

NEAT EVALUATION FOR UNISYS:

Cognitive & Self-Healing IT Infrastructure Management

Market Segment: Overall

Introduction

This is a custom report for Unisys presenting the findings of the 2023 NelsonHall NEAT vendor evaluation for *Cognitive & Self-Healing IT Infrastructure Management Services* in the *Overall* market segment. It contains the NEAT graph of vendor performance, a summary vendor analysis of Unisys for cognitive & self-healing IT infrastructure management services, and the latest market analysis summary.

This NelsonHall Vendor Evaluation & Assessment Tool (NEAT) analyzes the performance of vendors offering cognitive & self-healing IT infrastructure management services. The NEAT tool allows strategic sourcing managers to assess the capability of vendors across a range of criteria and business situations and identify the best performing vendors overall, and with specific capability in server-centric services and cognitive service desk.

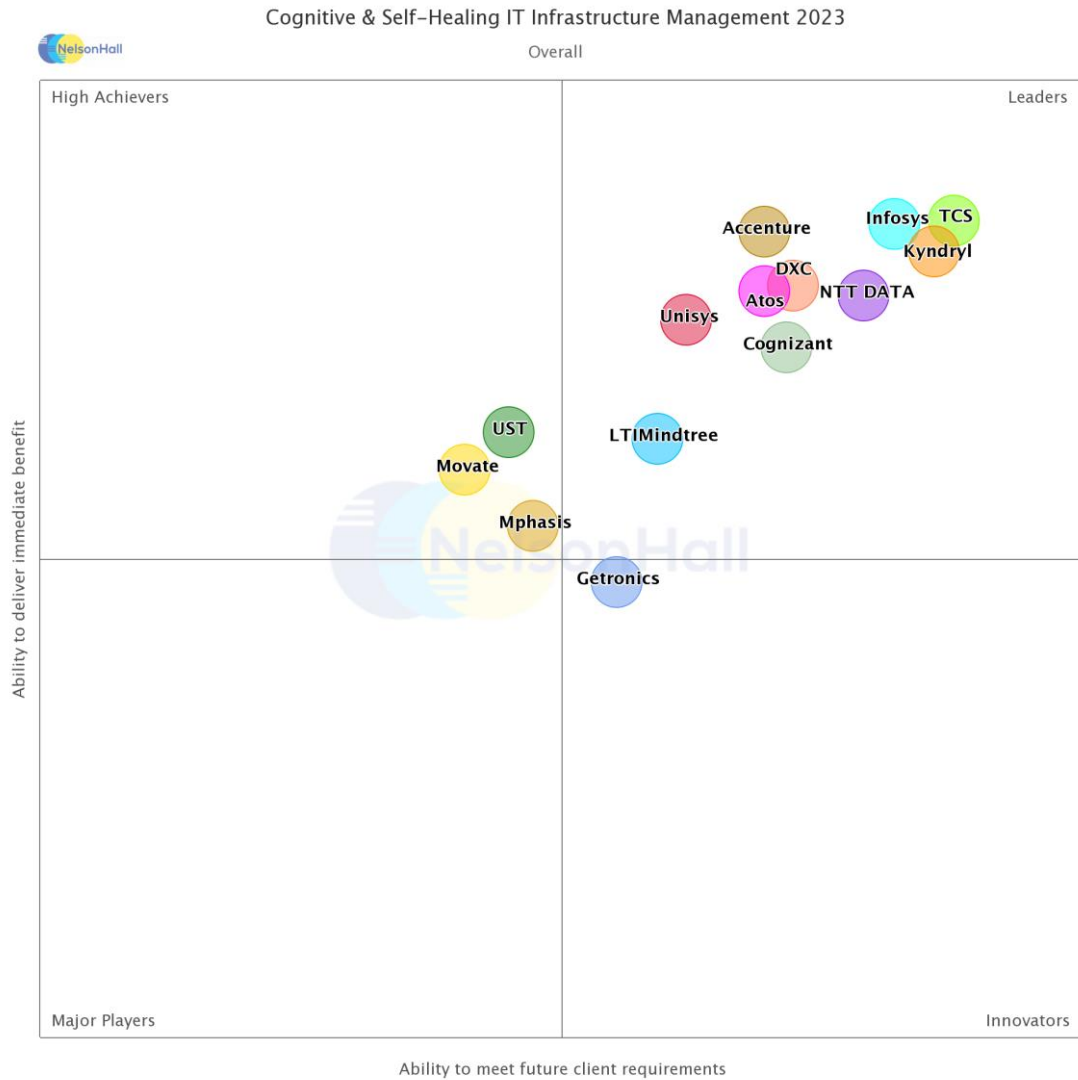
Evaluating vendors on both their 'ability to deliver immediate benefit' and their 'ability to meet client future requirements', vendors are identified in one of four categories: Leaders, High Achievers, Innovators, and Major Players.

