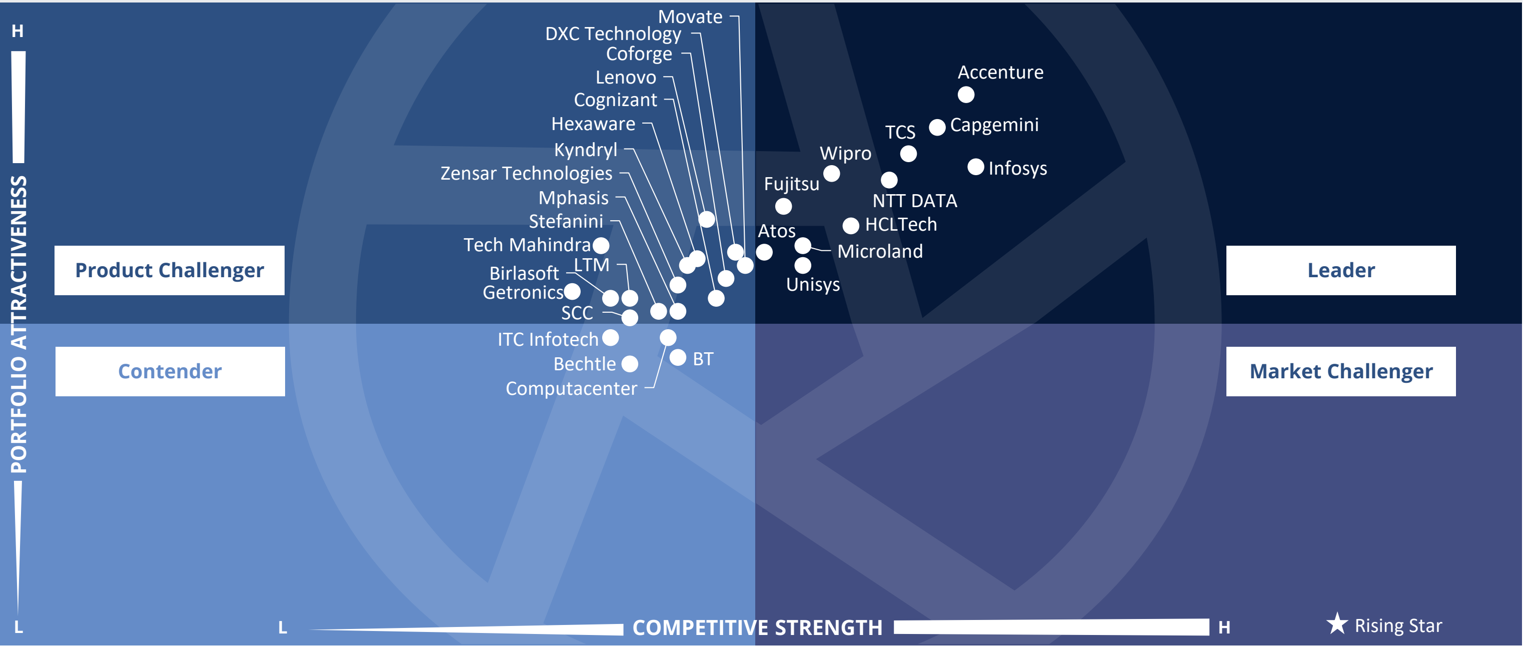
Should read this report to gain a structured view of the global provider landscape for AI-augmented collaboration and experience services. The report help professionals make informed sourcing decisions by outlining service scope, differentiation and delivery approaches. It also helps procurement teams assess provider fit, manage risk and align collaboration investments with enterprise cost, performance and value objectives.

ISG Provider Lens®

Source: ISG RESEARCH

Future of work – Services
AI-augmented Collaboration and Experience Services

U.K. 2026



This quadrant assesses providers that offer **managed unified communications and collaboration (UCC)** and **EX enhancement services**, leveraging the latest technologies to help clients deliver a diverse range of workplace solutions and achieve their **XLA** vision.

Kevin Turner

Definition

This quadrant evaluates providers that design, deploy and continuously optimize collaboration and communication services in the digital workplace, enhanced by AI and agentic assistants. It covers enterprise collaboration platforms and communication technologies, including meetings, messaging, calling and conferencing, alongside content and knowledge management and flow-of-work experiences.

