



# **Getronics Cognitive and Self-Healing IT Infrastructure Management**

**Vendor Assessment  
Report Abstract**

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## Who Is This Vendor Assessment For?

NelsonHall's Cognitive and Self-Healing IT Infrastructure Management Services Vendor Assessment for Getronics is a comprehensive assessment of Getronics' cognitive and self-healing IT infrastructure management services offerings and capabilities designed for:

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

## Key Findings & Highlights

Getronics provides cognitive and self-healing IT infrastructure management services predominantly through its workplace support services, which include:

- Proactive intelligence: includes automated self-healing to detect and correct without human intervention. It also provides 360-degree audit, which puts an agent on every endpoint device, and brings attributes back on a real-time basis on that device and measures the health of the device. It provides pop up recommendations to end-users (i.e., disk is full), and can do a clean disk routine based upon the end-user saying yes to the request
- Self-service: ability to deliver a one-click resolution where it can automate functions (i.e., difficulty accessing an application) and provide custom automation based on scripting. Here, it looks at the 30-40 top tickets across the service desk, resolving many of these through pre-defined automated resolutions. It also allows the agent to use the dashboard for one-click resolution to find other end-points with similar configuration issues and remediate. It also includes voice authenticated password unlock and resets
- Next-generation service desk: provides integrated ITSM (ServiceNow) and intelligent analytics, and within ServiceNow, a mini dashboard linked to proactive analytics to assess the health of the device against a traffic-light system. In addition, retrospective analysis to determine root cause.

## Scope of the Report

The report provides a comprehensive and objective analysis of Getronics' cognitive and self-healing IT infrastructure management 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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## Report Length

12 pages

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