



# IT Services: Cognitive & Self-Healing IT Infrastructure Management Services

## Trianz

### Report Abstract

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By John Laherty

Senior Research Analyst

NelsonHall

9 pages

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2. Revenue Summary
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## Who is This Vendor Assessment For?

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NelsonHall's cognitive & self-healing IT infrastructure management services profile on Trianz is a comprehensive assessment of Trianz's offerings and capabilities, designed for:

- Sourcing managers monitoring the capabilities of existing suppliers of digital services and cognitive & self-healing IT infrastructure management 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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This NelsonHall vendor assessment analyzes Trianz's offerings and capabilities in cognitive & self-healing IT infrastructure management services.

Trianz provides cognitive and self-healing IT infrastructure management services through its Cloud, Infrastructure & Security services practice (CIS). Over the last 24 months, it has increasingly focused on AIOps and Intelligent automation. It has evolved its service offering from traditional ITOM to launch specific offerings in AIOps (next-gen ITOps platform) and infrastructure provisioning (automation of server build process). Trianz categorizes automation into two different buckets; the first is system-triggered automation, with automation and orchestration driven by ITOM based on pre-defined thresholds, workflow, and ML-based continuous learning. The second is user-triggered automation, with infrastructure provisioning and changes by integrating with orchestration engine and end-user driven automations from a self-service catalog. Its three focus objectives are operational efficiency (i.e., improved MTTR), business alignment (i.e., proactive business process monitoring), and employee experience.

## Scope of the Report

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The report provides a comprehensive and objective analysis of Trianz's cognitive & self-healing IT infrastructure management 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.

## Cognitive & Self-Healing IT Infrastructure Management Services Vendor Assessments also Available for:

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- Atos
- Coforge
- Cognizant
- CSS Corp
- DXC Technology
- Getronics
- IBM
- LTI
- Mindtree
- Mphasis
- NTT DATA
- TCS
- Unisys
- UST Global
- Zensar.

## 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.

John can be contacted at:

- Email: [john.laherty@nelson-hall.com](mailto:john.laherty@nelson-hall.com)
- Twitter: [@JohnL\\_NH](https://twitter.com/JohnL_NH)



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### Boston

Riverside Center, 275 Grove Street, Suite 2-400, Newton Massachusetts 02466  
Phone: +1 857 207 3887

### London

Unit 6, Millars Brook, Molly Millars Lane, Wokingham, RG41 2AD  
Phone: + 44(0) 203 514 7522

### Paris

4 place Louis Armand, Tour de l'Horloge, 75012 Paris  
Phone: + 33 1 86266 766

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