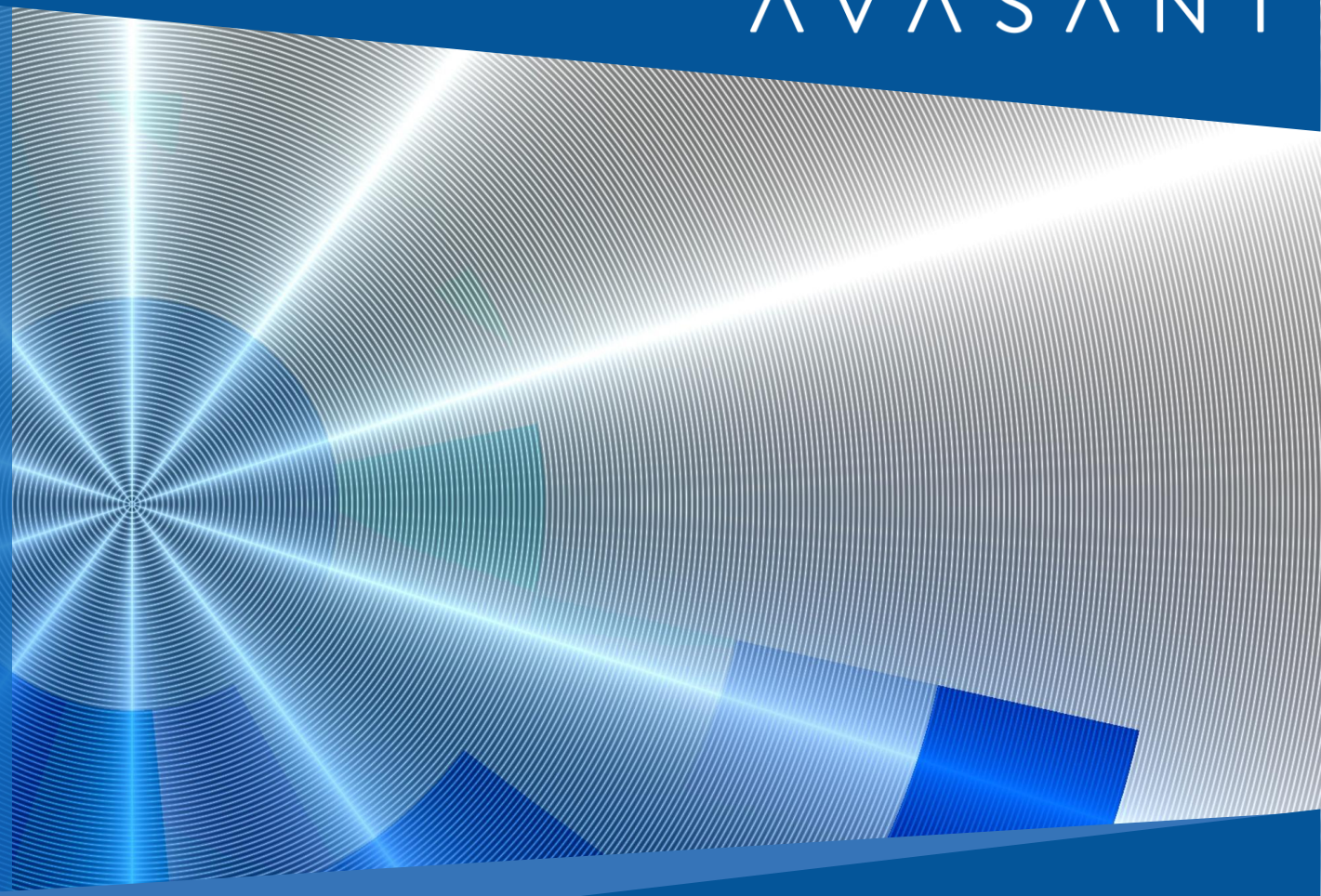
Digital Workplace Services 2026 RadarView™

Automation, observability, and AI redefine workplace service delivery

October 2026



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About the Digital Workplace Services 2026 RadarView

1. The *Digital Workplace Services 2026 RadarView* is a companion report to the *Digital Workplace Services 2026 Market Insights*. While the Market Insights report takes a broader perspective, offering a comprehensive overview of the current state of the digital workplace services market, this report concentrates on evaluating service providers.

2. Avasant used a rigorous methodology to evaluate 39 providers across the key dimensions of practice maturity and future-proofing. Through our analysis, we recognized 29 providers that brought the most value to the market over the past 12 months.

3. The *Digital Workplace Services 2026 RadarView* aims to offer insights into the leading service providers in the digital workplace services space. Based on our methodology, these service providers are categorized into four broad segments: leaders, innovators, disruptors, challengers, and tech pioneers.

4. To enable decision-making for enterprises, Avasant has provided an overview of the major service providers in the digital workplace services domain. This includes a list of their top enterprise clients, customer success stories, key IP assets/solutions and partnerships, and major industry verticals they serve. This is supported by an analyst's perspective on the provider across the key dimensions defined in the second point above.

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Key reports of Avasant's digital workplace services research



Market Insights™ 2026

This report presents a comprehensive view of the digital workplace services landscape, examining the current market state while offering a forward-looking perspective on the trends redefining workplace operations.



RadarView™ 2026

This report examines how leading service providers are delivering digital workplace services. It covers key supply-side trends and features a deep-dive analysis of providers that Avasant has recognized for their excellence and innovation in the space.

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Defining digital workplace services

Digital workplace services (DWS) bring together technologies, tools, and platforms that aim to create a more integrated, collaborative, and flexible work environment. DWS extends beyond devices and applications to include services that enhance employee communication, collaboration, and organizational productivity. These services transform the workplace culture and enable new ways of working through digital technologies.

Key digital workplace services

Workplace consulting services:
Deliver transformation road maps by identifying workflow gaps, designing user personas, and mapping the employee experience journey by leveraging Gen AI to simulate user journeys and personalize experience strategies.

Desktop and application virtualization services:
Deliver secure access to physical and virtual desktops, applications, and data through offerings such as DaaS, VDI, and Device as a Service, while using Gen AI to personalize virtual environments, optimize session performance, and automate IT support.

Unified communication and collaboration services:
Facilitate seamless communication via voice, video, messaging, and email by integrating collaboration tools and access controls, embedding Gen AI for real-time transcription, meeting summarization, and intelligent content generation.

Workplace security services:
Enable end-to-end security for infrastructure, applications, and end-user data by enforcing zero-trust architectures, applying Gen AI to detect anomalies, generate threat intelligence reports, and simulate attack scenarios.

Enterprise mobility services:
Integrate mobile and desktop environments by managing endpoints and delivering cloud-based applications, services, or resources while enhancing the experience with Gen AI-driven automation for contextual assistance and predictive maintenance.

Digital experience monitoring services:
Deliver real-time insights into user behavior, application/device performance, and satisfaction by leveraging UX analytics and sentiment tools, using Gen AI to generate predictive experience models and synthesize user feedback into actionable insights.

Workplace as a Service:
Provide access to the workplace environment via products and services (devices, cloud applications, VPN access, security policies, and so on) in a pay-per-use model, augmented by Gen AI to dynamically adjust configurations and auto-resolve user issues.

Smart and sustainable workplace services:
Transform hybrid workplaces through IoT, AR/VR, and wearables, incorporating Gen AI to generate workplace analytics, simulate energy-saving scenarios, and create adaptive workspace experiences.

Key technology enablers

Cloud	AI and analytics	Intelligent automaton	Immersive technologies	Network and security	Generative AI and agentic AI

Note: DaaS refers to Desktop-as-a-Service and VDI refers to virtual desktop infrastructure

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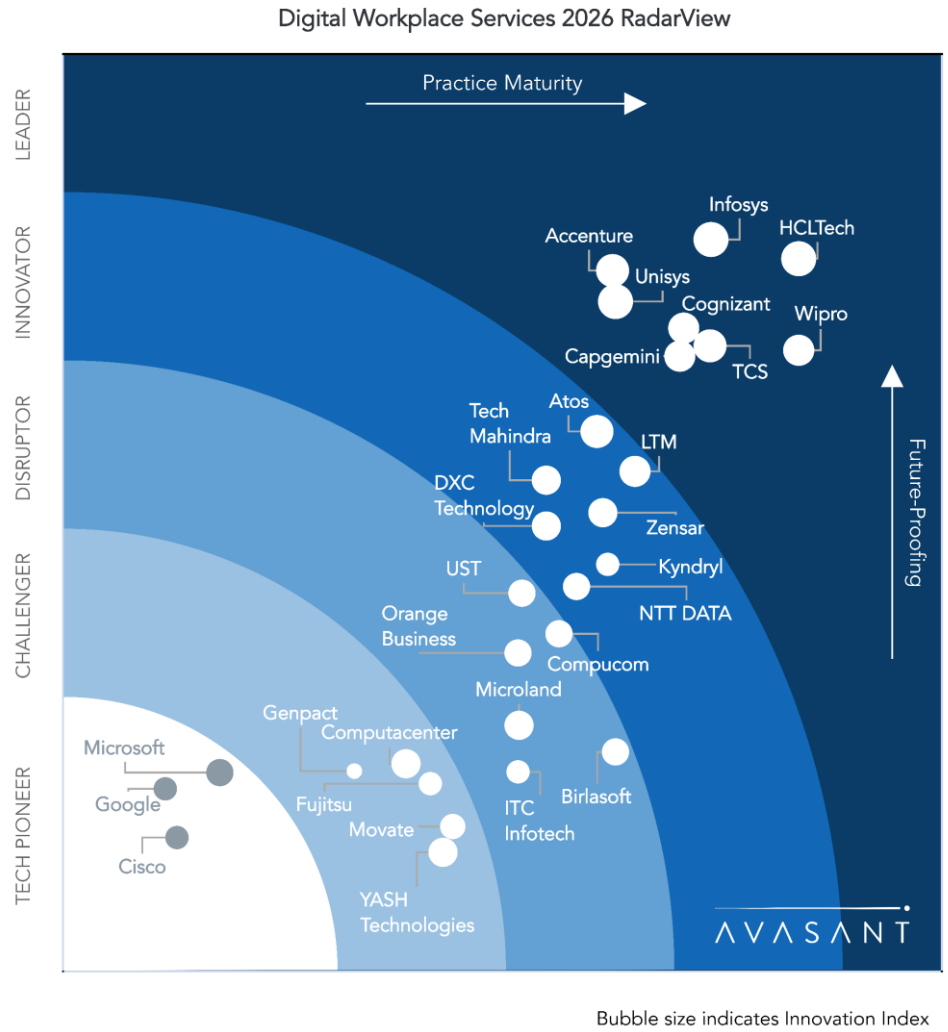
Executive summary

Avasant's *Digital Workplace Services 2026 RadarView* recognizes 29 top-tier providers supporting the transformation of workplace operations



Tech Pioneers are evaluated as a distinct category within the RadarView framework and are not ranked or relative to Leaders, Innovators, Disruptors, or Challengers.

Note: Please refer to Avasant's *Digital Workplace Services 2026 Market Insights™* for demand-side trends.

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Provider comparison (1/4)

Service provider	Practice maturity	Future-proofing	Key highlights
accenture	★★★★	★★★★★	Partners with Microsoft to scale Microsoft 365 Copilot adoption across its workforce. Has codeveloped an agentic AI solution to support factory operations and troubleshooting.
Atos	★★★★	★★★★	Has launched a digital workplace-as-a-service offering with automation and persona-driven analytics. Partners with VMware to enhance virtual desktop capabilities.
birlasoft	★★★	★★★	Has developed SIGMA GenEx DEX to provide real-time visibility into digital employee experience. Partners with Microsoft to deliver modern workplace solutions.
Capgemini	★★★★★	★★★★★	Partners with OpenAI to support enterprise AI adoption and AI coworker deployment. Advances agentic AI-driven operations through integrated data and decision-making platforms.
cognizant	★★★★★	★★★★★	Has developed IndustryNEXT, an industry-specific digital workplace solutions portfolio. Partners with GoTo to expand its reach in the mid-market segment.
compucom	★★★	★★★	Has enhanced enterprise mobility services through FLO with AI-driven endpoint monitoring. Partners with Logitech to deliver managed collaboration and workspace solutions.
Computacenter	★★	★★★	Has acquired AgreeYa to expand its modern workplace capabilities. Collaborates with Nexthink for digital workplace experience management through experience-led services.

Provider comparison (2/4)

Service provider	Practice maturity	Future-proofing	Key highlights
DXC	★★★	★★★★	Has launched DXC OASIS, an agentic platform for AI-driven IT operations and service orchestration. Partners with ElevenLabs to embed voice AI across enterprise services.
FUJITSU	★★★	★★	Has developed DIVA, a video-based remote support capability for visual troubleshooting. Partners with OpenAI for AI-enabled operations and workforce productivity.
genpact	★★	★★★	Advances agentic AI-driven automation with adaptive workflows and self-healing capabilities. Partners with Google Cloud to develop AI agents for finance operations.
HCLTech	★★★★★	★★★★★	Provides enhanced contact center services with AI-powered speech assist and real-time translation capabilities. Collaborates with Moveworks to deliver agentic employee experience offering.
Infosys®	★★★★★	★★★★★	Has introduced Topaz Fabric with AI agents for enterprise service delivery and employee support. Partners with Citrix to deliver secure hybrid workplace and virtual desktop solutions.
ITC INFOTECH	★★★	★★★	Partners with Google Cloud to deploy Gemini Enterprise for AI-driven business process automation. Has established an AI interaction layer supporting a multilingual service desk.
kyndryl	★★★★	★★★	Has launched Digital Twin to analyze workplace operations and optimize employee experience. Partners with ServiceNow to deliver workplace operations.

Provider comparison (3/4)

Service provider	Practice maturity	Future-proofing	Key highlights
LTM	★★★★	★★★★	Has developed BlueVerse WorkplaceIQ platform for self-healing workflows. Partners with Resolve for AI-enabled chatbot and workflow orchestration capabilities.
MICROLAND	★★★	★★★	Has developed intelligeni, an autonomous operations platform for digital workplace services. Partners with Lakeside Software to enhance digital employee experience management.
movate	★★★	★★	Has partnered with Leena AI to enhance employee experience through agentic AI. Offers Mova iO Operations to support AI-led workplace and IT operations services.
NTT DATA	★★★★	★★★★	Has launched One.ESC, a unified platform for AI-driven employee self-service and workflows. Collaborates with Microsoft to embed AI agents into workplace experiences.
orange Business	★★★	★★★	Has launched Live Collaboration, a sovereign collaboration suite for workplace communication. Partners with eXo for sovereign digital workplace solutions.
TCS TATA CONSULTANCY SERVICES	★★★★★	★★★★★	Has developed Workplace Companion, an agentic AI offering with purpose-built Copilot agents. Has expanded its partnership with Zscaler to enhance workplace observability.
TECH mahindra	★★★	★★★★	Advances sustainable workplace operations via its IoT-enabled FLEX Sustainability framework. Has partnered with UKG for employee experience capabilities.

Provider comparison (4/4)

Service provider	Practice maturity	Future-proofing	Key highlights
Unisys	★★★★★	★★★★★	Has advanced its Service Experience Accelerator to automate workplace operations. Has expanded its Salesforce partnership to integrate Agentforce 360 into field services.
UST	★★★	★★★	Partners with Anthropic to embed Claude across platforms and operations. Has developed NEURA Works to enable workplace intelligence and agentic workplace operations.
wipro	★★★★★	★★★★★	Has acquired Mindsprint to expand employee experience and capabilities. Partners with Avaamo to enhance employee support through self-service automation.
YASH Technologies	★★★	★★	Has developed AMURAA vConnect for agent assistance and multilingual voice translation. Partners with Microsoft to deliver workplace modernization solutions.
zensar	★★★★	★★★★	Has advanced ZenseAI.TheVinci with agentic AI for the digital workplace. Collaborates with Smartsheet to support enterprise work management.

Tech pioneer comparison

Service provider	Key highlights
Cisco	Has expanded Webex with agentic AI capabilities for collaboration and employee productivity. Offers ThousandEyes platform for digital experience monitoring and end-to-end visibility across workplace environments.
Google Cloud	Has introduced Workspace Intelligence to provide contextual AI across Google Workspace applications. Offers Gemini Enterprise for AI agent development, orchestration, and governance.
Microsoft	Offers Microsoft 365 Copilot with AI agents and governance capabilities for workplace productivity. Provides Windows 365 Cloud PCs to support flexible and AI-enabled work environments.

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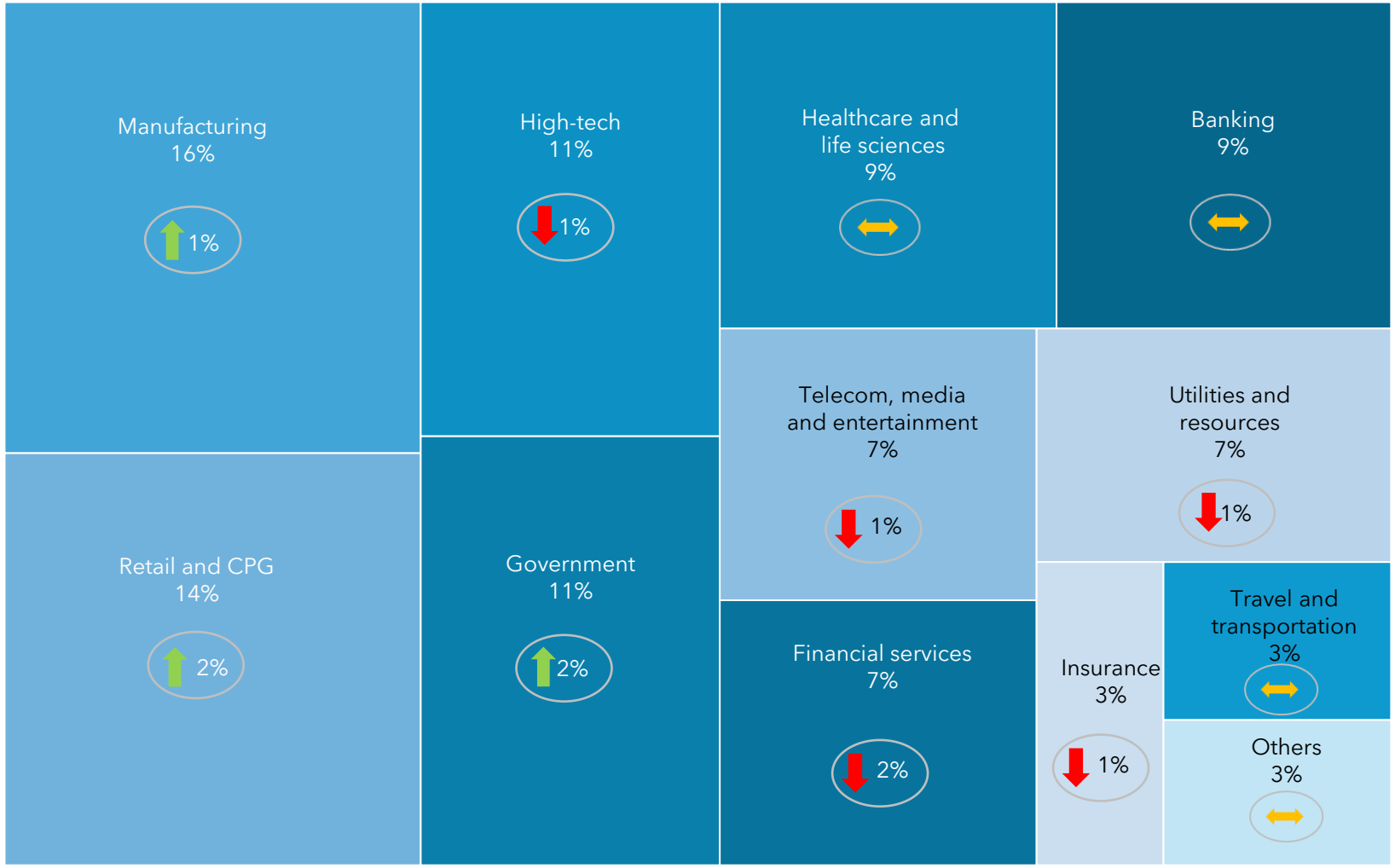
Supply-side trends

Retail and CPG and government lead service provider revenue, driven by frontline enablement and public sector digitization

Percentage of DWS revenue from different verticals



Industries with rising DWS adoption

- **Retail and CPG:** Accelerating investments in frontline enablement, store modernization, and AI-powered support to improve workforce productivity across distributed operations.
- **Government:** Increasing workplace modernization efforts, driven by hybrid work requirements, citizen service digitization, and legacy workplace transformation programs.