As AI-augmented collaboration becomes the primary interface for modern work, providers help organisations evolve their collaboration ecosystems by embedding AI capabilities such as copilots, contextual assistants and meeting intelligence into everyday workflows. Success in this quadrant is measured by experience and adoption outcomes, including engagement and sentiment. Providers employ an experience-led delivery model, combining analytics, EX and DEX insights, OCM and enablement to drive sustainable adoption.

Eligibility Criteria

1. **Design, deploy and optimize collaboration and experience** services across meetings, messaging, content, knowledge and flow-of-work environments
2. **Deploy and manage collaboration platforms**, such as Microsoft Teams, Zoom, Cisco Webex and comparable ecosystems, alongside experience optimization and adoption services
3. **Leverage AI and GenAI to augment collaboration and EX**, including copilots, assistants, meeting intelligence and contextual knowledge support
4. **Provide AI-augmented and contextualized user support within collaboration** and work environments, aligned to user roles and tasks
5. Adopt an **experience- and XLA-focused delivery approach,** measuring outcomes such as adoption, task success, engagement and user sentiment
6. Deliver services that enable **effective change management and technology adoption**, including training, enablement and digital dexterity programs
7. **Support experience management functions**, such as XMO or equivalent models, using analytics, sentiment analysis and behavioral insights
8. Demonstrate **outcome-driven impact**, with verifiable improvements in productivity, collaboration effectiveness or EX
9. Ensure **responsible and ethical use of AI,** including governance, transparency and human oversight in AI-augmented workplace services

Observations

This quadrant focusses on the rising significance of collaboration and next-generation experience services, as businesses align EX with digital transformation. Providers are evaluated not just based on their collaboration tools but also on their integration of experience-level agreements (XLAs) into business outcomes. Tools such as Microsoft Copilot and Zoom AI Companion are enhancing workplaces by facilitating real-time decision-making and intelligent workflow automation, while prioritising governance and ethical AI use.

Quadrant dynamics in 2026:

- *Leaders* excel in creating holistic experience management (XM) and XLA frameworks that combine telemetry and sentiment analysis for measurable outcomes.
- *Product Challengers* are gaining traction by offering Copilot services and nuanced XLA models focusing on user satisfaction.
- *Market Challengers* excel in regulated sectors, expanding their experience measurement to include accessibility and digital well-being.
- *Contenders* differentiate with predictive analytics and modular offerings that anticipate user needs.

The next 12-24 months are characterised by the following trends:

- AI Copilots will integrate into all collaboration layers, from meetings to task management.
- Experienced orchestration platforms will enable real-time adjustments based on user context.
- XLAs will evolve into multi-dimensional contracts, focusing on sustainability and business impact.
- Voice and video intelligence will enhance compliance and customer engagement.
- Composable collaboration stacks will allow enterprises to customise UCC environments for specific roles and workflows.

This quadrant focuses on organisations aiming to future-proof their digital workplace, enhance EX and drive measurable business value.

From the 43 companies assessed for this study, 30 qualified for this quadrant, with 11 being Leaders and one Rising Star.

accenture

Accenture delivers industry-leading digital workplace collaboration and experience services tailored for enterprise clients in the UK. The approach blends human ingenuity with intelligent technologies, including AI, automation and cloud platforms, to create seamless EX.

Atos

Atos offers digital workplace collaboration and experience services designed to help UK enterprises integrate people and technology in meaningful ways. Leveraging its expertise in hybrid cloud, cybersecurity and AI, the company creates connected ecosystems to support flexible work models.

Capgemini

Capgemini is a recognised leader in workplace collaboration and next-generation experience services, helping UK enterprises achieve impactful transformation outcomes. Its services are grounded in design thinking, automation and cloud-native platforms, driving EX.

FUJITSU

Fujitsu delivers high-impact digital workplace collaboration and experience services to blend human-centric design with advanced technologies. Its solutions deliver connected, intelligent environments to empower employees, foster innovation and support hybrid work.

HCLTech

HCLTech leverages its XMO (Experience Management Office) framework to deliver innovative collaboration and next-generation experience services. Combining deep domain expertise with AI, automation and cloud capabilities, it helps clients enhance employee productivity.

Infosys offers a robust suite of collaboration and experience services that accelerate workplace transformation for large UK enterprises. It delivers enhanced EX by combining its global delivery model, strategic partnerships and creative innovation programs.

Microland transforms from a workplace service provider to an Experience Operator and drives results by shifting the conversation from tickets, staffing and SLA compliance to productivity, sentiment, user journeys and XLAs.

NTT DATA's next-generation experience services combine agentic service desk, field services cockpit, AR-guided support, technology bars, kiosks, lockers, digital humans and intelligent remote support.

