

## IT Services: Advanced Digital Workplace Services

# CompuCom

### Report Abstract

August 2021

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11 pages

### Contents of Full Report

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2. Revenue Summary
3. Key Offerings
4. Delivery Capability
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## Who is This Vendor Assessment For?

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NelsonHall's digital workplace services profile on CompuCom is a comprehensive assessment of CompuCom's offerings and capabilities, designed for:

- Sourcing managers monitoring the capabilities of existing suppliers of digital workplace services and identifying vendor suitability for RFPs
- Vendor marketing, sales, and business managers looking to benchmark themselves against their peers
- Financial analysts and investors specializing in the IT services sector.

## Key Findings & Highlights

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CompuCom sees an evolution from the traditional workplace to a digital workplace and is placing more focus on XLAs and outcomes-based models to enable clients to adapt to new operating models. The adoption of XLAs across CompuCom is still nascent, although it has onboarded five XLI clients with eight more under consideration. It sees many devices, including BYOD, VPNs, virtual desktops, cloud office apps and personal internet/networks, end-user assistance for OneDrive, and Azure information protection. Also, a greater focus on integrated services, including ServiceNow workflows and on-boarding. CompuCom aims to shift its support models to digital support with more automation, self-service, and predictive AI-powered, natural language support options.

## Scope of the Report

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The report provides a comprehensive and objective analysis of CompuCom's digital workplace services offerings and capabilities, and market and financial strengths, including:

- Identification of the company's strategy, emphasis, and new developments
- Analysis of the company's strengths, weaknesses, and outlook
- Revenue estimates
- Analysis of the profile of the company's customer base including the company's targeting strategy and examples of current contracts
- Analysis of the company's offerings and key service components
- Analysis of the company's delivery organization including the location of delivery locations.

## Digital Workplace Services Vendor Assessments also Available for:

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- Atos
- Capgemini
- Cognizant
- Computacenter
- CSS Corp
- DXC Technology
- Fujitsu Services
- Getronics
- Infosys
- LTI
- Mindtree
- Mphasis
- NTT DATA
- T-Systems
- TCS
- Tech Mahindra
- Unisys
- YASH Technologies.

## About The Author

John is a Senior Research Analyst at NelsonHall. He is a member of the global IT Services research team with shared responsibility for IT Services research with Dominique Raviart, David McIntire, and Mike Smart.

John assists both buy-side and vendor organizations in assessing opportunities and supplier capability in IT Services. John covers IT Services research in the areas of Digital Workplace, Cognitive IT Infrastructure, and Cloud Infrastructure Brokerage, Orchestration, and Management.

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