Industries with cautious spend

- **Financial services:** Investments are increasingly prioritized toward AI, cybersecurity, compliance, and regulatory priorities, leading to limited workplace budget.
- **Manufacturing:** Investments remain focused on network modernization, while profitability pressures continue to limit workplace transformation spending.

Note: Others include industries such as education, nonprofits, and aerospace and defense.
Source: Avasant Digital Workplace Services RadarView Survey, May–August 2026

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Output-based and fixed pricing account for 51% of engagements as enterprises balance outcomes with cost certainty

Enterprises use fixed pricing for structured transformations and output-based models for scalable, demand-linked workplace operations.

Output-/transaction-based pricing model

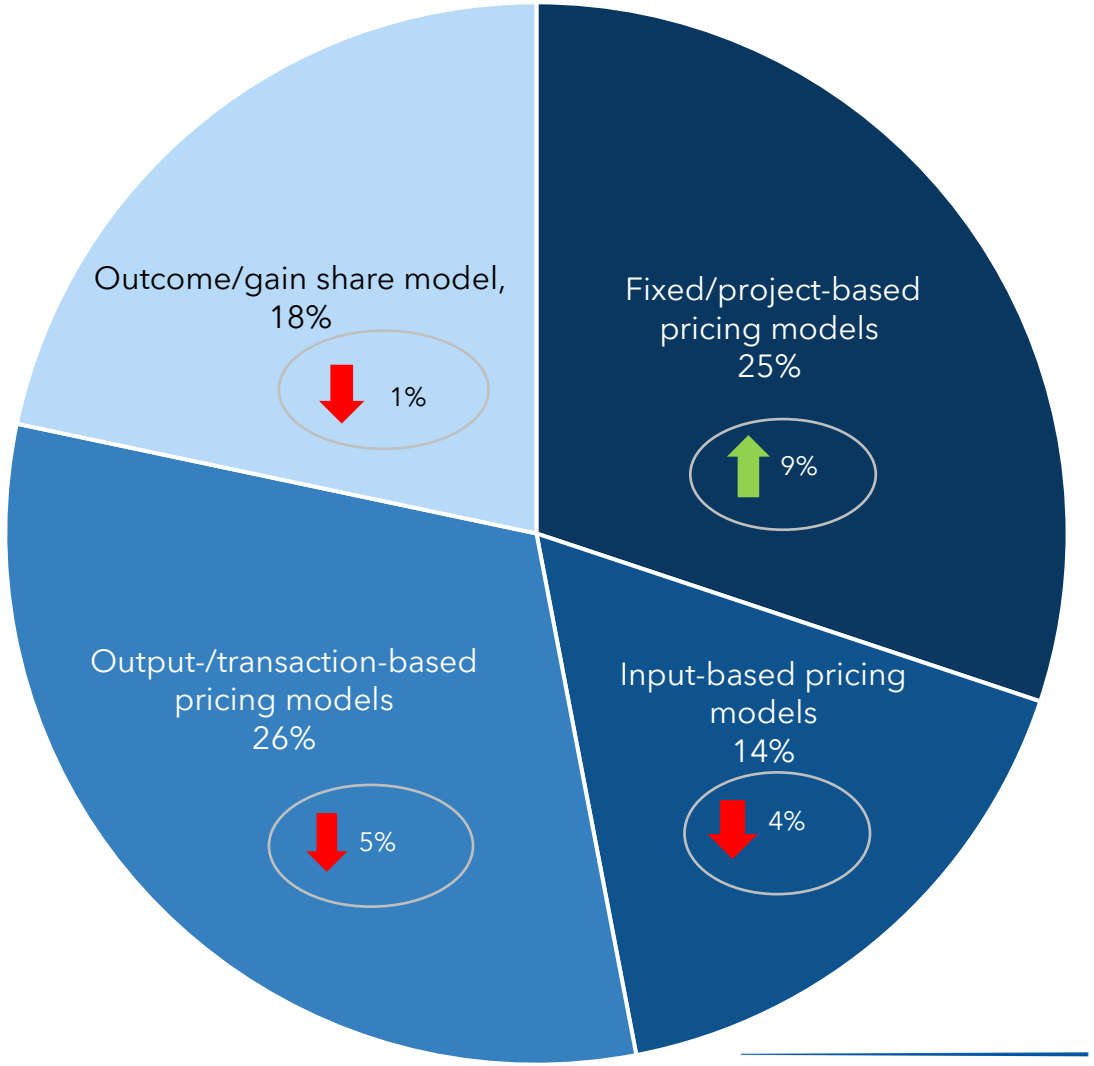
Output- or transaction-based models align workplace service costs with discrete and measurable units of work or consumption.

- Output-based models increasingly extend beyond operational measures such as ticket volumes and resolution rates to XLA-led metrics, covering employee sentiment, satisfaction, digital experience, and service outcomes.
- These are used primarily in service desk, endpoint management, device life cycle, and shared-service engagements, the model improves cost transparency and aligns pricing with demand.

Fixed-price/project-based pricing model

Fixed-price models remain suited to workplace engagements with clearly defined scope, deliverables, milestones, and acceptance criteria.

- Providers apply this model to assessments, migrations, platform deployments, workplace refreshes, modernization programs, and other time-bound transformation projects.
- Pricing is agreed upfront, providing budget certainty and single-point delivery accountability, supported by predefined SLAs, governance, and milestone-based payments.



Note: The remaining 17% is distributed between hybrid pricing (13%) and other pricing models (4%).
Source: Avasant Digital Workplace Services RadarView Survey, May–August 2026

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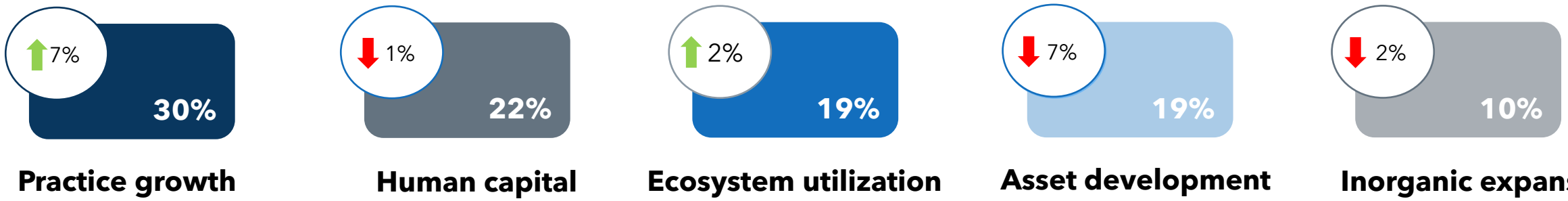
Investment priorities are shifting toward AI-powered workplace offerings, enabling providers to expand digital workplace transformation capabilities

Average share of planned investments across different areas



Practice growth: Providers are strengthening their digital workplace practices through investments in AI-led workplace solutions, Future of Work innovation hubs, strategy and advisory services, workplace CoEs, and regional delivery expansion.

- **Infosys:** Expanded delivery capabilities around AI-first workplace transformation and Copilot adoption, while scaling Future of Work innovation hubs and regional delivery capabilities.
- **Unisys:** Augmented its ESM* practice, while scaling smart and sustainable workplace offerings, and a solution innovation program designed to develop new workplace offerings.

Ecosystem utilization: Providers are embedding partner technologies into workplace platforms and managed services to enable AI-led support, proactive experience management, virtual workspaces, device life cycle services, and intelligent field operations.

- **TCS (Tata Consultancy Services):** Extended its partnership with Zscaler to launch TCS Workspace Experience Studio, combining workplace observability, DEX monitoring, and experience analytics.
- **Wipro:** Strengthened its workplace transformation portfolio through the acquisition of Mindsprint, enhancing capabilities in workflow automation and employee experience intelligence.

*ESM: Enterprise service management
Note: Examples from select service providers.
Source: Avasant Digital Workplace Services RadarView Survey, May–August 2026

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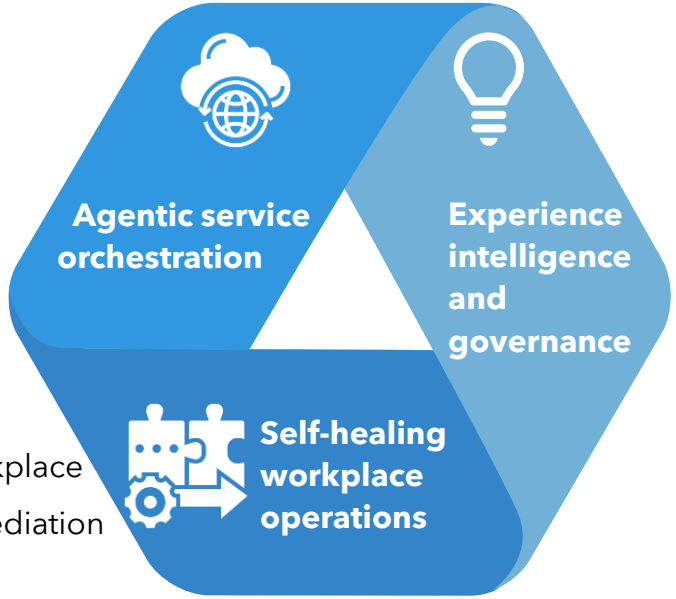
Agentic orchestration, experience intelligence, and self-healing operations are emerging as key differentiators in digital workplace services

- **Offering:** BigFix Agentic Experience Platform (AEX) and WorkBlaze (DEX platform): Built an integrated AI-led service delivery fabric combining AEX, DEX, and XLA frameworks
- **Implementation:** WorkBlaze serves as the digital experience layer, while BigFix AEX orchestrates triage, automation, and remediation across service desk, endpoint, application, and field-support operations.

HCLTech



- **Offering:** WorkNEXT™ AI: Built WorkNEXT AI, a multi-agent workplace platform focused on predictive operations and autonomous remediation
- **Implementation:** WorkNEXT AI uses AI-based prediction, auto-remediation, self-fixing, self-optimizing IT operations, and auto-healing capabilities to identify workplace issues and resolve them before incidents occur.

cognizant

- **Offering:** Engaged employee experience services: Provides engaged employee experience services supported by experience operations centers that combine experience monitoring and governance capabilities
- **Implementation:** Experience Operations Centers combine signals from endpoints, applications, collaboration tools, support interactions, and employee feedback with XLA measurements to identify workplace friction and prioritize improvement actions.

Atos

Note: Examples from select service providers.
Sources: Avasant Research

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Service provider profiles

Accenture: RadarView profile

accenture



Practice maturity ★★★★

Future-proofing ★★★★★

Partners with Microsoft to scale Microsoft 365 Copilot adoption across its workforce. Has codeveloped an agentic AI solution to support factory operations and troubleshooting.

Practice overview

- Practice size: N/A
- Active clients: N/A
- External certifications: N/A
- Delivery highlights: Presence in over 120 countries

$18.7B	6%
Overall revenue, Q3 FY 2026	Overall revenue growth, Q3 FY 2026

Client case studies

- Migrated 2.1 million NHSmail mailboxes to Microsoft Exchange Online for the National Health Service and deployed Microsoft Teams to 1.2 million employees to support secure cloud-based collaboration. This improved collaboration and supported service continuity.
- Scaled the adoption of Microsoft Copilot for Repsol by conducting a pilot with 550 employees, delivering training and change management programs, and establishing support and knowledge-sharing initiatives. This helped save 121 minutes per employee per week on an average.
- Transformed digital collaboration for a global biopharmaceutical company by deploying a Microsoft Teams-based digital workplace toolkit and implementing change management initiatives. This improved collaboration and enabled more flexible ways of working.
- Equipped Petrofac's field workforce with a connected worker solution by deploying wearable devices and remote expert support capabilities. This improved workforce safety, productivity, and site performance, and reduced decision-making time between onshore and offshore teams.

Key IP and assets

- myWizard®: A platform that combines automation, self-service, experience monitoring, and knowledge management to improve digital workplace productivity

Key partnerships

Platform/technology partners

Microsoft, cisco, nexthink, intel, GENESYS, Workera, servicenow, paloalto NETWORKS

Hardware partners

DELL Technologies, ZEBRA

Sample clients

- National Health Service
- Repsol
- A global biopharmaceutical company
- Petrofac
- A global lodging company
- An Asian logistics and financial services institution
- A global resources organization
- Rathbones
- Lufthansa Group
- Siemens

Industry coverage

- Banking
- Financial services
- Government
- Healthcare & life sciences
- High-tech
- Insurance
- Manufacturing
- Nonprofits
- Retail & CPG
- Telecom, media & entertainment
- Travel & transportation
- Utilities & resources

Darker color indicates higher industry concentration:

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Accenture: RadarView profile

Analyst insights

Practice maturity ★★★★

- Accenture provides digital workplace services that focus on connected workplaces, physical workspace transformation, and workforce enablement. The portfolio encompasses workplace collaboration, workplace experience, and AI-enabled workplace capabilities designed to support hybrid work environments across physical and digital workplace settings.
- It offers Podium Property Insights for Workplace, a cloud-based SaaS solution that aggregates building data and uses AI to generate real-time dashboards and reports. The platform helps workplace managers visualize and manage workplace environments using data, analytics, and digital twin capabilities.
- It provides smart building solutions that use connected sensors and a centralized analytics platform to monitor occupancy, air quality, and workplace operations. The offering integrates and analyzes building data to support workplace management, space planning, and monitoring of the workplace environment.
- It leverages the myWizard platform to support digital workplace transformation through automation and AI. The platform provides capabilities including conversational AI, self-healing, experience monitoring, and knowledge management to support IT service management and workplace operations.

Future-proofing ★★★★★

Partner ecosystem

- In April 2026, Accenture partnered with Microsoft to roll out Microsoft 365 Copilot across its global workforce. The deployment expanded from an initial pilot to around 743,000 employees and included adoption programs and the use of Copilot across Microsoft 365 applications such as Outlook, Teams, and Word.
- It partners with ServiceNow to support workplace services through the Workplace Service Delivery platform. The collaboration includes Accenture Places, a workplace services portal built on the ServiceNow AI Platform that enables workspace and meeting room reservations, space planning, capacity management, parking and EV* charging reservations, IT equipment and catering requests, and integration with workplace, financial, and resource management systems.

Investments and innovation

- In April 2026, Accenture, Avanade, and Microsoft codeveloped an agentic factory intelligence system that uses AI agents to assist factory operators with status checks and guided troubleshooting. By combining operational data, machine telemetry, and maintenance records, the system provides contextual recommendations and assists workers in identifying and resolving production issues.
- In March 2026, it announced the acquisition of Ookla to strengthen digital workplace capabilities through Ekahau's enterprise Wi-Fi design, optimization, and troubleshooting solutions. The acquisition enhances workplace connectivity and employee experience by improving network performance and reliability.

*EV: Electric vehicle

Atos: RadarView profile

Atos

AVASANT RADARVIEW™ INNOVATOR Digital Workplace Services 2026

Practice maturity ★★★★

Future-proofing ★★★★

Has launched a digital workplace-as-a-service offering with automation and persona-driven analytics. Partners with VMware to enhance virtual desktop capabilities.

Practice overview

- Practice size: 6,800+
- Active clients: N/A
- External certifications: N/A
- Delivery highlights: 30 global delivery centers

>$1B	<10%
DWS revenue, as of March 2026	DWS revenue growth, as of March 2026

Client case studies

- Implemented a virtual desktop and application environment for a global telecom provider by integrating desktop virtualization with endpoint management and support services. This improved remote working capabilities and reduced dependence on physical infrastructure.
- Standardized collaboration platforms for a global retail organization by integrating communication and support tools into a unified engagement layer. This improved collaboration adoption and enhanced employee productivity across store and corporate locations.
- Standardized device provisioning, life cycle management, and support for a global manufacturing enterprise by deploying a device-as-a-service model. This reduced TCO, improved device performance, and delivered a more consistent user experience across locations.
- Enhanced digital workplace experience for a global insurance company by deploying Experience Operations Center and digital experience monitoring tools to monitor, analyze, and optimize employee journeys. This improved employee productivity and enabled proactive issue resolution.

Key IP and assets

- Experience Operations Center: A platform that aggregates workplace telemetry to provide real-time insights, predictive analytics, and automated remediation for experience-driven service management
- MyITHub: A unified digital workplace platform that provides self-service, knowledge management, and omnichannel IT support through a persona-based employee experience

Key partnerships

Platform/technology partners

kore.ai, Espressive, intel, nexthink, servicenow, Google, citrix, Microsoft

Hardware providers

DELL Technologies

Sample clients

- A global telecom provider
- A global retail organization
- A global manufacturing enterprise
- A global insurance company
- A UK public healthcare organization
- A global insurance and professional services company
- A global agricultural and food solutions company
- A global food and beverage company

Industry coverage

- Banking
- Financial services
- Government
- Healthcare & life sciences
- High-tech
- Insurance
- Manufacturing
- Nonprofits
- Retail & CPG
- Telecom, media & entertainment
- Travel & transportation
- Utilities & resources

Darker color indicates higher industry concentration:

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Atos: RadarView profile

Analyst insights

Practice maturity ★★★★

- Atos provides workplace consulting services covering workplace strategy, persona and journey design, service desk modernization, collaboration and virtualization advisory, and hybrid work enablement. The offering uses Gen AI to analyze experience signals, simulate employee journeys, and support prioritization of transformation initiatives, delivered through its Amplify workplace transformation framework.
- It provides desktop and application virtualization services across desktop-as-a-service, virtual desktop infrastructure, and cloud desktop environments. The offering covers design, migration, and managed operations for physical and virtual workplaces.
- It provides unified communication and collaboration services across voice, video, messaging, email, and meeting environments, with support for Microsoft 365 and Google Workspace ecosystems. The offering covers advisory, deployment, governance, meeting room modernization, and managed operations.
- It provides digital experience monitoring services across endpoints, applications, collaboration platforms, and support interactions. The offering combines experience analytics, sentiment data, XLAs, and Experience Operations Centers to provide visibility into user interactions and experience outcomes.

Future-proofing ★★★★

Partner ecosystem

- In January 2025. Atos partnered with ReadyWorks to enhance device life cycle automation. The collaboration focuses on streamlining device refresh processes, enabling employee self-service for hardware requests, and applying analytics to support life cycle optimization across workplace environments.
- It collaborates with VMware to enhance virtualization and unified endpoint management capabilities. The collaboration focuses on secure remote access, virtual desktop optimization, and the integration of VMware Workspace ONE into workplace platforms, supporting desktop and application virtualization services for hybrid workforce environments.

Investments and innovation

- In May 2026, Atos launched an AI-first Digital Workplace as a Service offering within a modular subscription model. The offering combines AI-powered automation, persona-driven analytics, and modular digital workplace services, including chatbot-based support integrated with customer knowledge during onboarding.
- It has enhanced its Intelligent Contact Center with AI-driven conversational, agent-assist, and intent anticipation capabilities. The offering includes speech recognition, sentiment, and compliance risk analysis, real-time recommendations, and context-based routing to support end-user support operations.