Vendors evaluated for this NEAT are: Accenture, Atos, Cognizant, DXC Technology, Getronics, Infosys, Kyndryl, LTIMindtree, Movate, Mphasis, NTT DATA, TCS, Unisys, and UST.

Further explanation of the NEAT methodology is included at the end of the report.



NEAT Evaluation: Cognitive & Self-Healing IT Infrastructure Management (Overall)



NelsonHall has identified Unisys as a Leader in the *Overall* market segment, as shown in the NEAT graph. This market segment reflects Unisys’ overall ability to meet future client requirements as well as delivering immediate benefits to its IT infrastructure management services clients.

Leaders are vendors that exhibit both a high capability relative to their peers to deliver immediate benefit and a high capability relative to their peers to meet future client requirements.

Buy-side organizations can access the *Cognitive & Self-Healing IT Infrastructure Management Services* NEAT tool (*Overall*) [here](#).



Vendor Analysis Summary for Unisys

Overview

In support of cognitive and self-healing IT infrastructure management services, Unisys invests in AI/ML-enabled client journeys, whether assessment, migration, provisioning, orchestration, management, operations, or cloud evolution. It enables AI/ML-based decision-making and historical analysis to help drive better business outcomes at each stage of the client journey. Unisys has invested in its cloud solutions roadmap organically and inorganically (through M&A). Strategic partnerships focus on repeatability and outcomes for clients. This includes accelerators and solutions such as CloudForte CMP to orchestrate multiple clouds and CloudForte AIOps to reduce incidents through self-healing and automation.

Unisys utilizes AIOps to drive insights across structured and unstructured data through AI/ML and prevent outages through proactive analytics, anomaly detection, and automated resolution. This includes leveraging actionable insights from observability and AIOps for self-aware, self-healing, and self-managing ITOps. Unisys is further utilizing a plethora of data available to move from end-user services to end-user experience across the workplace, including sentiment analytics. Unisys helps clients move operations from reactive to predictive.

Through an AI-enablement ecosystem, Unisys looks to dynamically predict and proactively remediate anomalies before they impact business outcomes. It utilizes process data, including from business applications such as SAP or Oracle, to understand forecasts, business volumes, transaction spikes, etc. It pulls all data, including consumer sentiment, business performance, and app and infra performance, into an operational data lake, using AI/ML to understand patterns and drive insights. This flows into a change management process, including risk dashboards and alerts, customer services, business processes, business capacity, and IT capacity change. Unisys has institutionalized change management to lead clients toward a list of potential changes, which are then rationalized to understand the risk of that change; for example, if the risk of a given change is low but the impact is high, it will look to automate.