TCS partners with clients to deliver next-generation workplace experience services that empower employees and drive digital transformation. Focusing on AI, cloud and automation, it helps organisations modernise their workplace infrastructure and deliver enhanced EX.

Unisys provides agile and scalable collaboration and experience services that support rapid workplace transformation and enhance EX. Its offerings are particularly well-suited for organisations prioritising employee engagement, productivity and operational excellence.

Wipro delivers human-centric digital workplace solutions through its Live Workspace™ platform. Its collaboration and experience services are designed to support hybrid work, enhance employee satisfaction and drive business agility.

Unisys

Leader

"Unisys is a leading provider of AI-augmented services and delivers enterprise solutions through Intentional AI, to ensure real adoption and measurable utilisation as clients expect value and benefits from AI."

Kevin Turner

Overview

Unisys is headquartered in Pennsylvania, US. It has more than 15,000 employees across 20 countries. In FY25, the company generated $2.0 billion in revenue. Unisys' heritage as a deep engineering provider enables it to develop the next-generation AI-augmented services for the modern workforce. Unisys has advanced workplace modernisation by emphasising Intentional AI, recognizing that enterprise-grade adoption depends on basics such as data classification, prompt libraries, organisational change management and governance. This approach is essential to help enterprise clients achieve the anticipated benefits.

Strengths

IT support transformation solutions: Unisys' Service Experience Accelerator (SEA) includes knowledge assessment, knowledge gap mapping, ticket density analysis, article generation, quality scoring and curated resolution content. The company reports improved virtual-agent outcomes and highlights how it enhances the knowledge base to strengthen support capabilities.

Modern field services fused with AI, AR and logistics: Unisys' field services operations are digitally orchestrated, combining Salesforce route optimisation, Agentforce AI, augmented reality, just-in-time training, pre-work briefs, post-work summaries, smart lockers and loaner-device workflows. It treats field services as a platform capability rather than labour capacity. The combination of physical presence, digital intelligence and workflow automation drives efficiencies for Unisys and its clients.

Intentional AI with governance: Unisys defines and controls many foundational blocks needed for AI-augmented services, including data classification, prompt libraries, organisational change management, neural processing unit (NPU) usage, targeted rollout of AI-capable devices and policy issues that blocked AI value realisation. Unisys has strengthened the credibility and practical deployment and adoption of AI-augmented services, especially for cautious enterprise buyers wary of underutilised AI licences and hardware.

Caution

Unisys should highlight more case studies of the increased adoption and value realisation delivered by its governance and control. This would attract new clients, especially those struggling with AI adoption.

Smart and Sustainable Workplace Services

Who Should Read This Section

This report is valuable for providers offering **smart and sustainable workplace services** in the **U.K.** to understand their market position and for enterprises looking to evaluate these providers. In this quadrant, ISG highlights the current market positioning of these providers based on the depth of their service offerings and market presence.

C-suite executives

Should read this report to understand the latest smart and sustainable workplace service trends. This report will provide insights to these executives, equipping them to make strategic decisions on allocating resources effectively in keeping with these trends and consequently achieve their organisation's sustainability goals.

