



Advanced Digital Workplace Services Client Perspective Report

Abstract

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Who Is This Report For?

NelsonHall's "Advanced Digital Workplace Services Client Perspective" analysis is an assessment report designed for:

- Sourcing managers investigating "the art of the possible" and the perspectives of their peers towards advanced digital workplace services
- Vendor marketing, sales and business managers looking to benchmark themselves against their peers regarding digital workplace services being delivered by the vendor community
- Financial analysts and investors specializing in digital workplace services.

Background & Scope of the Report

As part of NelsonHall's most recent digital workplace services research project, *Advanced Digital Workplace Services*, we interviewed the leading digital workplace services providers globally. In addition, the research included a survey of these vendors' clients from across geographies and industries, of different sizes, and with varying scope of services and levels of maturity in their sourcing of digital workplace services.

Each interview was conducted to cover several focus areas to gain a comprehensive understanding from the client perspective, including their experience as a buyer of digital workplace services in the current marketplace. This was specifically designed to understand not only the perception of vendor performance in meeting client needs currently, but also their ability to meet clients' needs in the future. The survey focused on the following key areas:

1. Digital workplace services usage
2. Benefits derived from digital workplace services
3. Vendor approach to benefit delivery
4. Client satisfaction
5. Client future expectations and vendor ability to meet these future requirements.

For each of these focus areas, we asked clients to rate various attributes including services used, benefits sought, benefits importance, service satisfaction, vendor approach, and overall performance satisfaction.



Key Findings

Service usage:

- Clients are focused on engaging vendors for core digital workplace services, with Windows 10, Office 365 and service desk activities the most widely used services
- The use of UCC is expected to increase as vendors embrace intelligent collaboration services across the entire enterprise.

Benefits and vendor approach:

- The most important benefits sought as part of a digital workplace services engagement are increasingly pricing, flexibility, and speed of delivery
- Increasing end-user customer satisfaction and overall employee experience is a key future driver.

Satisfaction and vendor ability to meet future needs:

- Clients are placing significant importance on innovation to drive improvements across the digital workplace
- Clients want increased support and expertise in helping determine what technologies will best enable their transition to a future digital workplace environment.

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Report Length

22 pages, consisting of 3 chapters

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