Birlasoft: RadarView profile

birlasoft



Practice maturity ★★★

Future-proofing ★★★

Has developed SIGMA GenEx DEX to provide real-time visibility into digital employee experience. Partners with Microsoft to deliver modern workplace solutions.

Practice overview

- Practice size: 730+
- Active clients: 45+
- External certifications: 550+
- Delivery highlights: 150K devices managed

$25M–$50M	10%–20%
DWS revenue, as of March 2026	DWS revenue growth, as of March 2026

Client case studies

- Implemented a workplace transformation program for a global media conglomerate by deploying an integrated multilingual service desk, digital experience monitoring, and AI-enabled support channels. This reduced field service tickets by 50% and improved DEX scores.
- Provided desktop support services for an oil and natural gas services company by establishing a unified managed services model, integrating Sigma DEX for monitoring and analytics, and implementing SLA-based operations. This enabled standardized 24/7 global support.
- Migrated workplace data and applications, and modernized endpoint management for a U.S.-based automotive components manufacturer, including Microsoft 365, Google Workspace, Email, OneDrive, SharePoint, and Teams. This enabled the division to operate independently.
- Consolidated workplace platforms and IT environments for a mineral and material solutions provider by unifying Microsoft 365 tenants, identities, devices, infrastructure, and security controls. This lowered IT service costs by approximately 35%.

Key IP and assets

- Sigma GenEX: A platform that combines AI, workflow automation, and predictive insights to optimize enterprise operations
- BSecure: A framework that enables proactive threat management across digital workplace environments

Key partnerships

Platform/technology partners

Microsoft, GoTo, freshworks, nexthink, aws, servicenow, paloalto NETWORKS, cisco

Hardware partners

hp

Sample clients

- A global media conglomerate
- An oil and natural gas services company
- A U.S.-based automotive components manufacturer
- A mineral and material solutions provider
- A global media intelligence and communications technology company
- A global engineering and infrastructure services company

Industry coverage

- Banking
- Financial services
- Government
- Healthcare & life sciences
- High-tech
- Insurance
- Manufacturing
- Nonprofits
- Retail & CPG
- Telecom, media & entertainment
- Travel & transportation
- Utilities & resources

Darker color indicates higher industry concentration:

*DEX: Digital Employee Experience.

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Birlsoft: RadarView profile

Analyst insights

Practice maturity ★★★

- Birlasoft offers digital workplace services spanning service desk, device life cycle management, digital support, workplace collaboration, workplace transformation, and consulting services. Its capabilities include omnichannel support, endpoint management, enterprise mobility, collaboration platforms, workflow automation, M&A* workplace integration, and digital workplace advisory.
- It provides workplace consulting services through its Anywhere Workplace Consulting offering. The service includes workplace assessments, persona and user journey analysis, digital workplace service design, employee experience design, change and adoption planning, and XLA-based measurement frameworks.
- It delivers unified communication and collaboration services across messaging, calling, video conferencing, file sharing, and productivity platforms. The offering includes Microsoft 365-based collaboration, device and data management, and collaboration platforms such as Slack, Zoom, and Google Workspace.
- Its nextgen service desk offering delivers digital workplace service desk services with multilingual support, real-time translation capabilities, Gen AI and agentic AI-enabled assistance, automation, self-service portals, digital experience monitoring, and analytics.

Future-proofing ★★★

Partner ecosystem

- Birlasoft collaborates with Microsoft to deliver digital workplace solutions based on Microsoft 365 technologies. The collaboration combines Microsoft's productivity, collaboration, and workplace platforms with Birlasoft's Digital Workplace Services to support secure remote work, enterprise collaboration, workplace productivity, and employee engagement initiatives.
- It collaborates with ShareGate and GoTo to support workplace technology initiatives. The collaboration leverages the ShareGate tool to migrate file shares, on-premises SharePoint, and SharePoint Online content to SharePoint Online, while utilizing GoTo Remote Control and AR/VR solutions.

Investments and innovation

- Birlasoft has developed SIGMA GenEx DEX to provide real-time visibility into digital employee experience, combining device and application performance data with employee sentiment insights to support proactive issue resolution and experience improvement.
- It has deployed multifunction agents across HR support, employee engagement, and finance operations. In employee engagement, its Copilot Agent uses structured conversations across roles and contexts, workflows and volumes, processing challenges, and automation opportunities to understand how employees work.

*M&A: Mergers and acquisitions

Capgemini: RadarView profile

Capgemini



Practice maturity ★★★★★

Future-proofing ★★★★★

Partners with OpenAI to support enterprise AI adoption and AI coworker deployment. Advances agentic AI-driven operations through integrated data and decision-making platforms.

Practice overview

- Practice size: 8,000 employee experience specialists
- Active clients: 500+
- External certifications: N/A
- Delivery highlights: Over 5M users supported globally

>80%	4M
Zero touch resolution	Devices supported

Client case studies

- Delivered managed workplace services for a beverage company by providing support through PRiSM Voice and PRiSM Chat that provided contextual support in employees' preferred languages and channels. This reduced resolution times through personalized support.
- Implemented agentic and generative AI-enabled service desk operations for a pharmaceutical company to address slow resolution times, high support costs, and low user satisfaction. This reduced average handling time by 20% and enabled up to 80% zero-touch automation.
- Provided digital workplace services for a German multinational life sciences company by managing 180,000 devices globally, embedding Gen AI into support channels, and enabling experience management with Nexthink and XLAs*. This improved workplace experience.
- Transformed service desk support for a water recycling company by deploying virtual agents, self-help tools, multilingual chat and voice support, an enhanced knowledge base, and remote support capabilities. This enabled over 20% of contacts to be resolved through virtual agents.

Key IP and assets

- PRiSM: A framework that standardizes service delivery through platform transformation, process automation, continuous improvement, and operating model optimization
- Employee Experience Index: A tool that provides employee experience measurement and predictive insights using data, analytics, and context

Key partnerships

Platform/technology partners

Microsoft, OpenAI, nexthink, Google, Cisco, aws, citrix, Lakeside

Hardware partners

Lenovo, DELL

Sample clients

- A beverage company
- A pharmaceutical company
- A German multinational life sciences company
- A water recycling company
- A global life sciences company
- A European car manufacturer
- A global engineering company
- A multinational pharma and life sciences company
- A real estate services company
- A global aerospace and aviation company

Industry coverage

- Banking
- Financial services
- Government
- Healthcare & life sciences
- High-tech
- Insurance
- Manufacturing
- Nonprofits
- Retail & CPG
- Telecom, media & entertainment
- Travel & transportation
- Utilities & resources

Darker color indicates higher industry concentration:

*XLA: Experience level agreements

AVASANT

Capgemini: RadarView profile

Analyst insights

Practice maturity

★★★★★

- Capgemini provides digital workplace services through its Connected Experience Framework, covering workplace strategy, experience design, solution deployment, and user support. The portfolio includes workspace services, collaboration services, office and smart space services, employee experience platforms, endpoint management, cloud workspaces, device as a service, enterprise connectivity, and support services.
- It delivers platform-enabled workplace services supported by data, automation, experience management, and workplace operations capabilities. The approach combines service performance monitoring, XLA-based measurement, and standardized service delivery models to support workplace operations at scale.
- It provides intelligent field services that combine proactive remote support, onsite support services, self-service capabilities, smart lockers, field kiosks, and physical AI-enabled support models. The offering incorporates device monitoring, remote diagnostics, AR/VR-guided support, and predictive inventory planning.
- It offers sustainability services that combine employee sustainability programs, workplace and service desk sustainability management, sustainable device strategies, device life cycle management, carbon measurement and reporting, sustainability assessments, and ESG reporting capabilities.

Future-proofing

★★★★★

Partner ecosystem

- In April 2026, Capgemini expanded its partnership with Google Cloud through the launch of the Google Cloud AI Enterprise Hub. The initiative brings together Capgemini's business transformation and engineering capabilities with Google Cloud Gemini Enterprise to develop and deploy AI agents for enterprise workflows, supported by dedicated engineering teams embedded within client environments
- In February 2026, Capgemini collaborated with OpenAI to support enterprise-scale AI adoption. The collaboration uses OpenAI's Frontier platform to help organizations deploy, manage, and scale AI coworkers, while codeveloping industry-specific AI solutions.

Investments and innovation

- Capgemini supports frontline and industrial workers through an environment that provides access to company resources, intranet, safety protocols, expert communication, and training platforms. These capabilities are designed to support real-time decision-making, operational safety, and ongoing workforce skill development.
- It has developed LexiAI, a proprietary, agentic AI solution that helps legal and procurement teams identify risk, strengthen compliance, and support commercial outcomes in regulated, contract-intensive industries.

Cisco: RadarView profile



Has expanded Webex with agentic AI capabilities for collaboration and employee productivity. Offers ThousandEyes platform for digital experience monitoring and end-to-end visibility across workplace environments.

Practice overview

- Practice size: N/A
- Active clients: 1M+ customers across 150 countries
- External certifications: N/A
- Delivery highlights: 37,000+ ecosystem partners

84K	99%
Cisco users migrated to Webex Calling	Of the Fortune 500 are Cisco customers

Case studies

- Enabled real-time patient and asset tracking for Frankfurt University Hospital by deploying Cisco Spaces. This reduced patient waiting times, improved resource allocation, and supported future digital healthcare initiatives.

Sample clients

- Frankfurt University Hospital
- Admiral Insurance
- AIA Life Insurance Co., Ltd.
- C Spire

Industry coverage

- Banking
- Financial services
- Government
- Healthcare & life sciences
- High-tech
- Insurance
- Manufacturing
- Nonprofits
- Retail & CPG
- Telecom, media & entertainment
- Travel & transportation
- Utilities & resources

Key IP and assets

Cisco AI Assistant: An assistant that provides conversational support and automated issue resolution in the workplace

Key partnerships

aws, Microsoft, servicenow, accenture, NVIDIA.

Analyst insights

- Cisco expanded its Webex platform with new AI-powered collaboration capabilities, including agentic AI assistants for meeting management, scheduling, polling, and multilingual communication. The enhancements extend AI-driven automation across meetings, calling, messaging, and employee experience workflows to improve productivity and streamline collaboration operations.
- It provides a cloud-based smart spaces platform that uses IoT and location data to deliver workplace analytics, occupancy monitoring, asset tracking, indoor navigation, and space utilization insights. The platform enables organizations to improve workplace experience, optimize facilities management, and gain real-time visibility into physical environments through a unified management interface.
- It offers Cisco ThousandEyes, an internet and cloud intelligence platform that delivers end-to-end visibility across enterprise networks, cloud environments, SaaS applications, and internet services. The platform combines network telemetry, digital experience monitoring, and internet outage detection to help organizations identify performance issues and optimize user experiences.
- In February 2026, it introduced Webex Contact Center for ServiceNow, a native CCaaS* integration that embeds voice and digital engagement capabilities directly within the ServiceNow workspace. The solution unifies customer interaction channels, data, and workflows in a single interface, enabling agents to reduce context switching, improve service resolution efficiency, and support AI-assisted customer service operations.

Darker color indicates higher value chain coverage through digital services

*CCaaS: Contact Center as a Service

Cognizant: RadarView profile

cognizant



Practice maturity ★★★★★

Future-proofing ★★★★★

Has developed IndustryNEXT, an industry-specific digital workplace solutions portfolio. Partners with GoTo to expand its reach in the mid-market segment.

Practice overview

- Practice size: N/A
- Active clients: 750+
- Transformation-led contracts: 97%
- OCM* practitioners: 400+

15M+	>10%
DWS users supported	YOY DWS revenue growth, FY 2025

Client case studies

- Implemented an agentic AI support solution for a global healthcare company by integrating Microsoft Teams, Copilot, ServiceNow, and Cognizant WorkNEXT AI. The solution enabled autonomous resolution of incidents and requests. This led to 91% AI response accuracy.
- Introduced Knowledge Assist and Train Assist solutions for an airline company to capture training knowledge, generate documentation, and accelerate workforce onboarding. This enabled on-time onboarding across four squads and handled over 80% of support volumes.
- Modernized VDI services for a pharmaceutical company by migrating workloads to AWS WorkSpaces Core and Microsoft Windows 365, enabling automated provisioning, monitoring, and life cycle management. This improved CSAT by up to 25%, and reduced logon times by up to 30%.
- Optimized global unified communications and collaboration services for a medical technology and healthcare company by managing a hybrid Microsoft 365 and Exchange environment across Microsoft, Zoom, Cisco, and Avaya. This improved the IT end-user experience by 15%–20%.

Key IP and assets

- WorkNEXT™ ONE: An integrated platform for mid-market organizations that combines UCC, DEX, security, ITSM, and AI-driven knowledge capabilities through a modular single-platform architecture
- TRUE Experience: A framework that measures workplace experience across AI, automated, and human-supported services through persona-based insights

Key partnerships

Platform/technology partners

Microsoft, ServiceNow, Avaya, UiPath Agentic Automation, Cisco, AWS, Nexthink, GoTo

Hardware partners

Dell, HP

Sample clients

- A global healthcare company
- An airline company
- A pharmaceutical company
- A medical technology and healthcare company
- A tractor manufacturing company
- A global athletic shoe and apparel brand
- A global retail company
- A healthcare analytics company
- An insurance and pension company
- A UK-based hospitality group

Industry coverage

- Banking
- Financial services
- Government
- **Healthcare & life sciences**
- High-tech
- Insurance
- Manufacturing
- Nonprofits
- **Retail & CPG**
- Telecom, media & entertainment
- **Travel & transportation**
- Utilities & resources

Darker color indicates higher industry concentration:

*OCM: Organizational Change Management **VDI: Virtual Desktop Infrastructure ***CSAT: Customer Satisfaction Score

AVASANT

Cognizant : RadarView profile

Analyst insights

Practice maturity

★★★★★

- Cognizant delivers digital workplace services through its WorkNEXT™ portfolio, spanning strategy, transformation, and managed services. The portfolio combines digital engineering, execution, and workplace experience services, incorporating digital platforms, conversational AI, augmented reality-enabled interactions, self-fix capabilities, proactive suggestions, and integrated self-service solutions that connect enterprise IT systems across devices.
- Its workplace Intelligence framework focuses on real-time monitoring of workplace services, automated issue resolution, and service reliability to support predictive, proactive, and preventive workplace operations. It incorporates incident remediation capabilities to identify issues before they impact users.
- Its field and depot services combine asset life cycle services and user support channels to provide in-person and remote IT assistance. The offering incorporates walk-up and virtual tech bars, smart lockers, VIP support, mobile-enabled field operations, and AR-based knowledge access to support service delivery.
- Its virtual workspace services span advisory, implementation, migration, and managed services, through automated provisioning, platform security, and experience monitoring. The offering focuses on secure workspace access, workspace application modernization, and collaboration suite integration.

Future-proofing

★★★★★

Partner ecosystem

- Cognizant partners with GoTo to enhance remote support and address the needs of the hybrid workplace. The expanded partnership introduced a tailored offering for mid-market customers that provides integrated remote IT management and business communications capabilities on a single platform.
- It collaborates with Nexthink to enhance enterprise IT support through intelligence- and insights-driven workplace services. The joint offering combines Cognizant's digital workplace services capabilities with the Nexthink Infinity platform to provide visibility across workplace devices, applications, and connectivity, supporting a comprehensive and reliable digital workplace experience.

Investments and innovation

- In April 2026, Cognizant announced an agreement to acquire Astreya, an AI-first IT managed services provider with expertise in managed workplace services, enterprise networks, and digital workplace technology. The acquisition adds Astreya's AI OpsHub platform, which includes capabilities for readiness assessment, signal intelligence, analytics, and agentic automation, and strengthens Cognizant's AI operations and delivery capabilities.
- It has developed IndustryNEXT, a portfolio of industry-specific digital workplace solutions and accelerators that provide contextual support across enterprise functions and workforce personas. It includes offerings such as StoreNEXT and HealthNEXT, designed to deliver industry-aligned support experiences.

Compucom: RadarView profile

compucom

AVASANT RADARVIEW™ DISRUPTOR Digital Workplace Services 2026

Practice maturity ★★★

Future-proofing ★★★

Has enhanced enterprise mobility services through FLO with AI-driven endpoint monitoring. Partners with Logitech to deliver managed collaboration and workspace solutions.

Practice overview

- Practice size: 5,300+
- Active clients: 275+
- External certifications: N/A
- Delivery highlights: Over 4 million users served through the service desk support

$250M–$500M	<10%
DWS revenue, as of March 2026	DWS revenue growth, as of March 2026

Client case studies

- Provided service desk support for a global financial services firm by combining Gen AI self-help, Teams digital assistant, and FLO-enabled endpoint management. This achieved over 90% first-contact resolution and increased nonvoice channel adoption by 30%.
- Enabled workplace life cycle services for a public sector government agency by using persona-based provisioning, AI-enabled support, and an optimized contract structure. This delivered $2.5M in cost savings and improved security over two years.
- Reduced IT support contacts for a multinational energy company by deploying omnichannel AI self-help across Teams, chat, mobile, and voice, supported by FLO-enabled proactive endpoint monitoring. This improved digital experience scores across remote locations.
- Defined an AI readiness road map for a global financial services organization by conducting a maturity assessment and impact quadrant analysis across service desk, endpoint management, infrastructure, and governance. This delivered the target maturity state and prioritized road maps.

Key IP and assets

- FLO: A platform that unifies IT data, applies advanced analytics, and enables proactive monitoring, predictive issue resolution, and continuous service improvement
- AI Advantage: A platform that combines conversational AI, agentic AI, and intelligent workflows to automate service operations with enterprise governance and controls

Key partnerships

Platform/technology partners

Microsoft, aws, AMD, Hewlett Packard Enterprise, intel, T-Mobile, CISCO

Hardware partners

DELL, Lenovo, hp, Apple

Sample clients

- A global financial services firm
- A public sector government agency
- A multinational energy company
- A global financial services organization
- A retail chain
- A water and wastewater management company
- An insurance company
- A leading grocery retail company
- A global vision care and healthcare organization

Industry coverage

- Banking
- Financial services
- Government
- Healthcare & life sciences
- High-tech
- Insurance
- Manufacturing
- Nonprofits
- Retail & CPG
- Telecom, media & entertainment
- Travel & transportation
- Utilities & resources

Darker color indicates higher industry concentration:

AVASANT

Compucom: RadarView profile

Analyst insights

Practice maturity ★★★

- Compucom provides workplace consulting services through its digital workplace strategy and enablement offering, helping organizations develop workplace strategies, implementation road maps, and adoption programs. The offering uses Full Lifecycle Observability (FLO) and *CMM-based maturity assessments to evaluate workplace environments across human, digital, and physical workplace dimensions.
- It provides digital experience monitoring services through its FLO platform. The platform aggregates and correlates data across IT systems and services, applies AI-driven analytics, and delivers insights and recommendations through customizable dashboards.
- It offers unified communication and collaboration services through its Microsoft 365 and collaboration platform management offering. The offering includes Gen AI-based meeting summarization, conversational assistance, and real-time knowledge access through its Teams digital assistant.
- It provides smart and sustainable workplace services that include IT asset life cycle management, refurbishment, responsible disposal, device donation programs, energy consumption tracking, and sustainability reporting. The services are delivered as part of its ESG program.

Future-proofing ★★★

Partner ecosystem

- Compucom partners with Logitech to deliver collaboration and workspace solutions across meeting rooms and personal workspaces. The offering combines Logitech's conferencing devices, room systems, peripherals, and management tools with Compucom's design, deployment, device life cycle, endpoint management, service desk, and field support services.
- It collaborates with AMD to provide full life cycle solutions across data center, cloud, AI, and high-performance workloads. These include AMD technology sourcing, deployment, life cycle management, managed services, endpoint and service desk support, and infrastructure and cloud professional services.

