



IBM

Advanced Digital Workplace Services

**Vendor Assessment
Report Abstract**

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Who Is This Vendor Assessment For?

NelsonHall's Advanced Digital Workplace Services Vendor Assessment for IBM is a comprehensive assessment of IBM's digital workplace services offerings and capabilities designed for:

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

Key Findings & Highlights

Across digital workplace services IBM focuses on four primary areas, including:

- Service desk (support services): self-healing, self-service, Watson virtual agent (codenamed LUCA), live agent chat, live agent phone, walk-up bar, smart locker, and deskside. It further provides auto-ticket generation and augmented root cause analysis, and enhanced right to left identification
- Collaboration: includes Office 365, Skype, and Microsoft Teams, and collaboration experience benchmarking, and additional advanced management, monitoring and reporting
- Virtualization: includes VDI, software packaging, infrastructure rationalization, and desktop benchmarking
- Managed mobility: includes device configuration, BYOD, COBO, with enrollment, configuration and security, Win10, iOS, Android and device health, app standardization, and device impact assessments.

IBM is applying a single methodology of analytics, cognitive, and automation across these areas to drive UX. IBM is also looking to re-use microservices across these four key areas.

Scope of the Report

The report provides a comprehensive and objective analysis of IBM's digital workplace service offerings, capabilities and market and financial strength, including:

- Analysis of the company's offerings and key service components
- Revenue estimates
- Identification of the company's strategy, emphasis and new developments
- 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 strengths, weaknesses and outlook.



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