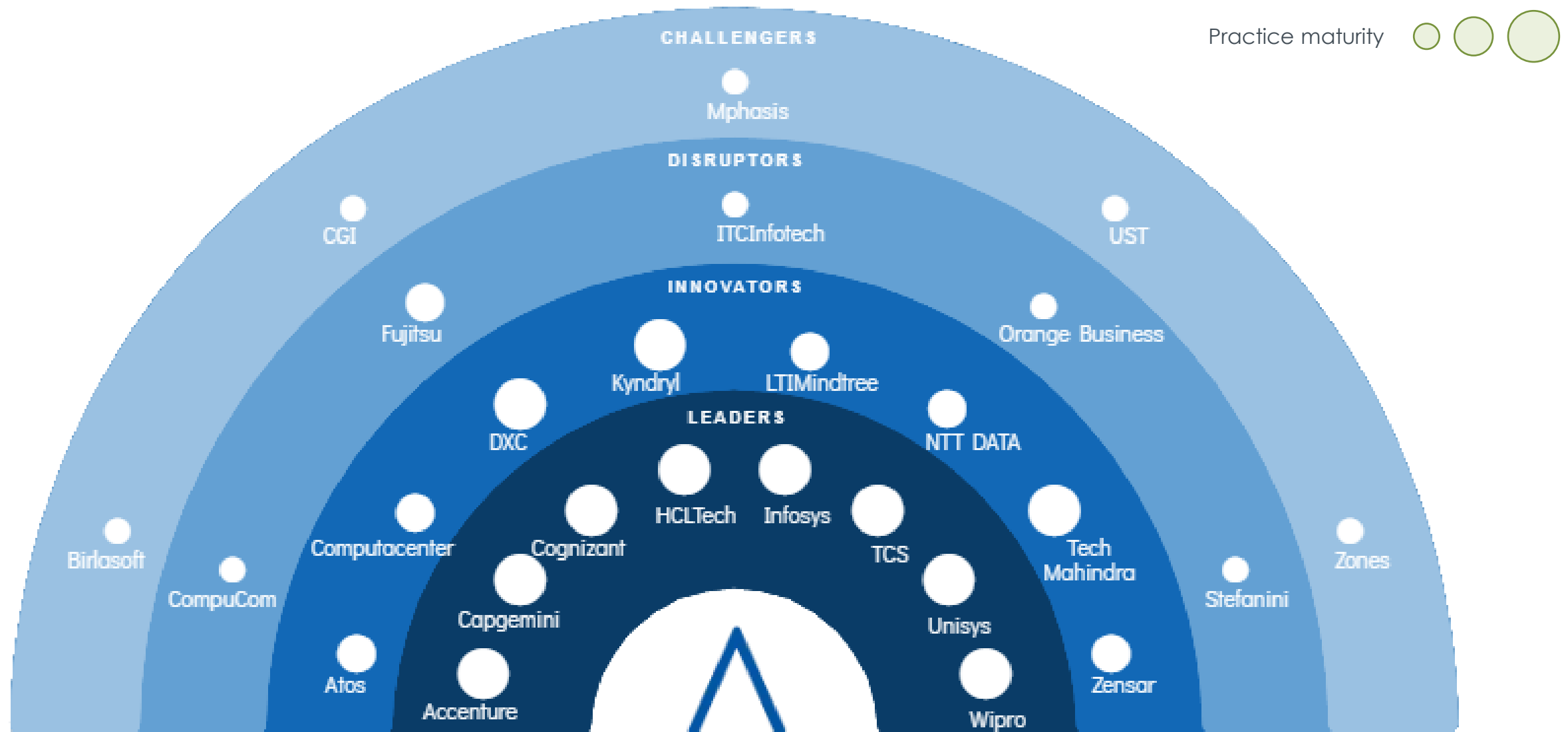# Digital Workplace Services 2023 RadarView

Service provider profile

August 2023

Avasant recognizes 26 top-tier providers offering digital workplace services

Practice maturity

CHALLENGERS

Mphasis

DISRUPTORS

CGI

ITCInfotech

UST

INNOVATORS

Fujitsu

Kyndryl

LTIMindtree

Orange Business

DXC

NTT DATA

LEADERS

HCLTech   Infosys

Computacenter

Cognizant

TCS

Tech Mahindra

Birlasoft

Capgemini

Unisys

Stefanini

Zones

CompuCom

Atos

Accenture

Wipro

Zensar

AVASANT

Unisys: RadarView profile

AVASANT RADARVIEW™
LEADER
Digital Workplace Services
2023

Practice maturity ★★★★★

Partner ecosystem ★★★★

Investments & innovation ★★★★★

Has developed a strong set of IPs by leveraging its partnerships. Focuses on providing user-centric workplace services with an XLA-based approach.