Investments and innovation

- Compucom has enhanced its enterprise mobility services with AI-driven endpoint health monitoring and proactive remediation through FLO, including agentic AI for patch compliance and software deployment at scale. The capabilities also include automated device provisioning and configuration, predictive maintenance, and device failure risk identification.
- It provides end-user support services using Gen AI-powered conversational chatbots for self-help resolution, agentic AI for autonomous ticket resolution, password resets, software provisioning, and access requests, AI-assisted guidance for complex tickets, and knowledge article generation.

*CMM: Capability Maturity Model

Computacenter: RadarView profile

Computacenter



Practice maturity ★★

Future-proofing ★★★

Has acquired AgreeYa to expand its modern workplace capabilities. Collaborates with Nexthink for digital workplace experience management through experience-led services.

Practice overview

- Practice size: 7,200+
- Active clients: N/A
- External certifications: N/A
- Delivery highlights: Operates in 70+ countries

20,000+	14,000
Employees worldwide	Technical certifications

Client case studies

- Enhanced workplace services for Worcestershire Acute Hospitals NHS Trust by providing multichannel support, techbars, workplace devices, and digital support channels for clinicians and administrators. This improved clinician productivity and enabled faster issue resolution.
- Supported workplace technology procurement for UGAP by providing technology sourcing services to 21,000 public-sector customers across France. This streamlined access to workplace technologies and supported public-sector digital transformation initiatives.
- Transformed workplace support services for a European telecommunications company by delivering a global service desk and circular supported by tech centers, ServiceNow integration, and automated event monitoring. This improved user experience and reduced wait times.
- Improved workplace experience for a German public-sector organization by creating a new work environment that incorporated hybrid workspaces and collaboration technologies. This enabled data-driven workplace optimization and supported evolving work styles.

Key IP and assets

- Experience Management Office (XMO): A framework that interprets experience data across workplace touchpoints, enables experience-led service improvements, and measures outcomes through an XLA*-based performance model.

Key partnerships

Platform/technology partners

aws, Microsoft, servicenow, Cisco, citrix, vmware by Broadcom, GENESYS, Google

Hardware partners

Apple, DELL Technologies, hp

Sample clients

- Worcestershire Acute Hospitals NHS Trust
- UGAP
- A European telecommunications company
- A German public-sector organization
- A European car manufacturer
- Santander
- BayWa r.e.
- Ageas Insurance
- Civil Aviation Authority, UK

Industry coverage

- Banking
- Financial services
- Government
- Healthcare & life sciences
- High-tech
- Insurance
- Manufacturing
- Nonprofits
- Retail & CPG
- Telecom, media & entertainment
- Travel & transportation
- Utilities & resources

Darker color indicates higher industry concentration:

*XLA: Experience level agreements

AVASANT

Computacenter: RadarView profile

Analyst insights

Practice maturity ★★

- Computacenter offers modern workplace technology solutions focused on workplace communications, user and customer experience, security, support services, and workplace devices. The offering aims to simplify communications, optimize user and customer experiences, safeguard sensitive information through security solutions, and provide customer support and device-related services.
- Its device life cycle management offering provides management of workplace devices. The offering combines capabilities in sourcing, deployment, asset management, support, and circular services, with delivery models for home, office, tech bar, and bulk deployments.
- Its productivity and teamwork offering helps organizations optimize Microsoft licensing and support hybrid work environments through a Zero Trust approach. The offering focuses on reducing cyber risk while maintaining workforce productivity.
- Its modern endpoint offering supports unified device management across physical and virtual environments. The offering focuses on maximizing technology investments and automating device management processes to deliver a consistent user experience.

Future-proofing ★★★

Partner ecosystem

- Computacenter partners with Apple to provide device deployment, life cycle, support, and repair services for Apple environments. From initial provisioning through ongoing management, its certified teams ensure seamless integration and optimal performance across its entire Apple ecosystem.
- It collaborates with Nexthink to support digital workplace experience initiatives through its total experience services. The collaboration includes Computacenter's Experience Management Office (XMO) framework, which connects experience insights with business priorities and supports an experience-led approach to digital workplace management.

Investments and innovation

- In January 2025, Computacenter acquired AgreeYa to enhance its capabilities across the modern workplace, cloud, data, automation and AI, digital engineering, and IT staffing services, while adding a professional services business serving enterprise customers across telecommunications, financial services, and state and local government sectors. It also brings delivery capabilities from teams in the US and India.
- In May 2026, it acquired Government Acquisitions Inc., a US federal government-focused value-added reseller. The acquisition aims to extend Computacenter's North American market reach beyond its existing enterprise and public-sector customer base in Europe and Canada.

DXC Technology: RadarView profile



Practice maturity ★★★

Future-proofing ★★★★

Has launched DXC OASIS, an agentic platform for AI-driven IT operations and service orchestration. Partners with ElevenLabs to embed voice AI across enterprise services.

Practice overview

- Practice size: N/A
- Active clients: 1,000
- External certifications: N/A
- Delivery highlights: Over 10M Microsoft 365 seats and Teams monthly active users managed

>7.2M	>90%
Devices managed	First contact resolutions

Client case studies

- Implemented Oxygen, a digital employee experience program for Vale by introducing monitoring, automated support, smart digital lockers, and remote support capabilities. This reduced issue resolution times from 40 hours to under four hours and improved first-line resolution.
- Modernized workplace device management for Bridgestone by adopting a device-as-a-service model and providing managed laptops, desktops, tablets, and phones for employees across Latin America. This reduced IT equipment costs by 10% and improved employee productivity.
- Transformed the digital workplace for DHSC by deploying Windows 11, introducing real-time experience analytics, and piloting Microsoft 365 Copilot. This improved user experience, reduced IT support friction, and delivered average productivity gains of 29 minutes per user per day.
- Deployed AI-powered safety and operational solutions for Ferrovial by using DXC AI Workbench to integrate more than 30 AI agents into daily workflows and business systems. This improved site safety monitoring, risk detection, and operational efficiency across global operations.

Key IP and assets

- DXC OASIS: An agentic operations platform that unifies IT systems, workflows, and operational data to provide real-time visibility and predictive insights
- Experience Cube: A workplace experience measurement framework that combines employee sentiment, perception, and service performance data to improve employee experience outcomes

Key partnerships

Platform/technology partners

Microsoft, aws, Anthropic, vmware by Broadcom, dynatrace, Google Cloud, servicenow

Hardware partners

cisco, hp, DELL Technologies

Sample clients

- Vale
- Bridgestone
- DHSC
- Ferrovial
- A UK-based defense research company
- A global insurance company
- Textron
- Nissan
- Alstom
- An Australian federal government department

Industry coverage

- Banking
- Financial services
- Government
- Healthcare & life sciences
- High-tech
- Insurance
- Manufacturing
- Nonprofits
- Retail & CPG
- Telecom, media & entertainment
- Travel & transportation
- Utilities & resources

Darker color indicates higher industry concentration:

AVASANT

DXC Technology: RadarView profile

Analyst insights

Practice maturity ★★★

- DXC offers Workplace Services, an AI-enabled digital workplace offering powered by DXC OASIS. The offering combines workplace experience, device services, and workplace operations through agentic AI, automation, and orchestration capabilities. It supports employee interactions across voice, chat, email, and collaboration channels, and integrates workplace platforms, devices, services, and operational data to enable workplace management.
- It delivers device services through DXC's Intelligent Workplace approach, combining zero-touch device management, device life cycle services, and persona-based DaaS*. The offering incorporates device analytics, telemetry, and performance-based device refresh capabilities aligned to employee personas.
- Its workplace productivity offering includes cloud-based device life cycle management, virtual access to desktops, applications, and data, and productivity platforms supporting document management, file sharing, project management, collaboration, and video conferencing.
- It's smart workplace services support workspace discovery, room and desk booking, meeting room technology management, and digital signage. The offering enables users to discover and reserve rooms and collaboration spaces from multiple devices while providing standardized deployment.

Future-proofing ★★★★

Partner ecosystem

- In July 2026, DXC partnered with ElevenLabs to embed voice AI capabilities across its enterprise environment. The collaboration supports AI voice agents and copilots for service desk, training, and knowledge management use cases, while extending voice-enabled experiences across customer-facing services.
- In June 2026, it collaborated with Anthropic to integrate Claude into its mission-critical systems and platforms to bring Claude models into production across systems, which DXC operates for various banks, airlines, insurers, manufacturers, and government agencies. The collaboration expands its use of Claude within DXC OASIS for creating a dedicated workforce of Claude-certified engineers to support enterprise AI adoption and industry-specific AI solutions.

Investments and innovation

- In July 2026, it established a Customer Experience Center in Bengaluru to support enterprise AI adoption through dedicated AI, cocreation, and customer engagement environments. The center provides capabilities spanning AI use-case discovery, prototyping, engineering, deployment, monitoring, and optimization, supported by integrated security and operations functions.
- In April 2026, DXC launched DXC OASIS, an agentic orchestration platform that combines human expertise with AI to orchestrate workplace and IT operations across enterprise environments. The platform connects data and systems to support real-time visibility, predictive insights, and AI-driven service orchestration.

*DaaS: Device-as-a-Service

Fujitsu: RadarView profile

FUJITSU



Practice maturity ★★★

Future-proofing ★★

Has developed DIVA, a video-based remote support capability for visual troubleshooting. Partners with OpenAI for AI-enabled operations and workforce productivity.

Practice overview

- Practice size: 1,000+
- Active clients: 125+
- External certifications: N/A
- Delivery highlights: 700K+ devices supported globally

$50M–$100M	<10%
DWS revenue, as of March 2026	DWS revenue growth, as of March 2026

Client case studies

- Enabled Microsoft 365 Copilot adoption for a Finnish municipal government organization by conducting AI readiness assessments and delivering training sessions. This increased efficiency for routine tasks and supported the expansion of Copilot usage across additional city units.
- Delivered managed workplace support for a UK-based bank trading-floor environment by providing managed desktops and incident requests, supported with governance and escalation processes. This improved response times and increased service consistency.
- Introduced auto-heal and self-heal capabilities for a government body to improve workstation health. This helped detect and resolve issues before users were impacted, while allowing users to mitigate issues without contacting the helpdesk.
- Modernized the Estonian public employment and social insurance organization by upgrading to Dynamics 365 Business Central, covering finance, HR, payroll, and data migration. This improved efficiency and transparency through real-time dashboards.

Key IP and assets

- Human-Centric Experience (HX) Workspace: A digital workplace platform that enables workforce engagement, collaboration, and digital skills development
- Digital Intelligent Virtual Assistant (DIVA): A visual troubleshooting tool that enables end users to securely share real-time issues through a mobile device camera without software installation

Key partnerships

Platform/technology partners

Microsoft, aws, OpenAI, Cisco, Citrix, Anthropic, intel, vmware by Broadcom

Hardware partners

Lenovo

Sample clients

- A Finnish municipal government organization
- A UK-based bank
- A government body
- An Estonian public employment and social insurance organization
- A global energy and home services company
- A hospitality company
- A global banking and financial services company
- A Nordic postal and logistics company

Industry coverage

- Banking
- Financial services
- Government
- Healthcare & life sciences
- High-tech
- Insurance
- Manufacturing
- Nonprofits
- Retail & CPG
- Telecom, media & entertainment
- Travel & transportation
- Utilities & resources

Darker color indicates higher industry concentration:

AVASANT

Fujitsu: RadarView profile

Analyst insights

Practice maturity ★★★

- Fujitsu offers digital workplace services spanning digital experience management, messaging and collaboration, enterprise device management, virtual desktop infrastructure, and professional services.
- It provides workplace consulting services through Wayfinders, a consulting-led workplace transformation offering. The service combines business consulting, employee experience design, data and AI capabilities, and delivery services to identify workplace challenges, define personas and user journeys, develop transformation road maps, and support adoption of modern work and automation initiatives.
- It offers desktop and application virtualization services through its work life shift offering. The portfolio includes endpoint management, Microsoft 365 services, virtual desktop infrastructure, desktop-as-a-service, enterprise mobility, digital experience monitoring, and AI-enabled support capabilities.
- It provides digital experience monitoring services through its Work Life Shift offering. The service combines digital experience monitoring, DEX analytics, automation, life cycle management, modern workplace capabilities, and digital front services.

Future-proofing ★★

Partner ecosystem

- In May 2026, Fujitsu collaborated with OpenAI to integrate AI into its management and operational practices. The initiative includes the use of ChatGPT Enterprise and Codex by Fujitsu employees across development, operations, proposal, and delivery activities, supporting human and AI agent collaboration across business workflows.
- In May 2026, it partnered with Anthropic to strengthen its enterprise AI portfolio. The collaboration integrates Claude with Fujitsu's AI technologies, and mission-critical systems capabilities, while expanding its Forward Deployed Engineer model and supporting the development of AI solutions for security.

Investments and innovation

- In September 2026, it launched Aurora, an omnichannel AI workplace agent that enables natural voice interactions in over 50 languages, supports IT issue resolution through autonomous workflows, and integrates AI voice and collaboration tools to deliver workplace support.
- In January 2026, Fujitsu launched Fujitsu Kozuchi Enterprise AI Factory, a dedicated AI platform that enables enterprises to autonomously manage the generative AI life cycle. The platform incorporates AI trust technologies, model customization capabilities, low-code/no-code AI agent development, and support for multi-agent orchestration in dedicated or on-premises environments.

Genpact: RadarView profile

genpact



Practice maturity ★★

Future-proofing ★★★

Advances agentic AI-driven automation with adaptive workflows and self-healing capabilities. Partners with Google Cloud to develop AI agents for finance operations.

Practice overview

- Practice size: N/A
- Active clients: 30
- External certifications: 900
- Delivery highlights: Over 2M Microsoft 365 seats managed

35%	4 M+
Reduction in L1 support tickets	Managed endpoint devices

Client case studies

- Reimagined a global automotive components manufacturer's intranet for 20,000 associates across over 80 locations by deploying a Microsoft Modern SharePoint platform. This streamlined communication and established a single source of truth across the organization.
- Created a centralized digital workplace for a global manufacturing company by redesigning its intranet based on feedback from over 4,500 employees. This increased news readership by 400%, increased published news stories by 513%, and reduced unnecessary pages by 56%.
- Built Canvas, a unified digital workspace for a global professional services firm by replacing a legacy intranet with a Microsoft 365-based platform that provided personalized experiences and secure mobile access for a remote workforce. This increased employee engagement by 99%.
- Created a digital workplace for a healthcare firm by deploying a Microsoft SharePoint Online-based intranet that integrated employee tools and information into a single platform. This enabled AI-powered search and content discovery and achieved 81% workforce adoption within three days.

Key IP and assets

- GENNOW: An accelerator that provides preconfigured workflows, automation, self-service, and compliance capabilities for ServiceNow environments

Key partnerships

Platform/technology partners

Microsoft, aws, Google, servicenow, nexthink, cisco, vmware by Broadcom, citrix, paloalto NETWORKS

Sample clients

- A global automotive components manufacturer
- A global manufacturing company
- A global professional services firm
- A healthcare firm
- An automotive technology solutions provider
- A global pharmaceutical company
- A global beverage company
- A European pharmaceutical company

Industry coverage

- Banking
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- Retail & CPG
- Telecom, media & entertainment
- Travel & transportation
- Utilities & resources

Darker color indicates higher industry concentration:

AVASANT

Genpact: RadarView profile

Analyst insights

Practice maturity ★★

- Genpact leverages its workplace consulting services offering to transform digital workplaces to improve productivity, collaboration, and employee experience. The offering includes workflow gap analysis, user persona design and adoption, and workplace technology roadmaps to identify process inefficiencies and optimize employee workflows. Its WaaS offering leverages subscription-based workplace services to support workplace operations and hybrid environments.
- Its desktop and application virtualization offering delivers secure access to applications and data through DaaS, and VDI capabilities. It also provides enterprise mobility services with AI-driven mobility operations, endpoint management, and secure access controls to support workforce mobility and device management.
- It offers unified communication and collaboration services to enhance workplace connectivity through integrated voice, video, messaging, and email capabilities. Its workplace security offering provides zero-trust security and AI-driven security operations to support automated threat detection and response.
- It provides digital experience monitoring services that offer AI-driven monitoring and analytics across endpoints, applications, and multicloud environments. Its smart and sustainable workplace offering that leverages sustainability analytics and smart energy monitoring to support sustainability reporting and optimization.

Future-proofing ★★★

Partner ecosystem

- In May 2026, Genpact expanded its alliance with Google Cloud to develop agentic AI-led solutions for the Office of the CFO. The collaboration includes AI agents built on Google Cloud and delivered through Google Cloud's Agent Marketplace, with planned capabilities across revenue forecasting, accounts payable, record-to-report, and financial planning and analysis.
- It partners with ServiceNow to support an AI-led workplace, aiming to deliver omnichannel support, DEX, self-healing automation, and workplace lifecycle management. It partners with Amazon to deliver unified communication and collaboration services through a cloud-based contact center solution.

Investments and innovation

- It has advanced agentic AI-driven automation capabilities through adaptive workflows that support autonomous decision-making, self-learning automation, self-heal capabilities, and use cases such as automated teams issue resolution, and conversational AI-driven support operations. The approach embeds AI-driven insights across IT support and service delivery, enabling automation that dynamically adjusts to evolving user needs while proactively resolving issues.
- It has developed ESG Data Cockpit 2.0, an ESG data management solution for data collection, consolidation, analytics, visualization, and reporting. The solution provides traceability from site-level source data to globally reported ESG KPIs and supports reporting aligned with GRI*, TCFD**, and SASB**.

GRI: Global Reporting Initiative ; TCFD: Task Force on Climate-related Financial Disclosures; SASB: Sustainability Accounting Standards Board ; DaaS: Device as a service ; VDI: Virtual Desktop Infrastructure; WaaS: Workplace-as-a-Service

Google: RadarView profile

Google Cloud



Has introduced Workspace Intelligence to provide contextual AI across Google Workspace applications. Offers Gemini Enterprise for AI agent development, orchestration, and governance.

Practice overview

- Practice size: N/A
- Active clients: N/A
- External certifications: N/A
- Delivery highlights: Deploy workloads across 43 global regions

$24.8B	82%
Google Cloud revenue, Q2 2026	Google Cloud revenue growth, Q2

Case studies

- Enabled digital collaboration for Airbus by deploying Google Workspace and Google Cloud with zero-trust security, centralized access controls, and data governance capabilities. This resulted in secure collaboration from any device and location.

Sample clients

- Airbus
- FOX Sports
- Korean Air
- TELUS
- Equifax
- Eagle County

Industry coverage

- Banking
- Financial services
- Government
- Healthcare & life sciences
- High-tech
- Insurance
- Manufacturing
- Nonprofits
- Retail & CPG
- Telecom, media & entertainment
- Travel & transportation
- Utilities & resources

Key IP and assets

Gemini Enterprise: An AI workplace platform that provides enterprise search, intelligent assistants, and agent-based automation

Key partnerships

KPMG, Infosys, accenture, ORACLE, servicenow

Analyst insights

- In April 2026, Google introduced Workspace Intelligence, a contextual intelligence layer within Google Workspace that enables Gemini to access and interpret information across Gmail, Drive, Calendar, Docs, Sheets, Slides, Chat, and other Workspace applications. The capability provides Gemini with organizational context, including people, content, and activities, while incorporating enterprise governance and administrative controls.
- In October 2025, it introduced Gemini Enterprise, a platform for agent development, orchestration, and governance. The platform combines the Gemini Enterprise Agent Platform, Gemini Enterprise application, and an open partner ecosystem, enabling organizations to build, deploy, manage, and govern AI agents through a unified environment with integrated security.
- It provides virtual desktop infrastructure capabilities through Google Cloud infrastructure, enabling organizations to deliver secure virtual desktops and applications across devices. The offering supports centralized desktop management, remote access, and scalable end-user computing environments for distributed and hybrid workforces.
- It provides Google Workspace Endpoint Management, a unified endpoint management capability that enables organizations to manage and secure Android, iOS, Windows, Chrome OS, MacOS, and Linux devices through a centralized administration console. The offering supports device policy enforcement, endpoint monitoring, and access controls for both corporate-owned and BYOD environments.