Chief sustainability officers and ESG

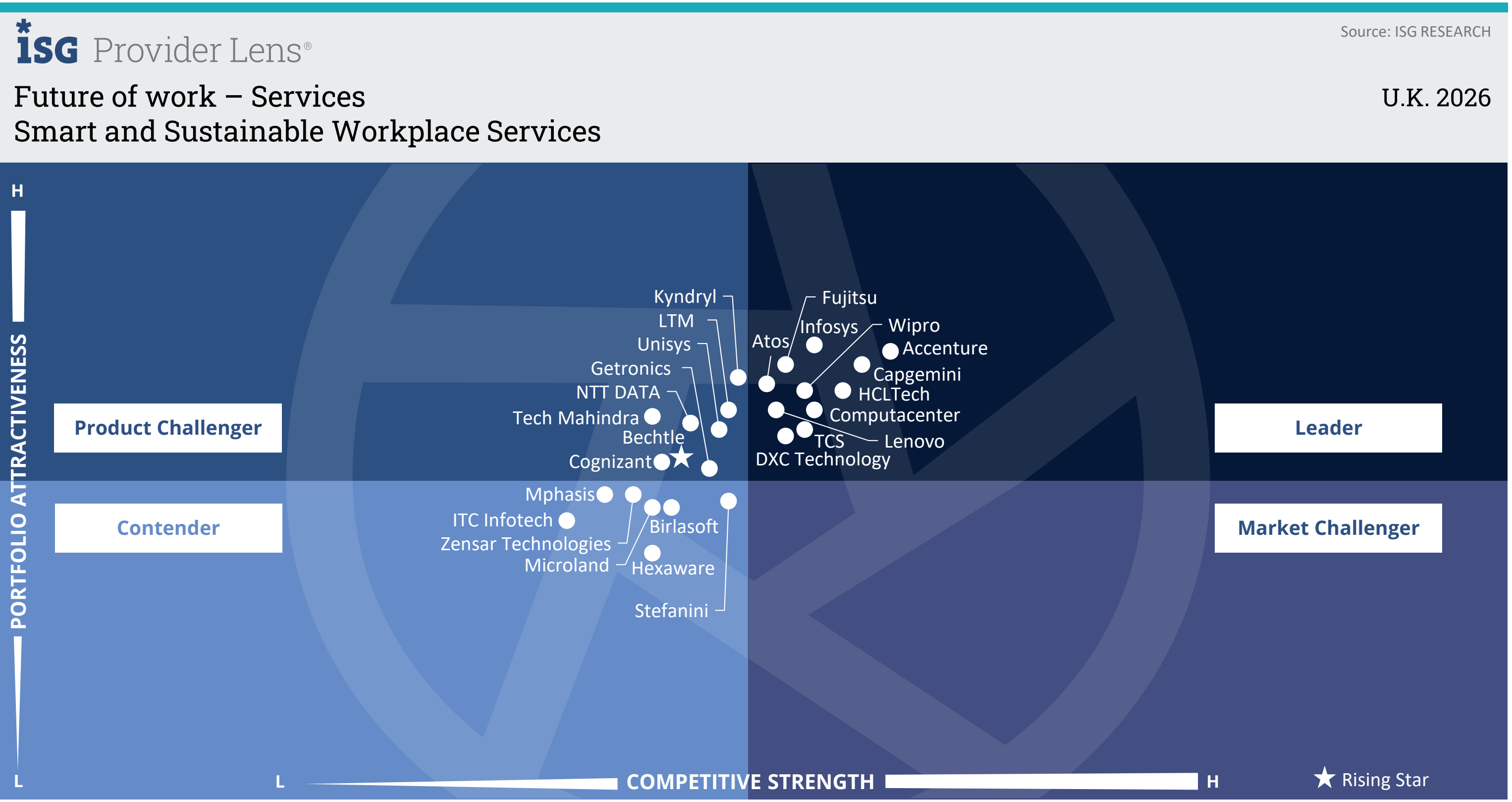
Professionals should read this report for insights into developing and implementing effective sustainability strategies. Understanding the latest advancements and best practices in smart and sustainable workplace services will help them improve their organisation's ESG performance.

Strategy professionals

Should read this report to identify the most suitable smart and sustainable workplace service providers required to develop and implement effective ESG strategies for their companies. This report will enable them to evaluate the capabilities of various providers and select the ones aligned with their own sustainability objectives.

Consulting professionals

Should read this report to advise companies on sustainability strategies and performance and stay updated on the latest industry trends and developments. By leveraging the insights from this report, consultants can recommendations and support clients in achieving their sustainability goals.



This quadrant evaluates service providers that support workplaces by incorporating human, digital and physical elements to facilitate remote, hybrid or in-person collaboration and productivity while assisting clients in achieving **sustainability goals.**

Kevin Turner

Definition

This quadrant evaluates service providers that design, implement and manage smart, technology-enabled physical workplaces that support hybrid collaboration, operational efficiency and workplace-driven sustainability. Providers help organisations integrate buildings, workplaces and collaboration spaces into intelligent environments by combining IoT-enabled infrastructure, analytics and digital platforms. They deliver experience parity for in-office and remote participants through smart meeting rooms and integrated collaboration technologies. Services optimize the physical workplace as a strategic asset, addressing space utilization, energy efficiency, environmental impact and employee well-being.

The emphasis is on creating adaptive, inclusive and responsible workplaces that align human, digital and physical needs. Sustainability is embedded as a core design and operating principle, supported by ESG-aligned workplace strategies, measurable outcomes and transparent reporting.

