



Market Analysis

IT Services

Cognitive and Self-Healing IT Infrastructure Management Services

Report Abstract

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By John Laherty

Senior Research Analyst

NelsonHall

72-pages

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Who is This Market Analysis For?

NelsonHall's cognitive & self-healing IT infrastructure management services report is a comprehensive market assessment report designed for:

- Sourcing managers investigating sourcing developments within the cognitive & self-healing IT infrastructure management services market
- Vendor marketing, sales and business managers developing strategies to target opportunities within cognitive & self-healing IT infrastructure management services
- Financial analysts and investors specializing in the IT services sector.

Key Findings & Highlights

NelsonHall's market analysis of the cognitive & self-healing IT infrastructure management services market consists of 72-pages. The report provides a view of how vendors are evolving their offerings and capabilities to improve IT infrastructure and application performance and availability, including cloud-native services and future initiatives for the development of these services.

Cognitive and self-healing IT infrastructure management services are enabling clients to utilize AI and ML capabilities to improve provisioning, remediation and business outcomes. Key user requirements include the reduction of incidents, false alerts and MTTR to improve service reliability, and increasing agility through consumption-led software models and hyper scale. In addition, the ability to provide industry-specific expertise across automation, AI and analytics.

Vendors are increasingly focused on utilizing AI and automation to deliver value across every business function within an enterprise, for example, enabling CIOs to focus beyond TCO reduction, and expedite to cloud native. Vendors are adopting a consulting-led approach through design thinking to collaboratively develop automation and AIOps solutions with clients.

Key investment areas include a greater focus on automation and AI to drive cognitive service desk, agile, and DevSecOps, and deploying AI-Ops and use cases to increase autonomous infrastructure capabilities.

Scope of the Report

The report analyzes the worldwide market for cognitive and self-healing IT infrastructure management services and addresses the following questions:

- What is the market size and projected growth for the cognitive and self-healing IT infrastructure management services market by geography?
- What is the profile of activity in the global cognitive and self-healing IT infrastructure management services market by industry sector?
- What are the top drivers for adoption of cognitive and self-healing IT infrastructure management services?
- What are the benefits currently achieved by users of cognitive and self-healing IT infrastructure management services?
- What factors are inhibiting user adoption of cognitive and self-healing IT infrastructure management services?
- What pricing mechanisms are typically used within cognitive and self-healing IT infrastructure management services and how is this changing?
- Who are the leading cognitive and self-healing IT infrastructure management services vendors globally and by geography?
- What combination of services is typically provided within cognitive and self-healing IT infrastructure management services contracts and what new services are being added?
- What is the current pattern of delivery location used for cognitive and self-healing IT infrastructure management services and how is this changing?
- What are the challenges and success factors within cognitive and self-healing IT infrastructure management services?

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

- Atos
- Coforge
- Cognizant
- CSS Corp
- DXC Technology
- Getronics
- IBM
- Infosys
- LTI
- Mindtree
- Mphasis
- NTT DATA
- TCS
- Trianz
- 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
- Twitter: [@JohnL_NH](https://twitter.com/JohnL_NH)



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We would be pleased to discuss how we can bring benefit to your organization. You can contact us via the following relationship manager: Guy Saunders at guy.saunders@nelson-hall.com

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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