Darker color indicates higher value chain coverage through digital services

AVASANT

HCLTech: RadarView profile

HCLTech



Practice maturity ★★★★★

Future-proofing ★★★★★

Provides enhanced contact center services with AI-powered speech assist and real-time translation capabilities. Collaborates with Moveworks to deliver agentic employee experience offering.

Practice overview

- Practice size: 31,300+
- Active clients: 510+
- Externally certified resources: 19,000+
- Delivery highlights: Over 13.5M users served through the service desk support

>$1B	10%–20%
DWS revenue, as of March 2026	DWS revenue growth, as of March 2026

Client case studies

- Modernized workplace operations for an Australian banking and financial services company by consolidating device management on Intune and leveraging Nexthink for device analytics. This improved self-service capabilities and reduced reliance on on-site support.
- Provided omnichannel support for a British luxury fashion retailer by integrating Teams, chat, web, voice, and ITSM channels through BMC Helix and Amazon Connect. Also, offered HCLTech RemoteMate for remote support for devices. This improved first line resolution rate by over 80%.
- Centralized global hardware asset management for a European multinational healthcare company by establishing a command center, deploying field support technicians, and implementing proactive maintenance across 48,000 assets. This shifted 30% of tickets from L2 to L1.
- Managed collaboration services for a Fortune 500 food and beverage company by migrating users to Zoom and Cisco Webex-DI and implementing 24/7 monitoring and predictive maintenance. This improved user experience by over 10% YOY and achieved more than 99% uptime.

Key IP and assets

- HCLTech NeoX: A digital workplace app that unifies enterprise services, HR resources, employee engagement, onboarding, and GenAI search in a single interface
- HCLTech Rendezvous: A unified platform that discovers, monitors, and automates multivendor UC* environments, providing proactive issue resolution and contextual dashboards

Key partnerships

Platform/technology partners

aws, Microsoft, Lakeside, NVIDIA, yellow.ai, nexthink, REZOLVE.ai, CISCO

Hardware partners

DELL, intel, hp, Apple

Sample clients

- An Australian banking and financial services company
- A British luxury fashion retailer
- A European multinational healthcare company
- A Fortune 500 food and beverage company
- A life insurance and financial services provider
- A British multinational mining company
- A German multinational BFSI company
- An American crop nutrient company
- A British multinational universal bank

Industry coverage

- Aerospace and defense
- Banking
- Financial services
- Government
- Healthcare and life sciences
- High-tech
- Insurance
- Manufacturing
- Nonprofits
- Retail and CPG
- Telecom, media and entertainment
- Travel and transportation
- Utilities and resources

Darker color indicates higher industry coverage through digital services

*UC: Unified communications

AVASANT

HCLTech: RadarView profile

Analyst insights

Practice maturity

★★★★★

- HCLTech offers consulting and advisory services that help enterprises align workplace transformation with business objectives, supporting operating model modernization, workforce transformation, and AI adoption. Its capabilities include persona-based AI agents, speech assistance, and sentiment analysis.
- It provides desktop and application virtualization services through FlexSpace 3.0, an AI-native DaaS* offering that combines device management, workplace experience, automation, and managed services. The offering includes AI PC readiness, automated deployment, predictive refresh planning, agentic AI workflows, zero-trust security, and life cycle sustainability capabilities.
- It provides sustainable workplace services through D-CarbonIT, an AI-powered sustainability intelligence platform for measuring, managing, and reducing IT and workplace carbon footprint. Its smart wearable solutions include safety devices, employee vital monitoring, SOS, rapid assistance, and hazardous gas detection.
- It delivers digital experience intelligence through WorkBlaze 2.0, an AI-powered digital employee experience platform that combines enterprise-wide visibility, analytics, and automation to enhance employee experience, improve productivity, reduce IT friction, and drive business outcomes.

Future-proofing

★★★★★

Partner ecosystem

- HCLTech collaborates with ServiceNow and Moveworks to deliver an agentic employee experience offering. The solution combines conversational AI, enterprise workflow execution, and prebuilt enterprise integrations through a unified employee interface, supporting AI-driven request resolution and employee self-service across workplace environments
- It partners with Samsung to deliver mobility for enterprises, combining Samsung devices and Knox security technologies with HCLTech's device life cycle management services. The offering supports mobile device deployment, security, support, and retirement.

Investments and innovation

- HCLTech has enhanced its contact center capabilities with an AI-enabled agent speech assist solution that supports AI-based accent conversion, real-time voice translation across more than 80 languages with bilingual captions and custom vocabulary support, and AI-driven noise cancellation to reduce background noise during customer interactions.
- It has developed various verticalized solutions, wherein for the retail sector it offers digital signage for device and software management, electronic shelf labels supporting real-time pricing and promotion updates, in-store navigation capabilities, and a rugged device-as-a-service model for frontline workers.

*DaaS: Desktop as a service

Infosys: RadarView profile

Infosys

AVASANT RADARVIEW™ LEADER Digital Workplace Services 2026

Practice maturity ★★★★★

Future-proofing ★★★★★

Has introduced Topaz Fabric with AI agents for enterprise service delivery and employee support. Partners with Citrix to deliver secure hybrid workplace and virtual desktop solutions.

Practice overview

- Practice size: 25,700+
- Active clients: 600
- External certifications: 14,200+
- Delivery highlights: Over 32 languages supported

>$1B	<10%
DWS revenue, as of March 2026	DWS revenue growth, as of March 2026

Client case studies

- Modernized workplace services for a European utility company by implementing an Intune-based workplace, enabling autopilot enrollment, Azure AD authentication, and application modernization. This enabled a successful pilot for rollout to approximately 70,000 devices.
- Executed an AI-powered HR support solution for an American multinational technology company by deploying a Copilot-powered HR AI agent with multilingual support, knowledge indexing, and Microsoft ecosystem integration. This decreased employee queue time by 90%.
- Implemented an employee experience platform for a UK bank by leveraging over 25 Infosys Orbit EX accelerators, a unified framework for employee needs across the workspace. This generated potential savings of $1.8M annually, and reduced InfoSecOps lead time by 80%.
- Delivered digital workplace managed services for a global energy company by managing over 11,000 end-user devices, Citrix VDI*environments, M365 services, and Exchange operations through an AI- and automation-led operating model. This increased end-user productivity.

Key IP and assets

- Infosys NAVI: A digital assistant platform to provide conversational support, knowledge access, translation, and personalized employee assistance
- Infosys Workplace Suite-E-GENIE: An agentic assistant that enables self-service support, automated issue resolution, and proactive remediation

Key partnerships

Platform/technology partners

citrix, Microsoft, cisco, aws, nexthink, GoTo, GENESYS, Lakeside

Hardware partners

DELL, Lenovo, hp

Sample clients

- A European utility company
- An American multinational technology
- A UK bank
- A global energy company
- A US-based telecom company
- An Australian global energy company
- A European energy company
- A global specialty chemicals company
- A global renewable energy technology company

Industry coverage

- Banking
- Financial services
- Government
- Healthcare & life sciences
- High-tech
- Insurance
- Manufacturing
- Nonprofits
- Retail & CPG
- Telecom, media & entertainment
- Travel & transportation
- Utilities & resources

Darker color indicates higher industry concentration:

*VDI: Virtual Desktop Infrastructure

AVASANT

Infosys: RadarView profile

Analyst insights

Practice maturity

★★★★★

- Infosys delivers AI-first workplace services spanning workplace strategy, employee experience, and workplace operations. The portfolio incorporates AI strategy and road map development, experience management, AI assistants and agents, agentic process orchestration, workplace operations automation and observability, device and application life cycle management, workplace security, digital collaboration, and cloud endpoint management.
- It offers unified communication and collaboration services through product engineering and platform enablement capabilities. The offering covers product management and API-based integration across communication platforms and devices, supported by Gen AI-powered automation and predictive analytics.
- It provides DEX*** management capabilities through real-time experience dashboards that measure KEIs* across employee journeys. The offering includes an Experience Management Office that brings together IT, HR, and business teams and supports the use of XLAs** to manage employee experience.
- It provides smart workplace services through its smart spaces portfolio, combining workplace platforms, IoT and sensor technologies, and digital twins. The offering includes intelligent workplace platforms that support workplace operations, space management, and connected workplace environments.

Future-proofing

★★★★★

Partner ecosystem

- Infosys collaborates with Citrix to deliver human-centric hybrid workplace solutions. The collaboration combines Infosys Digital Workplace Services with Citrix's secure digital workspaces, device as a service (DaaS), VDI, and application delivery capabilities to provide flexible, secure, and scalable workplace environments that support distributed working across employees, partners, and customers.
- It works with HP to provide DaaS and workplace solutions for enterprise environments. The collaboration combines HP's end-user computing devices with Infosys' digital workplace and life cycle management capabilities to support device deployment, maintenance, and workplace transformation initiatives.

Investments and innovation

- In November 2025, Infosys introduced Topaz Fabric, which includes AI agents for enterprise service delivery, including HR-related use cases. For example, the Infosys AI HR Agent can process employee queries related to business travel and generate corresponding travel requests through chat or email interactions, with human oversight and governance controls.
- It has enhanced employee experience capabilities through AI-first experiences. The offering includes reusable employee experience modules, AI-powered assistants, multi-large language model and multilingual capabilities, and next-best-action recommendations for personalized experiences in the flow of work.

*KEI: Key experience indicators **XLA: Experience level agreements ***DEX: Digital experience monitoring

ITC Infotech: RadarView profile

ITC INFOTECH
Business-friendly Solutions



Practice maturity ★★★

Future-proofing ★★★

Partners with Google Cloud to deploy Gemini Enterprise for AI-driven business process automation. Has established an AI interaction layer supporting a multilingual service desk.

Practice overview

- Practice size: 1,600+
- Active clients: 40
- External certifications: N/A
- Delivery highlights: 14 languages supported

$60M	15
DWS revenue, as of March 2026	Global delivery centers

Client case studies

- Enabled remote workplace operations for a global professional services firm by deploying a work-from-home support solution for 40,000 employees within seven days. This reduced service desk call volumes and accelerated support team onboarding and access provisioning.
- Deployed a digital workplace solution for a multinational beverage and brewing company by integrating digital and voice channels through a unified routing engine connected to the ITSM platform. This increased employee satisfaction with a CSAT** score of 4.5/5.
- Developed a Gen AI-based knowledge assistant for a manufacturer by deploying a multilingual, role-based RAG* solution across more than 200 GB of engineering documentation. This reduced query resolution time by 80% and decreased machine downtime.
- Centralized workplace operations for a multinational beverage enterprise across 23 markets by consolidating deskside support, field services, and Microsoft Teams support. This improved user experience by 15% and delivered 51% cost savings over three years.

Key IP and assets

- iQStudio: A platform that delivers persona-based dashboards, predictive analytics, and intelligent test management to improve delivery outcomes
- E3 Framework: A framework that improves digital workplace outcomes through structured assessment of employee experience, operational efficiency, and service effectiveness

Key partnerships

Platform/technology partners

Microsoft, nexthink, krisp, yellow.ai, Google Workspace, aws, GoTo, samespace

Hardware partners

PATCH MY PC

Sample clients

- A global professional services firm
- A multinational beverage and brewing company
- A global manufacturer
- A multinational beverage enterprise
- A European roof-tile manufacturer
- A financial services company
- A metal packaging company
- A UAE-based government entity
- A US-based energy firm

Industry coverage

- Banking
- Financial services
- Government
- Healthcare & life sciences
- High-tech
- Insurance
- Manufacturing
- Nonprofits
- Retail & CPG
- Telecom, media & entertainment
- Travel & transportation
- Utilities & resources

Darker color indicates higher industry concentration:

*RAG: Retrieval-Augmented Generation **CSAT: Customer Satisfaction Score

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ITC Infotech: RadarView profile

Analyst insights

Practice maturity ★★★

- ITC Infotech delivers AI-driven digital workplace services spanning workplace consulting and transformation, workplace management, unified communications and collaboration, service desk services, and local IT support. The portfolio combines workplace automation, device management, collaboration platforms, multilingual support, and AI-enabled service capabilities to support digital workplace operations across people, devices, and workplace services.
- It incorporates AI-enabled chatbots within its digital workplace offering, providing a digital assistant interface that uses natural language processing for user interactions. The chatbots integrate with RPA-based automation to enable access to enterprise applications through a single interface.
- Its digital workplace offering incorporates proactive device monitoring and self-healing capabilities that provide visibility into end-user device health, support faster incident resolution, and enable assisted issue remediation. These capabilities help IT teams streamline troubleshooting and problem management.
- It leverages AR-based remote support, dedicated deskside support, and break/fix services to support end-user issues across distributed workplace environments. The service is complemented by smart vending solutions and partner-enabled support capabilities for remote locations.

Future-proofing ★★★

Partner ecosystem

- In July 2026, ITC Infotech partnered with Google Cloud to deploy Gemini Enterprise across its organization. The deployment includes integrating Gemini Enterprise across administrative, HR, finance, and legal functions to automate processes such as RFP drafting, internal IT and HR service ticket management, and financial invoice audits.
- It collaborates with Nexthink for digital experience management, real-time monitoring, and XLA* measurement. It also works with Krisp for voice AI capabilities, including noise cancellation and accent enhancement in service-desk operations, and with GoTo for secure remote access and device management.

Investments and innovation

- It has established an AI interaction layer that supports voice, chat, email, and collaboration channels, with capabilities including intent detection, sentiment analysis, language translation, noise cancellation, and accent enhancement. It integrates automated ticket classification and resolution workflows with multilingual service desk support.
- It is establishing a joint AI CoE with Google Cloud to build Google Cloud AI capabilities and develop industry-specific AI blueprints with enterprise agent frameworks, supporting enterprise agentic transformation initiatives.

*XLA: Experience level agreement

Kyndryl: RadarView profile

kyndryl



Practice maturity ★★★★

Future-proofing ★★★

Has launched Digital Twin to analyze workplace operations and optimize employee experience. Partners with ServiceNow to deliver workplace operations.

Practice overview

- Practice size: 7,000+
- Active clients: N/A
- External certifications: 29,000+ Microsoft certifications
- Delivery highlights: Presence across 30 delivery centers

850K	1,500+
User requests automated	Digital workplace transformations

Client case studies

- Modernized digital workplace operations for an international financial services company by implementing digital experience monitoring using Lakeside SysTrack, a digital experience solution. This helped achieve 90% user satisfaction and saved $2.6 million annually.
- Deployed Microsoft 365 E3 for Krungsri by enabling secure communication, collaboration, identity management, and hybrid work capabilities. This improved operational efficiency and continuity, reduced disruptions, and enabled employees to respond to customer needs more effectively.
- Standardized digital collaboration for CMPC by deploying Microsoft 365 across the enterprise with integrated security, mobility, and automation capabilities. This strengthened global collaboration, simplified operations, and enabled more efficient workflows for hybrid teams.
- Established an independent digital workplace for Kantar by transitioning 26,000 employees to a new multilingual service desk and implementing digital experience management. This improved employee productivity by 15% and streamlined IT support across 90 regions.

Key IP and assets

- Kyndryl Concierge: A live support platform that provides personalized assistance, expert guidance, and multichannel support to enhance employee productivity and hybrid workplace experiences
- Digital Front Door: An employee engagement solution that provides self-service support, knowledge discovery, and issue resolution assistance

Key partnerships

Platform/technology partners

aws, Microsoft, CISCO, vmware by Broadcom, servicenow, veeam, Hewlett Packard Enterprise

Hardware partners

Lenovo, CLOUDFLARE

Sample clients

- An international financial services company
- Krungsri
- CMPC
- Kantar
- Singapore Airlines
- A North American energy company
- Belfius Bank
- A European bank
- Dow
- Ethniki Asfalistiki
- Euromaster

Industry coverage

- Banking
- Financial services
- Government
- Healthcare & life sciences
- High-tech
- Insurance
- Manufacturing
- Nonprofits
- Retail & CPG
- Telecom, media & entertainment
- Travel & transportation
- Utilities & resources

Darker color indicates higher industry concentration:

AVASANT

Kyndryl: RadarView profile

Analyst insights

Practice maturity ★★★★

- Kyndryl delivers digital workplace services spanning endpoint management, employee digital services, modern work and collaboration, and workplace consulting. The offering is supported by its Digital Workplace Platform, which integrates AI, automation, analytics, and security capabilities to enable proactive issue management, workplace operations, and experience measurement across hybrid workplace environments.
- It leverages Kyndryl Consult to provide strategy, design, implementation, and change management services for digital workplace transformation. The service supports planning and deployment across employee digital experience, device management, Microsoft 365, and ServiceNow-based digital workflows.
- It provides endpoint management services through a unified platform that encompasses device management and desktop virtualization. The offering supports endpoint life cycle activities, including device enrollment, configuration, and security management, as well as the workplace virtualization initiative.
- Its Employee Digital Services offering encompasses Digital Twin for the Workplace, Agentic Workflow Orchestration, Experience Management as a Service, and IT Support Services. The offering combines workflow automation and cloud contact center capabilities to support employee experience measurement.

Future-proofing ★★★

Partner ecosystem

- Kyndryl partners with ServiceNow to support digital workplace services through IT service management, IT operations management, and IT asset management. The collaboration includes resilient service delivery, AIOps-driven issue prediction and resolution, and end-to-end life cycle management for software licenses, hardware assets, and cloud resources on the ServiceNow platform.
- It partners with VMware to support digital workplace services. The collaboration includes virtual workspaces, management of applications on any device, analytics and automation for implementation, and virtualization technologies delivered across on-premises, cloud, and multicloud environments.

Investments and innovation

- In April 2026, Kyndryl launched Digital Twin for the Workplace, an AI-powered capability that models workplace operations across employees, devices, applications, and locations. It analyzes workplace signals to identify technology issues, recommend corrective actions, support agentic AI optimization, and provide visibility into workplace health and performance.
- In the same month, it launched Agentic Service Management, which combines structured assessments and implementation blueprints to help organizations transition from traditional service operations to autonomous workflows. The offering aims to support the adoption of agentic IT service management.

LTM: RadarView profile

LTM



Practice maturity ★★★★

Future-proofing ★★★★

Has developed BlueVerse WorkplaceIQ platform for self-healing workflows. Partners with Resolve for AI-enabled chatbot and workflow orchestration capabilities.

Practice overview

- Practice size: 7,600+
- Active clients: 125+
- External certifications: 3,895+
- Delivery highlights: Presence across 80+ countries

$500M–$750M	10%–20%
DWS revenue, as of March 2026	DWS revenue growth, as of March 2026

Client case studies

- Modernized workplace support for a US-based insurance company by centralizing service desk operations, deploying AI-powered chatbots, and digital experience monitoring solutions. This enabled 56% ticket deflection, 30% MTTR** improvement, and 15%–25% workplace cost reduction.
- Enhanced digital workplace experience for a Swedish manufacturing company by implementing Systrack and Nexthink for experience monitoring and workflow automation. This improved the *DEX score from 40 to over 90 and enabled 75% service request automation.
- Modernized application delivery for a Swedish high-tech firm by replacing terminal server-based access with Azure Virtual Desktop and Nerdio Manager for enterprise. This centralized management plane and virtualized desktop environment for over 1,000 users.
- Migrated Office 365 for a US-based publishing company by deploying a hybrid environment, staged mailbox migration, and customized incident and change processes. This established a standard collaboration platform within six months and improved employee experience.