Eligibility Criteria

1. Design, implement and manage **smart physical workplace environments**, leveraging IoT-enabled infrastructure, sensors and analytics across spaces
2. Enable **smart workplace analytics,** including space utilization, occupancy, environmental conditions and workplace performance insights
3. Deliver **smart meeting rooms and collaborative workspaces** that support **experience parity** between in-office and remote participants through integrated collaboration and audio-visual technologies
4. Support **energy efficiency and resource optimization,** including energy management, monitoring and optimization of physical workplace assets
5. Provide **workplace-driven sustainability** services, including initiatives and solutions to reduce carbon emissions and the environmental impact of workplaces
6. Deliver **inclusive and adaptable work environments,** supporting diverse workstyles, accessibility requirements and hybrid working models
7. Integrate **physical workplace data with digital workplace platforms,** enabling unified management, visibility and optimization of human, digital and physical workplace dimensions
8. Support **ESG-aligned workplace strategies and reporting,** including metrics and data relevant to ESG requirements, with a focus on workplace utilization and impact

Observations

This quadrant focusses the increasing integration of sustainability and ESG into digital workplace strategies amongst UK enterprises. Sustainability is becoming a vital part of workplace transformation and a strategic differentiator. This report evaluates providers delivering smart, sustainable solutions aligned with ESG goals.

Key objectives for 2026 include:

- Measuring and reducing digital carbon footprints through optimised cloud usage and endpoint management.
- Designing hybrid work models to lower commuting emissions and optimise office space.
- Implementing circular IT practices for device reuse and responsible recycling.
- Tracking ESG metrics within workplace technologies for broader sustainability reporting.

Quadrant dynamics in 2026:

- *Leaders* provide comprehensive sustainable solutions, smart building integration and sustainability-linked XLAs.
- *Product Challengers* excel in ESG alignment, emphasising diversity, equity and inclusion (DEI) and investing in sustainability dashboards.
- *Contenders* focus on device lifecycle management and efficiency, especially for midmarket clients.
- *Market Challengers* offer digital workplace services but are still developing sustainability capabilities.

Sustainability trends for the next five years:

- Standardisation of carbon-aware IT operations and real-time emissions tracking.
- Emergence of sustainability-linked contracts connecting provider compensation to ESG outcomes.
- AI-driven energy optimisation across workplace systems.

As sustainability becomes central to workplace strategy, smart and sustainable workplace services will be crucial for UK enterprises in achieving net-zero goals.

From the 43 companies assessed for this study, 26 qualified for this quadrant, with 11 being Leaders and one Rising Star.

Accenture delivers intelligent and sustainable workplace solutions, seamlessly integrating business strategy, digital innovation and sustainability consulting. Its approach focuses on embedding ESG principles into workplace transformation.

Atos offers intelligent, environmentally conscious workplace solutions designed to support clients with future-ready, efficient and low-impact work environments. With a strong emphasis on decarbonisation and digital enablement, Atos helps organisations meet ESG goals.

Capgemini delivers intelligent and sustainable workplace services that empower clients to transition to greener, more efficient digital environments. Leveraging its deep consulting expertise and global delivery capabilities, Capgemini supports clients' ESG objectives.

Computacenter offers its clients holistic and integrated workplace solutions with an in-built commitment to sustainability. Its environmentally friendly solutions help clients meet their sustainability goals while using technology effectively.

DXC Technology provides intelligent and sustainable workplace services through a consultative approach that integrates ESG strategy, digital transformation and operational excellence. The DXC UPtime™ platform supports clients with actionable sustainability insights.

Fujitsu's intelligent and sustainability-focused workplace services are underpinned by its Uvance™ business model. This model gives a human-centric and environmentally responsible approach to digital transformation, helping clients achieve their smart sustainability goals.

HCLTech is a leading provider of sustainable workplace services, leveraging its ACE (Assess, Consult, Engage) methodology to guide clients through their sustainability journeys. With a strong foundation in digital advisory and automation, HCLTech delivers ESG results.

Infosys offers smart and sustainable workplace services that combine its global delivery network, innovation hubs and strategic partnerships to meet ESG targets. Its solutions focus on energy-efficient IT operations, sustainable procurement and employee-centric design.

Lenovo combines comprehensive workplace coverage of device lifecycle control, carbon intelligence and smart collaboration technologies to help enterprises create more sustainable and experience-led workplaces and deliver ESG outcomes.

TCS delivers intelligent and sustainable workplace services through a global workforce and a strong commitment to innovation. By integrating GenAI, IoT and cloud-native technologies, TCS helps clients achieve their ESG goals while modernising the workplace.

Wipro is a leading provider of smart and sustainable workplace services. It leverages its Live Workspace™ platform and deep consulting expertise to deliver human-centric, low-impact digital workplace solutions. Wipro's services are designed to help clients reduce carbon emissions.