Unisys also clearly focuses on organizational change management (OCM) in support of digital transformation across the workplace to drive digital adoption. The OCM team helps end-users understand the change and how they can participate, and it creates a desire (e.g., new features available) to expedite adoption. This includes podcasts, videos, surveys, and gamification methodologies. Unisys is also building a data store to encompass survey data from the OCM team to understand which end-users are unhappy and mapping this to the experience data to understand who is using the technology, modules logged into, etc. It then applies AI to determine and predict, in addition to the technology stack risk, the risk of end-users not using this technology when deployed. Also, Unisys will identify which end-users are not onboard, and utilize partner technology, including 1E, ServiceNow, and PowerSuite to understand the best way to get end-users onboard (e.g., part of a user group, podcasts, video walk-through, etc.). It can target actual OCM methods using AI-based insights on this data.

NelsonHall estimates Unisys has ~5.0k FTEs in support of cloud and infrastructure services. These are part of a hybrid delivery team with onsite/best shore resources split across:

- The Americas: 30%
- EMEA: 15%
- APAC: 55%.



Of these, ~1.5k FTEs have hybrid cloud (public and private cloud) certifications across AWS, Azure, GCP, AliCloud, VMware, and Dell.

NelsonHall estimates Unisys has ~75 clients across cognitive and self-healing IT infrastructure management services.

Financials

Unisys' CY 2021 revenues were ~\$2.1bn, and of this, Cloud, Applications & Infrastructure Solutions services revenues were ~\$500m. NelsonHall estimates that ~20% (~\$100m) of these revenues relate to cognitive and self-healing IT infrastructure management services. NelsonHall further estimates revenues in this area in CY 2022 were ~\$120m.

NelsonHall estimates the geographical breakdown of Unisys' cognitive and self-healing IT infrastructure management services revenues in CY 2022 was:

- North America: 48% (~\$58m)
- EMEA: 30% (~\$36m)
- APAC: 12% (~\$14m)
- Latin America: 10% (~\$12m).

NelsonHall estimates the vertical industry breakdown of Unisys' cognitive and self-healing IT infrastructure management services revenues in CY 2022 was:

- Commercial: 40% (~\$48m)
- Public sector: 31% (~\$38m)
- Financial services: 29% (~\$34m).

Strengths

- Extensive IP and accelerators, including CloudForte CMP, CloudForte AIOps, CloudForte Containers, Digital Framework for Transformation, and Unisys Stealth
- Investing in Experience Management Organization (XMO) and an XLA-based approach, supported by an experience governance board
- Expanding AIOps use cases, including business-specific use cases
- CloudForte Containers roadmap, including Google Anthos, VMware Tanzu, Microsoft Azure Arc, Istio, and Azure Open Service Mesh (OSM)
- Driving a DevSecOps and SRE culture-based approach to drive modernization through scaled agile
- Utilizing \$1.2bn from the U.S. Federal business divestment to fund targeted acquisitions across the company, including cloud and infrastructure services
- Investing in AI/ML-enabled client journeys
- Commercial pricing models based on client outcomes
- AI/ML capabilities of its Stealth security offering and hybrid-cloud security managed solution (MDR)



- Virtual and physical cloud experience centers to showcase Unisys' and partners' capabilities and innovation.

Challenges

- Continuing to increase AIOps use cases and ramping clients on the AIOps platform
- Limited number of business consultants
- Increasing use cases in support of the virtual agent
- It needs to continue to expedite its AI and cognitive capabilities
- Ramping dedicated automation resources and cloud certifications.

Strategic Direction

Unisys is looking to expand its cognitive and self-healing IT infrastructure management services capabilities through the following initiatives over the next 12–18 months:

Cloud, Applications, and Infrastructure AI-Enabled Capabilities

- Automated hybrid ops and distributed cloud support, including AI/ML-driven operations, self-healing, automated root cause analysis, and remediation
- Next-generation data analytics business management, including SLAs/XLAs
- Investments in the distributed cloud and cloud-based distributed cloud/edge solutions and AI/ML data to mitigate multi-cloud complexities, and investments in containers and serverless computing
- Expanding AIOps use cases across IP and third-party tools to optimize multiple operational-related capabilities and business-related use cases
- Investing in application and data modernization, and investing through M&A (e.g., CompuGain)
- Continuing to focus on the measurement of automation effectiveness across assisted automation and auto-resolution, adopting an outcomes-driven approach.