Key IP and assets

- BlueVerse WorkplaceIQ: An AI-powered workplace platform that analyzes workplace signals and operational context to support action orchestration and outcome monitoring across workplace services

Key partnerships

Platform/technology partners

Microsoft, citrix, nexthink, Voicing AI, aws, RESOLVE, GoTo, Lakeside

Hardware partners

Lenovo, intel, DELL, hp

Sample clients

- A US-based insurance company
- A Swedish manufacturing company
- A Swedish high-tech firm
- A Nordic retail company
- A Saudi-based energy company
- A Swedish fuel company
- A Swedish scrap metal trader
- A UK-based marketing communication services provider
- A US-based financial institution

Industry coverage

- Banking
- Financial services
- Government
- Healthcare & life sciences
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- Insurance
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- Nonprofits
- Retail & CPG
- Telecom, media & entertainment
- Travel & transportation
- Utilities & resources

Darker color indicates higher industry concentration:

*DEX: Digital employee experience **MTTR: Mean time to repair

AVASANT

LTM: RadarView profile

Analyst insights

Practice maturity ★★★★

- LTM offers AI-first workplace services spanning workplace observability, AI-enabled service desk operations, workplace modernization, field services, and productivity and collaboration services. The portfolio incorporates experience management and automation, digital assistants, device and application life cycle management, virtual desktop infrastructure, workplace security, and collaboration tools integrated with Copilot capabilities.
- It provides digital experience monitoring services through its Unified Experience Platform to deliver real-time monitoring across workplace environments. The platform combines Gen AI-driven experience insights, sentiment analysis, XLA*-based service measurement, and cross-domain observability across endpoints.
- It offers unified communication and collaboration services across voice, video, messaging, and email environments, incorporating Gen AI for transcription, meeting summarization, and content generation. The offering includes cloud migration to Microsoft 365 and Teams, Copilot readiness, and intelligent scheduling.
- It provides smart and sustainable workplace services through Smart Spaces, a digital twin-driven platform, and ESG NxT, a modular enterprise ESG platform that combines agentic AI capabilities. The offering combines sustainability management through AI-based energy optimization and predictive maintenance.

Future-proofing ★★★★

Partner ecosystem

- LTM partners with Resolve to deliver AI-enabled chatbot, workflow orchestration, and knowledge-driven self-service capabilities integrated with DEX and ITSM platforms. The collaboration also supports joint go-to-market initiatives for AI-driven self-service and Human-Centric AI Service Desk solutions.
- It collaborates with Intel to codevelop solutions based on Intel-powered AI PCs and Intel vPro technologies. The collaboration integrates Intel vPro remote manageability into WorkplaceIQ-Operations to support zero-touch provisioning and self-healing of unresponsive endpoints, while enabling use cases such as AI PC readiness assessments, predictive endpoint health monitoring, and energy-efficient device fleet management.

Investments and innovation

- LTM has developed a BlueVerse WorkplaceIQ platform that provides conversational assistance, self-healing workflows, and rule-based ticket resolution. The platform supports omnichannel interactions, real-time experience monitoring, proactive issue detection, and automation-led resolution while delivering predictable, auditable, and compliant outcomes.
- It has also developed a probabilistic AI platform that supports agentic AI-powered knowledge extraction, intelligent automation, and Copilot integration for engineering productivity. The platform supports AI-powered issue resolution, migration planning, and automated validation capabilities.

*XLA: Experience level agreements

Microland: RadarView profile

MICROLAND



Practice maturity ★★★

Future-proofing ★★★

Has developed intelligeni, an autonomous operations platform for digital workplace services. Partners with Lakeside Software to enhance digital employee experience management.

Practice overview

- Practice size: N/A
- Active clients: 90+
- External certifications: 2,000+
- Delivery highlights: Over 7L users supported through the service desk

8	20%–30%
Languages supported	DWS revenue growth, as of March 2026

Client case studies

- Assessed workplace services for one of the councils in the UK by conducting a comprehensive review of field support and Microsoft 365 support operations. This helped deliver a transformation blueprint identifying the process tool changes required to achieve the target state.
- Standardized communication and collaboration services for an oil and field services company by delivering enterprise messaging, collaboration, and mobility management across over 70,000 users. This improved collaboration effectiveness and productivity by 20%.
- Improved digital employee experience (DEX) for a law firm by deploying digital experience monitoring services that used DEX analytics, device telemetry, sentiment insights, and performance scorecards. This reduced user disruption by 82% and lowered application crashes by 20%.
- Standardized desktop and application virtualization services for an environmental solutions firm by delivering automated provisioning and policy-driven endpoint governance across over 40,000 mobile devices and over 6,000 VDI* instances. This reduced provisioning time by ~25%.

Key IP and assets

- intelligeni Workplace: A workplace operations platform that delivers personalized digital experiences through bots, persona-based workflows, DEX analytics, and asset life cycle management
- CCentral: A framework that enables workplace digitization aligned with business objectives

Key partnerships

Platform/technology partners

Microsoft, aws, citrix, 1E, Lakeside, Cisco, vmware by Broadcom

Hardware partners

DELL, Lenovo, hp

Sample clients

- One of the councils in the UK
- An oil and field services company
- A law firm
- An environmental solutions firm
- A UK-based property consultancy firm
- A global semiconductor manufacturer
- A Middle Eastern bank
- A multinational advisory firm
- A global aviation services company

Industry coverage

- Banking
- Financial services
- Government
- Healthcare & life sciences
- High-tech
- Insurance
- Manufacturing
- Nonprofits
- Retail & CPG
- Telecom, media & entertainment
- Travel & transportation
- Utilities & resources

Darker color indicates higher industry coverage through digital services

*VDI: Virtual Desktop Infrastructure

AVASANT

Microland: RadarView profile

Analyst insights

Practice maturity ★★★

- Microland provides digital workplace services through three service pillars, namely Design, Run, and Evolve, supported by its intelligeni Workplace AI control plane. The offering spans workplace consulting, technology adoption, employee support, collaboration and productivity, experience management, AI productivity, and workplace modernization services.
- Its employee experience enhancement offering uses the intelligeni Insights analytics platform to monitor workforce experience across distributed environments. The offering supports employee experience measurement through XLA-based models and experience analytics.
- Its intelligeni Workplace platform uses agentic AI to support workplace operations through autonomous workflows, predictive issue resolution, self-healing capabilities, and zero-touch support across endpoint environments.
- Its Intelligent Bots capability automates workplace operations by performing diagnostics, executing operational tasks, remediating incidents, and supporting preventive interventions with minimal human involvement.

Future-proofing ★★★

Partner ecosystem

- Microland partners with Lakeside Software to implement and manage Lakeside's Systrack solution for customers. The collaboration integrates SysTrack with Microland's smartAnalytics platform, providing capabilities for digital experience management, end-user experience management, digital workplace planning, IT asset optimization, remote work management, and XLA*-based customer programs.
- It works with AWS to support digital workplace services, such as solutions for migrating to the AWS cloud, AWS WorkSpaces deployments, and support for AWS workloads in the cloud. It also partners with Citrix for desktop management and virtualization services for Citrix Workspace.

Investments and innovation

- Microland is establishing a dedicated DEX CoE and innovation lab with Nexthink to industrialize experience-led operations. The CoE is designed to support use-case development, benchmarking, proofs of concept, and solution standardization, while serving as an innovation hub for automation, user experience insights, and workplace solutions.
- Its intelligeni platform incorporates a knowledge graph that serves as a living digital twin of the IT environment, a Geni Engine that reasons, decides, and acts autonomously, and Genies, virtual engineers that adopt context-specific and technology-specific personas to diagnose, remediate, and prevent issues.

*XLA: Experience level agreements

Microsoft: RadarView profile

Microsoft



Offers Microsoft 365 Copilot with AI agents and governance capabilities for workplace productivity. Provides Windows 365 Cloud PCs to support flexible and AI-enabled work environments.

Practice overview

- Practice size: 223,000 overall employees
- Active clients: N/A
- External certifications: N/A
- Delivery highlights: N/A

$331.8B	18%
Overall Revenue, FY 2026	Overall revenue growth, FY 2026

Case studies

- Deployed Microsoft Copilot, GitHub Copilot, and Azure AI Services across Allegis Group for workplace productivity and automation. This enabled over 18,000 active users to save over 150,000 hours and accelerated testing cycles.

Sample clients

- Allegis Group
- Northumbria
- Healthcare NHS Foundation Trust
- Vodafone

Industry coverage

- Banking
- Financial services
- Government
- Healthcare & life sciences
- High-tech
- Insurance
- Manufacturing
- Nonprofits
- Retail & CPG
- Telecom, media & entertainment
- Travel & transportation
- Utilities & resources

Key IP and assets

Microsoft 365 Copilot with Work IQ: An AI assistant and intelligence layer for workplace agents

Key partnerships

intel OpenAI accenture Lenovo DELL Technologies

Analyst insights

- Microsoft offers a workplace platform through Microsoft 365 Copilot, with capabilities such as Work IQ, Agent 365, and dedicated Word, Excel, and PowerPoint agents. The platform extends AI-powered work assistance, agent management, governance, and workflow support across Microsoft 365 applications, enabling organizations to embed AI and agents into day-to-day work processes.
- It offers Windows 365 Cloud PCs that deliver a Windows desktop experience from the Microsoft Cloud. The portfolio includes Windows 365 Flex for part-time and shift-based users, Windows 365 Reserve for temporary Cloud PC access, Windows 365 Link for shared workspaces, and Windows 365 for Agents.
- It extends Windows 11 with Copilot Voice, Copilot Vision, Copilot connectors, and Copilot Actions. The platform also incorporates agentic capabilities through Windows Settings integration and AI-powered actions within File Explorer and connected applications.
- It offers Microsoft Scout, an always-on personal agent integrated across Microsoft 365 applications. Scout operates across cloud, desktop, and web environments and connects to Teams, Outlook, OneDrive, SharePoint, chats, email, calendar, and contacts.
- It offers Microsoft 365 Business Standard with Copilot and Microsoft 365 Business Premium with Copilot, combining Microsoft 365 applications, Copilot, and security capabilities in a unified offering. The offering includes Copilot capabilities across Word, Excel, PowerPoint, and Outlook, and access to more than 1,000 connectors for third-party business applications and services.

Darker color indicates higher value chain coverage through digital services

AVASANT

Movate: RadarView profile

movate

AVASANT RADARVIEW™ CHALLENGER Digital Workplace Services 2026

Practice maturity ★★★

Future-proofing ★★

Has partnered with Leena AI to enhance employee experience through agentic AI. Offers Mova iO Operations to support AI-led workplace and IT operations services.

Practice overview

- Practice size: 4,500+
- Active clients: 48+
- External certifications: 890+
- Delivery highlights: Over 3L users supported through the service desk

<$25M	20%–30%
DWS revenue, as of March 2026	DWS revenue growth, as of March 2026

Client case studies

- Transformed employee support operations for a global beauty and cosmetics enterprise by deploying agentic employee assist for autonomous request fulfillment, an AI triage agent for routing requests, and self-healing agents. This achieved over 65% autonomous resolution.
- Consolidated IT operations for a global transportation and mobility group by deploying agentic employee assist for conversational self-service support, and AI agents for incident triage and infrastructure operations. This enabled 45%–50% of incidents to be resolved autonomously.
- Established a single global support operating model for a Fortune 50 technology firm by unifying five service desks and deploying agentic AI for triage, routing, RCA*, and quality automation. This reduced Tier I demand by 20% and Tier II workload by 15%–20%.
- Delivered digital workplace for a global private equity firm by implementing endpoint intelligence and automation across Microsoft 365 and virtualization environments. This achieved over 98% endpoint compliance and device experience scores above 90%.

Key IP and assets

- Mova iO: A platform that combines AI agents, automation, analytics, and human expertise to support autonomous workplace operations
- AI Digital Workplace Deployment Framework: A framework that standardizes AI readiness, knowledge curation, data integration, governance, deployment, and adoption for digital workplace initiatives

Key partnerships

Platform/technology partners

Microsoft, aws, nexthink, yellow.ai, paloalto NETWORKS, servicenow, krisp, Leena AI, SkanAI

Sample clients

- A global beauty and cosmetics enterprise
- A global transportation and mobility group
- A Fortune 50 technology firm
- A global private equity firm
- A US-based autonomous vehicle company
- A digital luxury fashion retailer
- A US-based multinational company

Industry coverage

- Banking
- Financial services
- Government
- Healthcare & life sciences
- High-tech
- Insurance
- Manufacturing
- Nonprofits
- Retail & CPG
- Telecom, media & entertainment
- Travel & transportation
- Utilities & resources

Darker color indicates higher industry concentration:

*RCA: Root cause analysis

AVASANT

Movate: RadarView profile

Analyst insights

Practice maturity ★★★

- Movate provides workplace consulting services through its AI workplace strategy and transformation offering to help organizations design digital workplaces by aligning workplace strategy, employee experience, and technology transformation. The offering includes AI readiness assessments, employee journey mapping, persona-based workplace models, automation opportunity identification, and adoption strategies to support workplace modernization and AI adoption.
- Its AI-enhanced collaboration services offering integrates voice, video, messaging, and productivity platforms to support enterprise collaboration. The offering includes AI-enabled meeting summarization, multilingual transcription, contextual knowledge retrieval, collaboration assistants, and adoption analytics.
- Its Mova iO platform orchestrates AI across digital workplace services through enterprise knowledge, automation, governance, and human-centric AI collaboration capabilities. The platform supports predictive operations, autonomous workflows, and agentic orchestration across workplace environments.
- Its predictive digital experience intelligence offering provides visibility across devices, applications, networks, collaboration platforms, and user sentiment through its DEX and uXLA frameworks. The offering uses Mova iO to correlate telemetry and AI-driven insights to identify performance issues.

Future-proofing ★★

Partner ecosystem

- In June 2026, Movate collaborated with Leena AI to combine Movate's enterprise service delivery capabilities with Leena AI's agentic AI platform. The collaboration focuses on employee experience and enterprise operations, supporting employee interactions with enterprise systems, services, and support through agentic AI capabilities.
- In January 2026, it partnered with Krisp to integrate Krisp's AI accent conversion and AI voice translation capabilities into the MovateAI CX platform. The collaboration aims to combine Movate's capabilities with Krisp's voice AI technology, embedded in agent workflows and training ecosystems.

Investments and innovation

- It has developed healthcare-specific solutions, including IntelliPrint for monitoring printer ink, toner, and paper levels in clinics, a voice-enabled virtual assistant for appointment scheduling, reminders, and feedback, a copilot for clinical staff to support clinical notes and appointment tracking, and clinic in a box, a technology-enabled managed service for end-to-end clinic operations.
- Its Mova iO Operations solution uses specialized AI agents across the digital workplace, IT operations, and knowledge management functions. The solution incorporates ITOps and knowledge twins that provide digital representations of employee environments, IT services, and enterprise knowledge.

NTT DATA: RadarView profile

NTT DATA

AVASANT RADARVIEW™ INNOVATOR Digital Workplace Services 2026

Practice maturity ★★★★

Future-proofing ★★★★

Has launched One.ESC, a unified platform for AI-driven employee self-service and workflows. Collaborates with Microsoft to embed AI agents into workplace experiences.

Practice overview

- Practice size: N/A
- Active clients: N/A
- External certifications: N/A
- Delivery highlights: Over 6.5M user devices managed

¥4,639B	~6%
Overall revenue, FY 2025	Overall revenue growth

Client case studies

- Modernized workplace collaboration for HEINEKEN by deploying a hybrid workplace model, migrating the internal contact center to the cloud, and introducing managed collaboration services. This simplified workplace operations and improved employee collaboration.
- Transformed workplace and infrastructure operations for Trinity Industries to support digital and analytics initiatives. This enabled over 70,000 first-call service desk resolutions annually, improved employee productivity, and supported real-time railcar visibility.
- Consolidated workplace collaboration environments for the Commonwealth of Virginia by migrating 72,000 users across 69 agencies to Microsoft 365. This reduced licensing costs by $1 million annually and improved collaboration and compliance reporting.
- Transitioned global telephony services for Siemens from legacy telephony platforms to Microsoft Teams. This led to annual savings of over 20%, supported 35,000 telephony users across 44 countries, and enabled a unified global communications environment.

Key IP and assets

- Workplace Smart AI Agent™: An AI-powered workplace platform that uses intelligent agents to deliver automation, proactive support, and personalized assistance across collaboration and productivity environments
- Workplace Management Platform: A platform that unifies device management, virtual workspaces, and endpoint automation to support secure and productive work from any device, anywhere

Key partnerships

Platform/technology partners

Microsoft, aws, kore.ai, Cisco, Anthropic, nexthink, vmware by Broadcom, OpenAI

Hardware partners

hp, DELL

Sample clients

- HEINEKEN
- Trinity Industries
- Commonwealth of Virginia
- Siemens
- MASORANGE
- Independent Health
- DNB Bank Polska
- Virginia Information Technologies Agency
- Clarios
- Amgen
- Lufthansa Group
- Bruce County, Ontario, Canada

Industry coverage

- Banking
- Financial services
- Government
- Healthcare & life sciences
- High-tech
- Insurance
- Manufacturing
- Nonprofits
- Retail & CPG
- Telecom, media & entertainment
- Travel & transportation
- Utilities & resources

Darker color indicates higher industry concentration:

AVASANT

NTT DATA: RadarView profile

Analyst insights

Practice maturity ★★★★

- NTT DATA's digital workplace services encompass workplace strategy and transformation, employee experience management, workplace management, collaboration services, omnichannel support, and device support. The portfolio focuses on enabling digital workplace operations through integrated workplace platforms, collaboration capabilities, employee support services, and device life cycle management.
- It provides workplace consulting services through its modern workplace strategy offering, which includes digital workplace maturity assessments, gap analysis, transformation planning, and road map development. It also encompasses Microsoft 365 Copilot advisory, customer, and employee experience advisory.
- Its Employee Collaboration offering encompasses cloud voice services, productivity suite management, hybrid meeting room services, and managed services for collaboration and communication environments. It also incorporates Gen AI-enabled capabilities through Microsoft Copilot services.
- It delivers Workplace Device Support offering, which combines onsite device support and smart dispatch capabilities for workplace devices and software. The offering also includes self-service technologies such as tech bars and kiosks, as well as AR/VR-based field support and automated inventory management.

Future-proofing ★★★★

Partner ecosystem

- NTT DATA collaborates with Microsoft to embed agentic AI capabilities into Microsoft 365 Copilot. The collaboration combines Microsoft Copilot technologies with NTT DATA's Workplace Smart AI Agent™ Suite to support intelligent digital agents that can be integrated into workplace workflows.
- It collaborates with Cisco to deliver Managed Collaboration Services, including advisory and migration services for moving from on-premises collaboration platforms to cloud-based platforms such as Cisco Webex. The collaboration also includes Cloud Calling, Cisco UCM Cloud, cloud-connected PSTN for Webex, and services that combine Cisco collaboration tools with Microsoft Teams and other collaboration platforms.

Investments and innovation

- In July 2026, NTT DATA launched a DEX implementation and operations support service based on Nexthink Infinity, a digital employee experience platform, incorporating knowledge gained from deployment across approximately 60,000 internal devices. The service provides visibility into employees' IT usage environments and supports issue prevention, faster inquiry response, and assessment of IT investment effectiveness.
- In May 2026, it launched Employee Service Center (One.ESC), a unified employee platform that centralizes People and Culture services for employees across 49 countries. The platform provides a foundation for onboarding journeys, employee life cycle experiences, agentic workflows, and AI-driven self-service.

*UCM: unified call manager **PSTN: Public switched telephone network

Orange Business: RadarView profile

Orange Business

AVASANT RADARVIEW™ DISRUPTOR Digital Workplace Services 2026

Practice maturity ★★★

Future-proofing ★★★

Has launched Live Collaboration, a sovereign collaboration suite for workplace communication. Partners with eXo for sovereign digital workplace solutions.