Bechtle (Rising Star) combines IoT-enabled workplace intelligence, smart meeting room integration and lifecycle-led sustainability services to help UK organisations connect physical workplace performance with digital workplace outcomes for ESG-aligned transformation.

Appendix

The ISG Provider Lens 2026 – Future of Work — Services study 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.

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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 service providers and analysis of publicly available market information from multiple sources. The data collected for this report represent information that ISG believes to be current as of June 2026 for providers that actively participated and for providers that did not. ISG recognizes that many mergers and acquisitions may have occurred since then, but this report does not reflect these changes.

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

The study was conducted in the following steps:

1. Definition of Future of Work – Services 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 & experience (wherever applicable)
5. Detailed analysis and evaluation of services and service documentation based on the facts & figures received from providers and other sources.
6. Use of the following key evaluation criteria:
    * Strategy and vision
    * Innovation
    * Brand awareness and presence in the market
    * Sales and partner landscape
    * Breadth and depth of portfolio of services offered
    * Technology advancements

Lead Analyst

Kevin Turner
Principal Analyst

Kevin Turner brings more than 40 years of experience spanning digital advisory, IT sourcing, technology and industry research. He is a digital expert at ISG, responsible for authoring thought leadership papers and ISG Provider Lens® reports around Future of Work. Kevin's remit includes advising senior executives on digital strategy, product planning, emerging tech, and IT procurement. Kevin has authored research reports in the realm of the Future of Work and IT outsourcing.

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Varsha Sengar
Research Specialist

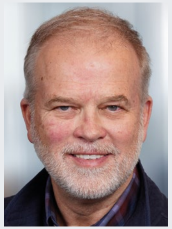
Varsha Sengar is a Research Specialist at ISG and is responsible for supporting ISG Provider Lens® studies on Chemicals and Manufacturing Services and Solutions. She has also co-authored the Public Sector and Retail & CPG Services Studies. She has over 9 years of experience in technology research and consulting. At ISG, she is responsible for delivering enterprise' perspective for IPL and collaborates with analysts, advisors and enterprise clients on various research requests including primary and secondary research. She supports the lead analysts across multiple regions in the research process and authors the global summary and focal points. Prior to this role, she has carried out multiple ad-hoc projects and competitive benchmarking reports delivering industry level actionable insights and recommendations.

Study Sponsor

Iain Fisher
Director and Principal Analyst

Iain Fisher is ISG's head of industry research and market trends. With over 20 years in consulting and strategic advisory, Iain now focuses on cross industry research with an eye on technology led digital innovation, creating new strategies, products, services, and experiences by analysing end-to-end operations and measuring efficiencies focused on redefining customer experiences. Fisher is published, known in the market and advises on how to achieve strategic advantage. A thought leader on Future of Work, Customer Experience, ESG, Aviation and cross industry solutioning. He provides major market insights leading to changes to business models and operating models to drive out new ways of working.

Fisher works with enterprise organizations and technology providers to champion the change in customer focused delivery of services and solutions in challenging situations. Fisher is also a regular Keynote speaker and online presenter, having authored several eBooks on these subjects.



IPL Product Owner

Jan Erik Aase
Partner and Global Head – ISG Provider Lens®

Mr. Aase brings extensive experience in the implementation and research of service integration and management of both IT and business processes. With over 35 years of experience, he is highly skilled at analyzing vendor governance trends and methodologies, identifying inefficiencies in current processes, and advising the industry. Jan Erik has experience on all four sides of the sourcing and vendor governance lifecycle - as a client, an industry analyst, a service provider and an advisor.

Now as a research director, principal analyst and global head of ISG Provider Lens®, he is very well positioned to assess and report on the state of the industry and make recommendations for both enterprises and service provider clients.

ISG Provider Lens®

The ISG Provider Lens® Quadrant research series is the only service provider evaluation of its kind to combine empirical, data-driven research and market analysis with the real-world experience and observations of ISG's global advisory team. Enterprises will find a wealth of detailed data and market analysis to help guide their selection of appropriate sourcing partners. ISG advisors use the reports to validate their own market knowledge and make recommendations to ISG's enterprise clients. The research currently covers providers offering their services across multiple geographies globally.

For more information about ISG Provider Lens® research, please visit this webpage.

ISG Research™

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ISG

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The firm, founded in 2006, is known for its proprietary market data, in-depth knowledge of provider ecosystems, and the expertise of its 1,600 professionals worldwide working together to help clients maximize the value of their technology investments.

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