Practice overview

- Practice size: 4,600+
- Externally certified resources: 16,000+
- Active clients: 750+
- Delivery highlights: Manages more than 10M end-user devices

<10% Digital workplace services growth, FY 2022–23	~14% Active client growth, FY 2022–23

Client case studies

- Deployed its Experience Management Office (XMO) for a healthcare organization with two legacy systems after a merger. It resulted in a single source of truth, saving USD 1.65M in service desk costs and nearly 6M employee work hours. The solution benefitted 195K practitioners across 1,500 sites, enabling them to prioritize patient experience.
- Collaborated with a global food processing company to replace its manual business and IT processes, launching a 24/7 virtual assistant, Nova, for faster and consistent end-user support. It also drove change management using videos, podcasts, and gamification. This automated nearly 3,378 processes with a 90% adoption rate over three months.
- Implemented its managed meeting room solution for a global commercial real estate services firm to identify and inventory Microsoft Teams rooms and integrated monitoring alarms with ServiceNow for issue resolution. This led to the discovery of 157 additional rooms and resolved meeting room issues 95% faster.

Key IP and assets

- XLA 2.0: A framework to measure employee workplace experience
- PowerSuite™: A unified communication and collaboration (UC&C) management platform
- Exodus: An enterprise mobile management (EMM) platform
- Stealth: A zero-trust security platform
- Ubelong: A platform to improve employee onboarding process

Key partnerships

Platform and software partners

Microsoft · aws · Google

AMELIA · servicenow · UiPath

nexthink · qualtrics XM · NICE

Hardware partners and others

DELL Technologies · 1E

XLACollab · tg TIMMARON GROUP

Sample clients

- A healthcare organization
- A global commercial real estate services firm
- A mortgage services provider
- A global food processing company
- A global media company
- A global consumer goods company
- A defense manufacturer
- Caixa Economica Federal
- Globe life

Industry coverage

Aerospace & defense
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

AVASANT

Unisys: RadarView profile

Analyst insights

Practice maturity ★★★★★

- Unisys provides end-to-end digital workplace services (DWS) to its clients. It delivers end-user experience-centric DWS with an approach focusing on experience-level agreements (XLAs) led by its Experience Management Office (XMO) offering.
- In the last 12 months, Unisys has added two new services to its DWS portfolio: U-Belong Onboarding Service, which increases the effectiveness of employee onboarding, and Front Line Worker Services, which provides end-user support to frontline workers in specific industries such as healthcare.
- Government, BFSI, and high-tech are the top three verticals for Unisys, contributing nearly 70% of its DWS revenue. Very large (with over $1B revenue) and large enterprise customers (over $500M revenue) accounted for about 97% of its total DWS revenue in FY 2022. Managed services constituted 52% of the total revenue, followed by workplace consulting and advisory services at 26% and implementation and integration services at 22%.
- It has enhanced its PowerSuite platform to provide real-time insights to clients, shifting from a reactive support services approach to a proactive one.
- It has incorporated sustainability in its workplace services and helps clients enable sustainable workplace transformation through its solutions.

Partner ecosystem ★★★★

- Unisys has strategic alliances with Microsoft, AWS, Dell, Google, Lenovo, and ServiceNow. It is a Microsoft Gold partner with over 700 certified professionals. It has jointly developed Unisys Frontline Worker Enablement Services with Microsoft to provide end-user support to frontline workers.
- It is a platinum partner of Dell Technologies. It has created a data storage service with Dell that complements their existing joint solutions, such as a Ransomware Recovery solution providing a secure 'invisible' backup stream that can be used for recovery during a ransomware attack and VDIaaS (VDI in a cloud-bursting model using Dell Hardware). It has also developed a zero-trust security platform, Stealth, with Dell.
- It has jointly conducted webinars and podcasts on Unified Communication and Collaboration (UC&C) with Microsoft, Dell, XLA Collab, and 1E.

Investments and innovation ★★★★★

- In 2021, Unisys acquired three companies: Unify Square (an experience management provider), Mobinergy (a global IT solutions company specializing in Unified Endpoint Management), and CompuGain (a cloud and infrastructure service provider). With the acquisition of Unify Square and Mobinergy, Unisys added over 150 new clients, tripled its workplace consulting services practice size, and gained access to the PowerSuite and Exodus platforms.
- Over the next 12–18 months, Unisys aims to expand and augment the capabilities of its IPs and accelerators and add new services to its DWS portfolio.
- It is looking to invest in generative AI for various use cases in DWS, such as onboarding knowledge articles in support, conversational interaction with virtual agents, and developing insights into digital workplace usage, performance, and compliance.

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