Practice overview

- Practice size: 800 certified experts
- Active clients: N/A
- External certifications: 1,500+ Microsoft certifications
- Delivery highlights: Presence in 65 countries

>1M	>500
Users supported via collaboration deployments	Collaboration projects

Client case studies

- Modernized collaborative telephony for Carso by deploying Workplace Together, a Webex solution, centralizing telecom management, and integrating telephony and collaboration capabilities on a single platform. This supported seamless communication for remote employees.
- Standardized the adoption of Gen AI for Nhood by deploying Microsoft Copilot, onboarding users via a structured pilot program, and identifying role-specific use cases across business functions. This improved efficiency in routine tasks and achieved 98% daily usage among pilot users.
- Transitioned Kantar's telephony environment from legacy systems to a cloud-based Microsoft Teams calling platform by deploying a hybrid direct routing and operator connect model. This unified communications across global locations and reduced telephony costs by over 50%.
- Consolidated communication services for a travel management company by modernizing connectivity and supporting over 1,000 Microsoft Teams environments with direct routing and operator connect. This streamlined operations and provided centralized visibility.

Key IP and assets

- Live Intelligence: A platform that provides access to AI agents, enables the design, orchestration, deployment, and governance of AI agents, and supports the creation and sharing of personal and business AI assistants

Key partnerships

Platform/technology partners

aws, Microsoft, dynatrace, eXo, cisco, vmware by Broadcom, servicenow, paloalto NETWORKS

Hardware partners

Dell Technologies

Sample clients

- Carso
- Nhood
- Kantar
- A travel management company
- Haier
- Standard Chartered Bank
- Mondelēz International
- Lenovo
- Human Immobilier
- Open Bee
- Nobian
- Gemaddis

Industry coverage

- Banking
- Financial services
- Government
- Healthcare & life sciences
- High-tech
- Insurance
- Manufacturing
- Nonprofits
- Retail & CPG
- Telecom, media & entertainment
- Travel & transportation
- Utilities & resources

Darker color indicates higher industry concentration:

AVASANT

Orange Business: RadarView profile

Analyst insights

Practice maturity ★★★

- Orange Business provides workplace consulting services that help organizations define workplace strategies, select collaboration tools, establish KPIs, and develop action plans for deployment and change management. It also supports employee adoption through training and enables integration of collaboration tools with business applications and corporate telephony systems.
- Its hybrid workplace services encompass connectivity, workstation security, employee security awareness, smart office solutions, and meeting room technologies. The services support access to IT resources across home and office environments, as well as the deployment and management of security solutions.
- It leverages AI-based monitoring, specialized support services, RPA-enabled process automation, and digitalization capabilities to support employee experience management. The service also incorporates technologies such as chatbots, generative AI, Microsoft Copilot, and AR/XR.
- It supports modern workstation management through unified end-user device management and mobile device security services. The service includes deployment of modern management capabilities for workplace devices and enables organizations to support both CYOD** and BYOD*** models.

Future-proofing ★★★

Partner ecosystem

- Orange Business collaborates with eXo Platform to support the deployment of a sovereign digital workplace for French and European organizations. The collaboration combines Orange Business's digital support capabilities with eXo Platform's open-source digital workplace technology and includes consulting, integration, configuration, deployment, performance monitoring, and change management services.
- It collaborates with Apple as an Apple Authorized Enterprise Reseller to expand its mobility services offering with Apple solutions for enterprises. The collaboration includes advising, implementing, deploying, integrating, and managing iPhone, iPad, and Mac environments.

Investments and innovation

- In March 2026, Orange Business launched Live Collaboration, a sovereign and modular collaboration suite for messaging, calendars, collaborative workspaces, document co-editing, videoconferencing, telephony, intranet, and enterprise integration functions within a unified experience. The solution aims to help organizations increase technological independence, retain control over sensitive data, and manage collaboration tool costs.
- In the same month, it launched Live Intelligence Studio, a new capability within its Live Intelligence platform to support the development, deployment, and governance of AI agents. The platform includes monitoring and centralized governance capabilities for managing AI agents and agent-based workflows.

*KPI: Key performance indicators **CYOD: Choose Your Own Device ***BYOD: Bring Your Own Device

TCS: RadarView profile

TATA CONSULTANCY SERVICES

AVASANT RADARVIEW™ LEADER Digital Workplace Services 2026

Practice maturity ★★★★★

Future-proofing ★★★★★

Has developed Workplace Companion, an agentic AI offering with purpose-built Copilot agents. Has expanded its partnership with Zscaler to enhance workplace observability.

Practice overview

- Practice size: 24,000
- Active clients: 750
- External certifications: 12,000
- Delivery highlights: 40+ R&D centers

>$1B	10%–20%
DWS revenue, FY 2025–2026	DWS revenue growth, FY 2025–2026

Client case studies

- Defined a workplace modernization strategy for a Danish multinational technology company by recommending Microsoft Intune, a cloud-based unified device management solution for endpoint management. This led to a 50% reduction in Microsoft 365 E5 licensing requirements.
- Enabled Microsoft 365 Copilot adoption for an American utility company by developing a Copilot exploration framework and multiple Copilot and Gen AI agents for business use cases. This led to annual savings of 2,300+ hours and scaled adoption across 15+ business units and 6,000+ users.
- Transformed AI-enabled service desk for a multinational energy firm by deploying password reset automation, self-heal capabilities, and AIOps-driven service catalog automation. This eliminated 6,000 contacts through chatbot use cases and reduced service desk contacts by 30%.
- Developed a Microsoft Copilot Studio Gen AI chatbot for a SaaS company to automate responses to company and HR-related queries and improve employee access to information. This streamlined employee support and reduced service desk calls by 30%.

Key IP and assets

- TCS Cognix™: A platform that unifies business and IT operations through automation, analytics, and decision-making capabilities
- ignio.AI.Digital Workplace™: An end-user experience management platform that detects and resolves endpoint issues through self-service automation, improving employee experience

Key partnerships

Platform/technology partners

aws, Microsoft, servicenow, CISCO, kore.ai, HSM, intel, GoTo

Hardware partners

Lenovo, DELL

Sample clients

- A Danish multinational technology company
- An American utility company
- A multinational energy firm
- A SaaS company
- A Swiss private equity-owned chemical firm
- The Government of Odisha, India
- An American energy company
- An industrial and energy transition company
- An American private equity firm
- A Brazilian financial services company

Industry coverage

- Banking
- Financial services
- Government
- Healthcare & life sciences
- High-tech
- Insurance
- Manufacturing
- Nonprofits
- Retail & CPG
- Telecom, media & entertainment
- Travel & transportation
- Utilities & resources

Darker color indicates higher industry concentration:

AVASANT

TCS: RadarView profile

Analyst insights

Practice maturity

★★★★★

- TCS offers digital workplace services through an engineering-first, engagement-first, and experience-first approach that combines workplace engineering, AI-enabled user engagement, and workplace operations. Its services incorporate conversational AI, agentic workplace capabilities, smart workspaces, workplace intelligence operations, AI-powered service desks, and predictive routing to support workplace service delivery and user interactions.
- It provides desktop and application virtualization services through TCS Cognix™ for Workspace, an AI-driven workspace platform that combines cognitive virtual assistants, experience analytics, user segmentation, and proactive endpoint capabilities.
- It provides digital employee experience services through the Cognix™ for Workspace Experience Studio to monitor and analyze workplace experience across endpoint environments. It includes centralized observability dashboards and experience elevation centers that provide real-time visibility and predictive insight.
- It provides smart workplace services through the Cognix™ for Workspace ecosystem, integrating AI, automation, observability, and sustainability analytics. The offering includes monitoring of endpoint energy consumption and carbon emissions, with dashboard-based visibility into device models.

Future-proofing

★★★★★

Partner ecosystem

- In March 2026, TCS expanded its partnership with Zscaler to launch TCS Workspace Experience Studio, engineered with Zscaler Digital Experience. The offering combines workplace observability, digital experience monitoring, Zero Trust security, and AI-powered experience analytics to enhance enterprise digital workplace management and employee experience.
- In January 2026, it collaborated with AMD to accelerate enterprise AI adoption and digital workplace transformation. The initiative combines AMD's AI and high-performance computing technologies with TCS's integration and industry capabilities to support AI-powered workplace deployments.

Investments and innovation

- TCS continues to invest in AI-enabled workplace solutions, including TCS Engage, TCS Workplace Companion, and TCS Agent Factory. These offerings support Microsoft 365 Copilot adoption and governance, provide workplace-focused AI agents and frameworks, and enable rapid development and scaling of enterprise AI agents through a structured onboarding and deployment approach.
- It has developed Workplace Companion, an agentic AI offering that provides purpose-built Copilot agents, reusable agent templates, and persona-driven workflows. It supports use cases across IT operations for self-healing capabilities, and HR for job description creation, employee onboarding, and offboarding.

Tech Mahindra: RadarView profile



Practice maturity ★★★

Future-proofing ★★★★

Advances sustainable workplace operations via its IoT-enabled FLEX Sustainability framework. Has partnered with UKG for employee experience capabilities.

Practice overview

- Practice size: N/A
- Active clients: N/A
- External certifications: 10,000+ Microsoft certified professionals
- Delivery highlights: 25 delivery locations

42+	3000+
Languages supported	Workplace-support resources

Client case studies

- Established an independent digital workplace for Carestream Dental by migrating 2,088 users to a new domain and Microsoft 365 along with deploying Tech Mahindra's WaaS* NxT. This reduced overall IT costs by 30%, network costs by 26%, and managed services costs by 40%.
- Modernized IT service management (ITSM) for a UK-based fashion retailer by implementing BMC Helix Digital Workplace, ITSM, and discovery with AI-driven event correlation, incident automation, and a unified service catalog. This increased automation by 50% and reduced MTTR* by 30%.
- Transformed the employee workplace for an Australian financial services provider by deploying Tech Mahindra's WaaS NxT with context-aware security, cross-device access, and 24/7 support. This migrated 22,000 users, reduced power consumption by 60%, and ensured 99.99% availability.
- Developed an AI-powered multilingual platform for a global manufacturer, integrating real-time translation and contextual guidance. The solution supports over 40 languages, improving workplace communication, safety training, and employee onboarding.

Key IP and assets

- FLEX eXM: An AI-driven framework that uses advanced analytics and experience-level agreements to monitor and improve employees' digital workplace experiences
- FLEX DaaS (desktop as a service): A device life cycle management solution that covers procurement, provisioning, support, and sustainable disposal while providing per-employee cost visibility.

Key partnerships

Platform/technology partners

Microsoft, cisco, intel, GENESYS, GoTo, AVAYA, TeamViewer

Hardware partners

DELL Technologies, Lenovo

Sample clients

- Carestream Dental
- A UK-based fashion retailer
- An Australian financial services provider
- A global manufacturer
- A Finnish manufacturer of fiber-based products
- A global logistics company
- An American industrial semiconductor manufacturer
- A chemical manufacturer
- A global beverage company
- A US-based insurance company

Industry coverage

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- Telecom, media & entertainment
- Travel & transportation
- Utilities & resources

Darker color indicates higher industry concentration:

*WaaS: Workplace as a service**MTTR: Mean time to repair

AVASANT

Tech Mahindra: RadarView profile

Analyst insights

Practice maturity ★★★

- Tech Mahindra provides personalized workplace assistance through multilingual service desks, AI/ML, and XR-enabled remote support, onsite technicians, Tech Bars, and device exchange facilities, helping improve first-contact resolution while supporting employees across geographically distributed locations.
- Its FLEX eXM framework measures employee experience across devices, applications, virtual desktops, printers, collaboration platforms, security, and sustainability, supported by dedicated and regional XLA offices that customize, monitor, report, and continuously mature experience-level agreements using real-time analytics and user insights for global client accounts.
- Its XaaS workplace portfolio combines device leasing, collaboration platforms, smart meeting rooms, AI-enabled support, digital experience tools, and XLA-based services, helping employees work anywhere, collaborate seamlessly, become productive faster, and achieve an improved total user experience holistically.
- Tech Mahindra delivers workplace security through a zero-trust framework that protects users, devices, applications, networks, and data while integrating enterprise security standards and compliance controls and providing authenticated employees with secure, transparent access to workplace resources.

Future-proofing ★★★★

Partner ecosystem

- In May 2026, Tech Mahindra partnered with UKG, a global AI platform unifying HR, pay, and workforce management to deploy the UKG Workforce Operating Platform for its employees and expand its UKG services practice. The partnership will support enterprises through platform implementation, integration, and support, while targeting workforce productivity, efficiency, agility, frontline operations, recruiting, onboarding, talent mobility, and workforce health.
- Tech Mahindra leverages partnerships with Microsoft, Cisco, Avaya, Genesys, Dell, Lenovo, HP, Intel, and TeamViewer to deliver infrastructure, productivity, collaboration, endpoint management, and analytics solutions supporting scalable, integrated digital workplace services and enhanced user experiences.

Investments and innovation

- In August 2026, Tech Mahindra established its Toronto Innovation Hub to bring together AI innovation, client cocreation, and talent development. The hub provides employees with modern workspaces, AI-enabled learning, and upskilling initiatives and supports collaborative research, innovation showcases, hackathons, and industry roundtables.
- Its FLEX Sustainability framework incorporates IoT-enabled waste reduction initiatives, including light sensors to reduce electricity consumption, parking sensors to optimize parking space utilization, water sensors to monitor water usage, and RFID tag recirculation.

Unisys: RadarView profile

unisys



Practice maturity ★★★★★

Future-proofing ★★★★★

Has advanced its Service Experience Accelerator to automate workplace operations. Has expanded its Salesforce partnership to integrate Agentforce 360 into field services.

Practice overview

- Practice size: 5,930+
- Active clients: 750+
- External certifications: N/A
- Delivery highlights: Over 7.1M users served through device support service

>$1B	<10%
DWS revenue, as of March 2026	DWS revenue growth, as of March 2026

Client case studies

- Managed meeting room operations of over 500 meeting rooms globally for a global food and beverage company by deploying a centralized dashboard with real-time monitoring, fault alerts, and usage analytics. This reduced manual support effort by 70% and improved room availability.
- Automated meeting room password management for a global pharmaceutical company by deploying a remote password automation agent to support password policy updates. This saved ~150 service hours and enabled large-scale password updates with minimal disruption.
- Delivered a restaurant support mobile application for a restaurant enterprise by providing ticket management, device health monitoring, and a Gen AI-powered digital assistant. This improved access to support services and enabled real-time visibility into issues for restaurant staff.
- Standardized frontline workplace technology for a French agricultural firm by deploying a Chrome operating system-based platform and centralizing device management. This reduced device management costs by 8% and established a centrally managed and secure digital workplace.

Key IP and assets

- Experience Management Office: A framework that combines DEX and experience management capabilities to identify, predict, and prevent end-user experience issues
- XLA 3.0: A framework that designs, operates, and measures workplace services using XLAs across digital, persona-based, and physical workplace environments

Key partnerships

Platform/technology partners

Microsoft, aws, GENESYS, TeamViewer, ABSOLUTE, nexthink, servicenow, readyworks

Hardware partners

hp, Lenovo, DELL

Sample clients

- A global food and beverage company
- A global pharmaceutical company
- A restaurant enterprise
- A French agricultural firm
- A global CPG company
- A global technology company
- A government transport agency
- A global quick-service restaurant chain
- A global consumer and industrial products company

Industry coverage

- Banking
- Financial services
- Government
- Healthcare & life sciences
- High-tech
- Insurance
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- Nonprofits
- Retail & CPG
- Telecom, media & entertainment
- Travel & transportation
- Utilities & resources

Darker color indicates higher industry concentration:

AVASANT

Unisys: RadarView profile

Analyst insights

Practice maturity

★★★★★

- Unisys offers workplace transformation services focused on employee experience, productivity, security, and workplace operating models. The services include workplace assessments, persona-based planning, experience baseline development, XLA* design, AI adoption planning, organizational change management, and experience-led strategies that combine telemetry, employee sentiment, automation, and governance.
- It provides unified communication and collaboration services through Microsoft 365, Teams, voice, meeting room, and workplace communication platforms. The offering includes Microsoft E7 licensing, Copilot and AI agent capabilities, collaboration analytics, and automation across collaboration environments.
- It provides digital experience monitoring services through its experience management model, which combines digital experience monitoring, XLAs, and an experience management office. The service correlates telemetry, sentiment, and business data to identify experience issues and support workplace optimization.
- It provides smart and sustainable workplace services that connect physical and digital workplace environments through workplace analytics, meeting room services, IoT integration, occupancy intelligence, and sustainability reporting. The offering includes workplace experience applications for space booking.

Future-proofing

★★★★★

Partner ecosystem

- In April 2026, Unisys expanded its collaboration with Salesforce to integrate Agentforce 360 into its digital workplace solutions field services offering. The initiative supports intelligent scheduling, automated field service operations, AI-enabled technician assistance, and large-scale workplace support delivery.
- In February 2026, Unisys collaborated with Dell Technologies to expand its Device Subscription Service for edge computing and IoT deployments. The enhanced offering extends device life cycle management beyond traditional endpoints and integrates AI-driven support automation, endpoint security, real-time analytics, and provisioning capabilities within a digital workplace framework.

Investments and innovation

- Unisys has advanced its Service Experience Accelerator with agentic AI capabilities that support autonomous workplace operations. The offering enables coordination of specialized AI agents across device life cycle management, service desk functions, knowledge management, and employee onboarding workflows, with a focus on multi-agent orchestration, automation, and governance.
- It has enhanced its sustainable workplace solution by integrating Appspace's workplace management capabilities, including room reservations, workplace communications, self-service tools, real-time workplace data, and smart building analytics. The enhancement extends occupancy-based space management.

*XLA: Experience level agreements

UST: RadarView profile



Practice maturity ★★★

Future-proofing ★★★

Partners with Anthropic to embed Claude across platforms and operations. Has developed NEURA Works to enable workplace intelligence and agentic workplace operations.

Practice overview

- Practice size: 4,250+
- Active clients: 75+
- External certifications: N/A
- Delivery highlights: 14 languages supported

$50M–$100M	10%–20%
DWS revenue, as of March 2026	DWS revenue growth, as of March 2026

Client case studies

- Implemented a voice-first AI service desk for a US-based healthcare provider by integrating agentic AI, Speech AI, self-service, workflow automation, and DEX-led operations. This improved support productivity by 17% and absorbed 8%–10% demand surges without incremental costs.
- Delivered digital workplace transformation for a global asset management firm by deploying agentic AI service desk capabilities, DEX-led experience management, Cloud PC modernization, and predictive AIOps. This reduced workplace operating costs by 35%.
- Improved workplace collaboration for a UK retail enterprise by leveraging UST DEXA insights and establishing structured adoption governance. This increased the effectiveness of collaboration by approximately 20% and enhanced visibility into Microsoft 365 adoption.
- Enhanced workplace security for a pharma enterprise across the US and Europe by embedding automated threat detection and response workflows within UST NEURA Works. This accelerated incident response, reduced vulnerability exposure, and strengthened compliance management.

Key IP and assets

- NeoHub: A unified employee experience platform that provides persona-based self-service, guided workflows, and centralized access to workplace services, applications, and support
- DEXA: A digital experience analytics platform that transforms device, application, and user data into actionable insights to enable proactive issue resolution and experience-driven service management

Key partnerships

Platform/technology partners

Microsoft, ANTHROPIC, servicenow, aws, Lakeside, nexthink, yellow.ai, krisp

Hardware partners

hp, Lenovo, DELL

Sample clients

- A US-based healthcare provider
- A global asset management firm
- A UK retail enterprise
- A pharma enterprise across the US and Europe
- An insurance company
- A finance company
- A global company
- A US-based healthcare company
- A global professional information and software company

Industry coverage

- Banking
- **Financial services**
- Government
- Healthcare & life sciences
- **High-tech**
- Insurance
- Manufacturing
- Nonprofits
- Retail & CPG
- Telecom, media & entertainment
- Travel & transportation
- Utilities & resources

Darker color indicates higher industry concentration:

AVASANT

UST: RadarView profile

Analyst insights

Practice maturity ★★★

- UST offers AI-enabled workplace services spanning workplace security, workplace engineering, employee experience management, service desk operations, field and remote support, and unified communications and collaboration. The offering incorporates AI-based threat detection, DEX capabilities, experience analytics, self-service support, conversational AI, AR/VR-assisted field support, and communication orchestration across meetings, voice, devices, and channels.
- It provides desktop and application virtualization services through UST VirtuaNXT, a virtualization layer within UST NEURA Works. The offering delivers persona-based digital workspaces with automated session orchestration, session monitoring, predictive performance monitoring, and remediation capabilities.
- It offers digital experience monitoring services through UST DEXA, a platform within UST NEURA Works for monitoring digital workplace performance. The platform collects data from applications, IT service management systems, and user sentiment channels to generate persona-level experience scores.
- It delivers smart workplace services that combine IoT-enabled space management, flexible seating, meeting room management, Tech Cafés, self-service lockers, and video kiosks.

