



CompuCom Advanced Digital Workplace Services

Vendor Assessment
Report Abstract

July 2020

By John Laherty
IT Services
Senior Research Analyst
NelsonHall

11 pages

research.nelson-hall.com





Who Is This Vendor Assessment For?

NelsonHall's Advanced Digital Workplace Services Vendor Assessment for CompuCom is a comprehensive assessment of CompuCom'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

CompuCom is evolving its approach to digital workplace services from an IT-centric view to a user-centric view. It works closely with end-users to develop personas to align user needs to technology services and user-driven engagement through self-help, mobile applications, text (asynchronous interactions), and greater use of self-healing, automation, and workflows.

It analyzes telemetry data (including partnerships with Intel) and brings in automation, telemetry data, and monitoring around the entire ecosystem to understand, manage, and improve overall UX. This approach includes a focus on dynamic work environments (WFH, flex-space, and co-working). It is further focused on overall employee experience through the development of XLA's, empowering employees with technology choices, and ensuring enhanced security (UEM, EMM, DRM) across the workplace ecosystem.

Scope of the Report

The report provides a comprehensive and objective analysis of CompuCom'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.



Contents

1. Background

2. Revenue Summary

3. Key Offerings

4. Delivery Capability and Partnerships

5. Target Markets

6. Strategy

7. Strengths and Challenges

8. Outlook

Report Length

11 pages

Report Author

John Laherty

john.laherty@nelson-hall.com

Forthcoming Profiles

Atos, Capgemini, Cognizant, Computacenter, CSS Corp, DXC Technology, Fujitsu Services, Getronics, IBM, Infosys, LTI, NTT DATA, Stefanini, TCS, Tech Mahindra, Unisys, Yash Technologies.