Future-proofing ★★★

Partner ecosystem

- In July 2026, UST collaborated with Anthropic to embed Claude across its platforms, engineering services, and operational workflows. The initiative combines Anthropic's AI models with UST's engineering and domain expertise, while supporting enterprise AI adoption through specialized delivery teams and the planned training of 20,000 UST employees worldwide.
- In December 2025, UST expanded its collaboration with Microsoft through the deployment of Microsoft 365 Copilot and GitHub Copilot across its global workforce. The initiative embeds AI into day-to-day workflows and includes enterprise-grade governance, security, and enablement capabilities.

Investments and innovation

- UST's NEURA Works combines workplace intelligence, personalized employee experiences, unified engineering, zero-trust security, and agentic operations. The framework leverages workplace signals to analyze and predict issues and usage patterns, integrates platforms and automation end-to-end, and supports self-healing, self-service, and self-governing workplace operations.
- Its workplace security services offer agentic AI that embeds into workplace workflows to support threat detection, automated incident response, and risk prioritization, enabling security monitoring and response activities while supporting compliance requirements.

Wipro: RadarView profile



Practice maturity ★★★★★

Future-proofing ★★★★★

Has acquired Mindsprint to expand employee experience and capabilities. Partners with Avaamo to enhance employee support through self-service automation.

Practice overview

- Practice size: 26,000+
- Active clients: 300+
- External certifications: 18,390+
- Delivery highlights: Over 11.9M users served through the service desk support

>$1B	<10%
DWS revenue, as of March 2026	DWS revenue growth, as of March 2026

Client case studies

- Transformed IT support for a global network technology leader by deploying AI-powered resolution, persona-led support, intelligent service catalogs, and experience analytics. This automated 38% of support activities and increased employee happiness index by 30%.
- Provided workplace support for a global apparel brand by deploying AI-enabled service desk pods, voice AI, Gen AI knowledge management, and ServiceNow-integrated virtual agents. This led to a 32% reduction in support costs and enabled over 75% first-line resolution.
- Enabled AI-driven workplace operations for a global bank by deploying cognitive service desk, conversational AI, predictive experience intelligence, and intelligent workforce routing. This reduced response time by 60% and reduced IT call volume by 40%.
- Improved workplace experience for a global investment bank by establishing an experience management office that unified telemetry, while enabling zero-touch automation, self-healing, and predictive analytics. This led to 40% of incidents moving to zero-touch resolution.

Key IP and assets

- WINGS: A workplace platform that integrates operations, functional, and process agents to support workplace automation, employee support, and experience management
- Smart i-Connect: A platform that orchestrates technologies across workplaces, enabling real-time monitoring, centralized control, and optimization of spaces and employee experiences

Key partnerships

Platform/technology partners

Microsoft, aws, NiCE, avaamo, citrix, cisco, rubrik, EMA, nexthink, servicenow

Hardware partners

DELL, intel, Hewlett Packard Enterprise

Sample clients

- A global network technology
- A global apparel brand
- A global bank
- A global investment bank
- A global life sciences company
- A global telecommunications and technology company
- A UK-based energy company
- A global electrification and automation technology company
- A global aviation and airline company
- A European media and digital company
- A British alcoholic beverage company

Industry coverage

- Banking
- Financial services
- Government
- Healthcare & life sciences
- High-tech
- Insurance
- Manufacturing
- Nonprofits
- Retail & CPG
- Telecom, media & entertainment
- Travel & transportation
- Utilities & resources

Darker color indicates higher industry concentration:

AVASANT

Wipro: RadarView profile

Analyst insights

Practice maturity

★★★★★

- Wipro offers digital workplace services spanning unified collaboration, endpoint and identity management, enterprise telephony, virtual desktop infrastructure, AI-powered support, and managed workplace operations. The portfolio includes Microsoft 365 and Teams services, digital field services, AI-enabled service desks, workplace experience management, unified endpoint management, security and connectivity services, and digital workplace transformation capabilities.
- It provides device-as-a-service through WaaS360, integrating device life cycle management, workplace services, and experience management capabilities. The offering incorporates zero-trust security, autonomous endpoint monitoring, unified observability, compliance support, and outcome-based service delivery.
- It provides digital experience monitoring services through ExperienceNXT, a total experience intelligence and management platform that delivers visibility into employee interactions across devices, applications, and AI environments. The platform incorporates experience intelligence and autonomous issue resolution.
- It provides enterprise mobility services through myUnifiedMobility, an end-to-end managed mobility suite covering mobility consulting and advisory, mobile device management, mobile application and content management, mobile security, and telecom expense management.

Future-proofing

★★★★★

Partner ecosystem

- Wipro collaborates with Avaamo to enhance employee support through AI agents and self-service automation. The collaboration combines Avaamo's agentic AI platform and has been deployed across more than 40 employee support use cases serving approximately 200,000 employees globally.
- It collaborates with Nexthink to strengthen digital workplace and employee experience management capabilities. The collaboration incorporates the Nexthink digital employee experience platform into Wipro's workplace offerings, including ExperienceNXT and myHubStyle, providing real-time analytics, employee experience measurement, and experience monitoring capabilities across devices, applications, and workplace environments.

Investments and innovation

- In May 2026, Wipro acquired Mindsprint, expanding its platform-led and domain-integrated solutions capabilities. The acquisition adds expertise across AI-powered infrastructure, employee experience intelligence, workflow engineering, and intelligent enterprise operations.
- Its AI Live Workspace™ Copilot Catalyst Program, powered by Wipro WINGS, supports enterprise-scale Copilot adoption through persona engineering; workplace intelligence; Microsoft Copilot enablement; digital workplace copilots for IT, HR, productivity, and onboarding; autonomous AI agents for self-healing, incident orchestration, meeting experience, and language translation; and ongoing AI governance, optimization, and adoption services.

Yash Technologies: RadarView profile



Practice maturity ★★★

Future-proofing ★★

Has developed AMURAA vConnect for agent assistance and multilingual voice translation. Partners with Microsoft to deliver workplace modernization solutions.

Practice overview

- Practice size: 450
- Active clients: 75
- External certifications: 550+
- Delivery highlights: Over 1.8L users supported through service desk

$25M–$50M	20%–30%
DWS revenue, as of March 2026	DWS revenue growth, as of March 2026

Client case studies

- Improved collaboration services for a BFSI client by deploying Microsoft Teams and Microsoft 365 collaboration capabilities with Copilot readiness, meeting intelligence, governance, and adoption support. This reduced manual meeting follow-up and improved collaboration productivity.
- Standardized workplace life cycle operations for a global industrial technology manufacturer by implementing a workplace-as-a-service model, combining device life cycle management, security, and automation. This improved operational efficiency and cost predictability.
- Optimized workplace support services for a global manufacturer by deploying remote-assist capabilities, smart-locker and tech-bar models, workplace analytics, and AI-assisted support optimization. This reduced avoidable onsite support and improved workplace utilization.
- Standardized virtual workplace access for a life sciences firm through VDI** assessment, provisioning automation, performance optimization, and managed support. This improved provisioning consistency and user experience.

Key IP and assets

- AMURAA iMonitor++: A platform that provides monitoring, experience analytics and event correlation to support workplace operations and continuous digital employee experience (DEX) improvement
- AMURAA vConnect: A unified communications platform that provides voice services, interaction analytics, sentiment analysis, and ITSM* integration for service operations

Key partnerships

Platform/technology partners

Microsoft, aws, citrix, UiPath, servicenow

Hardware partners

hp

Sample clients

- A BFSI client
- A global industrial technology manufacturer
- A global manufacturer
- A life sciences firm
- A European investment bank
- A global aerospace firm
- A US-based manufacturer of industrial tools and household hardware

Industry coverage

- Banking
- Financial services
- Government
- Healthcare & life sciences
- High-tech
- Insurance
- Manufacturing
- Nonprofits
- Retail & CPG
- Telecom, media & entertainment
- Travel & transportation
- Utilities & resources

Darker color indicates higher industry coverage through digital services

*ITSM: IT Service Management **VDI:Virtual desktop infrastructure

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Yash Technologies: RadarView profile

Analyst insights

Practice maturity ★★★

- YASH offers digital workplace services across workplace consulting, desktop and application virtualization, unified communications and collaboration, endpoint management and mobility, DEX management, workplace security, workplace-as-a-service, and workplace sustainability services. The offering incorporates Gen AI and agentic AI capabilities across workplace operations, support, experience management, and workplace modernization.
- Its digital workplace advisory and consulting offering helps organizations assess, design, and modernize workplace environments. The offering includes workplace maturity assessments, employee persona and journey mapping, collaboration and endpoint strategy, and DEX benchmarking.
- It provides unified communications and collaboration services across voice, video, messaging, meetings, and email platforms. The offering includes collaboration architecture, migration, integration, and AI-enabled capabilities, including meeting transcription, summarization, content generation, and action tracking.
- It offers DEX management services to monitor and analyze employee experience across devices, applications, and collaboration platforms. The offering uses experience dashboards to provide visibility into device health and employee sentiment, supported by persona-based DEX scores, XLA*, and predictive analytics.

Future-proofing ★★

Partner ecosystem

- Yash Technologies partners with Microsoft to deliver solutions across Microsoft Azure, Microsoft 365, Dynamics 365, Power Platform, Data & AI, and Modern Work. The collaboration supports cloud adoption, workplace modernization, collaboration, productivity, and digital transformation initiatives for enterprises.
- It works with Citrix to provide consulting, advisory, and implementation services for secure application delivery, application and desktop virtualization, and smart collaboration solutions.
- It partners with UiPath to support workplace and business process automation through document processing and workflow automation.

Investments and innovation

- YASH Technologies has developed accelerators under AMURAA vConnect, such as multilingual voice translation for real-time bidirectional speech translation during live agent-customer calls; AI-Powered Agent Assistance for recommending next-best actions based on customer issues, post-call analytics for generating call transcriptions, sentiment scores, topic extraction, and summaries.
- It has developed AMURAA SENTRA, a platform for governed operations. The platform combines alert triage, ticket management, policy-controlled execution, knowledge recommendations, governance controls, performance telemetry, and secure access management within a single operational framework.

*XLA: Experience level agreements

Zensar: RadarView profile

zensar



Practice maturity ★★★★

Future-proofing ★★★★

Has advanced ZenseAI.TheVinci with agentic AI for the digital workplace. Collaborates with Smartsheet to support enterprise work management.

Practice overview

- Practice size: 1,850+
- Active clients: 120+
- External certifications: 2,600+
- Delivery highlights: Over 1.93M users supported through service desk

$100M–$250M	20%–30%
DWS revenue, as of March 2026	DWS revenue growth, as of March 2026

Client case studies

- Provided digital workplace services for a health and social care provider across 649 sites and 10,000 users by deploying Gen AI-enabled support, self-service, and DEX* monitoring. This enabled 39% automated service fulfillment and 100% zero-touch device provisioning.
- Transformed digital workplace operations for Africa's integrated copper producer by deploying an agentic AI virtual agent, AI-enabled support, AIOps, zero-touch provisioning, and experience-led field services. This delivered more than 40% agentic AI/self-heal and over 85% first-call resolution.
- Transitioned a global pharmaceutical company to a modern workplace by moving to managed services, multilingual support, cloud-based Microsoft 365, BYOD*, collaboration tools, and automated device management. This reduced TCO by 30% and improved CSAT to 98%.
- Enabled digital workplace modernization for a global financial advisory firm by delivering persona-aligned workplace services across Windows 10 migration, VDI****, and enterprise mobility. This improved IT service consistency and reduced resolution time to minutes.

Key IP and assets

- ZenOCM: A framework that enables structured adoption of new workplace technologies and processes through organizational change management
- Zen11: A solution accelerator that streamlines Windows 11 readiness assessment and deployment

Key partnerships

Platform/technology partners

Microsoft, aws, Cisco, ManageEngine, nexthink, servicenow, yellow.ai, citrix

Hardware partners

DELL, Lenovo

Sample clients

- A health and social care provider
- Africa's integrated copper producer
- A global pharmaceutical company
- A global financial advisory firm
- A life sciences corporation
- A power material manufacturer
- A tech conglomerate
- A UK-based bank
- A UK-based oil and gas company
- A US-based manufacturer

Industry coverage

- Banking
- Financial services
- Government
- Healthcare & life sciences
- High-tech
- Insurance
- Manufacturing
- Nonprofits
- Retail & CPG
- Telecom, media & entertainment
- Travel & transportation
- Utilities & resources

Darker color indicates higher industry concentration:

*DEX: Digital Employee Experience **BYOD: Bring your own device ***CSAT: Customer Satisfaction Score ****VDI: Virtual Desktop Infrastructure

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Zensar: RadarView profile

Analyst insights

Practice maturity

★★★★

- Zensar offers ZenTOAS as an AI-first consulting and advisory framework for workplace transformation. It combines workplace strategy, operating model design, persona-led assessments, road map creation, digital transformation advisory, and continuous improvement services.
- It provides unified communication and collaboration services through a portfolio covering unified communications as a service, Microsoft Teams, SharePoint, Viva, cloud voice, AI contact centers, and collaboration engineering. The offering includes meeting summarization, action extraction, user provisioning, centralized monitoring, interoperability, and omnichannel engagement.
- It offers digital experience monitoring services that monitor device, application, collaboration, and user experience in real time. The service combines telemetry, persona-based scoring, root-cause analytics, and proactive or self-healing remediation, with dashboards for CIOs and service leaders.
- It delivers smart and sustainable workplace services through remote assistance and workplace sustainability capabilities. The offering includes AR/VR-enabled remote assistance, smart kiosks, chat and voice support, real-time dashboards, multilingual support, and cross-platform device management.

Future-proofing

★★★★

Partner ecosystem

- Zensar partners with ManageEngine to provide integrated IT service management (ITSM) and IT operations monitoring capabilities. The collaboration combines ManageEngine's AI-powered platform with Zensar's consulting and managed services expertise, covering service desk, network, application, endpoint, and security management, as well as monitoring, analytics, and automation capabilities.
- It collaborates with Smartsheet to support modern work management, combining Smartsheet's enterprise work management platform with its capabilities to help organizations align people and technology and manage work across teams.

Investments and innovation

- Zensar advances its AI-native services portfolio through ZenseAI.TheVinci, covering digital workplace, hybrid cloud, security, ITSM, and service orchestration. The portfolio includes an agentic AI-powered service desk, AI-native device management, AI-orchestrated compliance management, predictive incident and problem management, autonomous CMDB, and SIAM with human-in-the-loop governance.
- In April 2026, it expanded its European delivery capabilities with a new technology delivery and engineering center in Belgrade, Serbia. The center focuses on near-shore delivery, advanced engineering, and AI-led services for clients across Europe.

*CMDB: Configuration Management Database **SIAM: Service Integration and Management

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Appendix:
About RadarView

The *Digital Workplace Services 2026 RadarView* assesses service providers across three critical dimensions

Practice maturity

- This dimension considers the current state of a provider's digital workplace managed services practice in terms of its strategic importance for the provider, the maturity of its offerings and capabilities, and client engagement.
- The crucial aspects in this dimension are the width and depth of the client base, usage of proprietary/outsourced tools and platforms, and quality of talent and execution capabilities.

Future-proofing

This dimension evaluates how the provider is preparing for the future by combining initiatives across domain/partner ecosystem and investments and innovations defined below:

- *Domain/Partner ecosystem:* This dimension assesses the nature of the provider's partnerships, the objectives of the partnerships (codevelopment and co-innovation), and engagement with solutions providers, startup communities, and industry associations. Vital aspects in this dimension are joint development programs around offerings, go-to-market approaches, and the overall depth of partnerships.
- *Investments and innovation:* This dimension measures the strategic direction of the provider's investments and resultant innovations in the offerings and commercial model and how it aligns with the future direction of the industry. The critical aspects of this dimension include both organic and inorganic investments toward capability and offering growth, technology development, and human capital development, along with innovative solutions developed with strategic partners.

Note: As innovation becomes a critical provider selection criterion for enterprises, we have also included an "Innovation Index" in the RadarView representation. This index is derived from the provider's investments in IP, technology partnerships, domain partnerships, service and model changes, and training and development. It also incorporates market feedback about the provider's innovative approaches during engagements.

Research methodology and coverage

Avasant based its analysis on several sources:

Public disclosures	Publicly available information such as Securities and Exchange Commission filings, annual reports, quarterly earnings calls, and executive interviews and statements
Market interactions	Discussions with enterprise executives leading outsourcing initiatives and influencing service provider selection and engagement
Provider inputs	Inputs collected through an online questionnaire and structured briefings in May–August 2026

Of the 39 service providers assessed, the final 29 featured in the *Digital Workplace Services 2026 RadarView* are:

Note: Assessments for Accenture, Cisco, Computacenter, DXC Technology, Google, ITC Infotech, Kyndryl, Microsoft, NTT DATA, Orange Business, and Tech Mahindra were conducted based on public disclosures and market interactions only.

Reading the RadarView

Avasant has recognized service providers in five classifications:



Leaders show consistent excellence across all key dimensions of the RadarView assessment (practice maturity and future-proofing) and have had a superior impact on the marketplace. These providers have shown true creativity and innovation and have established trends and best practices for the industry. They have proven their commitment to the industry and are recognized as thought leaders in their space, setting the standard for the rest of the industry to follow. Leaders display a superior quality of execution and a reliable depth and breadth across verticals.



Innovators show a penchant for reinventing concepts and avenues, changing the very nature of how things are done from the ground up. Unlike leaders, innovators have chosen to dominate a few select areas or industries and distinguish themselves through superior innovation. These radicals are always hungry to create pioneering advancements in the industry and are actively sought after as trailblazers, redefining the rules of the game.



Disruptors enjoy inverting established norms and developing novel approaches that invigorate the industry. These providers choose to have a razor-sharp focus on a few specific areas and address those at a high level of granularity and commitment, which results in tectonic shifts. While disruptors might not have the consistent depth and breadth across many verticals like leaders or the innovation capabilities of innovators, they exhibit superior capabilities in their areas of focus.



Challengers strive to break the mold and develop groundbreaking techniques, technologies, and methodologies on their way to establishing a unique position. While they may not have the scale of the providers in other categories, challengers are eager and nimble and use their high speed of execution to great effect as they scale heights in the industry. Challengers have a track record of delivering quality projects for their most demanding Global 2000 clients. In select areas and industries, challengers might have capabilities that match or exceed those of the providers in other categories.



Tech Pioneers are tech-first providers reshaping services through technologies, ecosystem orchestration, and long-term bets. These providers demonstrate strong future-proofing capabilities, marked by significant investments in next-generation technologies, differentiated IP, and deep innovation pipelines. Tech Pioneers exert influence through their ability to shape customer road maps, catalyze new service models, and accelerate market transitions. While their service delivery maturity may still be evolving, their impact lies in their role as catalysts, introducing new paradigms, enabling rapid experimentation, and driving early adoption of transformative capabilities.

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