Digital Workplace Services

- Investing in its Digital Transformation Success Predictor with AI-based recommendations for intelligent OCM
- Driving a hyper-personalization experience tailored within a persona by AI and multiple feeds
- Creating XLA 3.0 with enhanced insights from XLAs based on AI and non-traditional data sources.

Applications, Data, Digital Platforms, and Security

- Deploying repeatable, scalable migrations with automated discovery, assessment, and migration
- Increasing automation library artifacts, templates, and catalog items into CMP and providing hyper-automation



- AI chatbots and conversational smart agents
- Increased investment in cloud security services, including cyber recovery vault, digital identity (biometrics), and a hybrid-cloud security managed solution (MDR) providing AI-enabled threat detection
- DevSecOps, digital identity, and access management biometrics.

Talent and reskilling

- Increasing the supporting skillsets across AI and cloud architects, data scientists, AI/ML engineers, and automation engineers. This includes full adoption of the SRE model and increased focus on automation
- Enhancing Unisys University (CloudForte certifications) to drive upskilling and reskilling, including provider-specific training and cloud certifications.

Outlook

Unisys continues to invest in its AI/ML capabilities to support cognitive and self-healing IT infrastructure management services. It aims to provide AI-enabled cloud journeys through CloudForte capabilities, including the AI/ML capabilities of CloudForte Navigator and use of AIOps to AI-enable strategy and recommendations supporting cloud transformation. CloudForte CMP provides a cloud-agnostic control plane, single-click provisioning, and integration with CI/CD-enabled DevSecOps as part of the offering. It is expanding its automation library artifacts, templates, and automated catalog items into CMP, which provides hyper-automation.

In support of CloudForte AIOps, Unisys has developed multiple use cases, including client-specific and business-specific use cases. It will need to continue ramping up these use cases to support business requirements. It also utilizes AIOps to reduce incidents through self-healing and automation, including automated root cause analysis and remediation.

We expect Unisys to increase its focus on CloudForte Containers to automate end-to-end container infrastructure, application modernization, and DevSecOps deployment processes. It also focuses on DevSecOps and automation enablement across the entire lifecycle, including security. In support of DevSecOps, it is focused on an SRE-enabled agile model, and it will need to continue to ramp its SRE resources in support of this. Across security, it is investing in AI/ML capabilities with Stealth and its hybrid cloud-managed security solution (MDR).

Another key focus area is talent and reskilling supported by Unisys University and delivering skillsets for its agile squads. This includes SREs, data scientists, AI/ML engineers, cloud architects, and automation engineers. It will need to continue ramping its capabilities across these areas to increase cloud-certified data analytics, AI, and automation SMEs.

Across digital workplace services, Unisys has developed several standard XLAs supporting PC and UCC happiness, digital transformation, and automation. It utilizes these insights to highlight wider IT issues through sentiment analysis and survey data to expedite remediation. It further invests in a Digital Transformation Success Predictor utilizing AI-based recommendations for intelligent OCM. This is supported by its XMO organization and experience governance board. Unisys will need to continue ramping its XLAs and utilizing AI to support a hyper-personalization experience.

We also expect Unisys to target further M&A opportunities in support of its cloud and infrastructure services, following on from the recent acquisition of CompuGain in December 2021. Across digital workplace services, it will look for bolt-on acquisitions that provide geo, technology, or niche capabilities. Unisys is utilizing its U.S. Federal business sale to fund



targeted investments. We expect it to target further bolt-on acquisitions across analytics, automation, and AI.

Finally, we expect to see more joint IP and GTM offerings with key hyperscalers across Unisys' cloud and infrastructure solutions and digital workplace businesses.



Cognitive & Self-Healing IT Infrastructure Management

Market Summary

Overview

Cognitive and self-healing IT infrastructure management services enable clients to drive operational transformation and enhance employee experience. This includes providing a single platform for delivering automation, AI, and analytics to drive business outcomes. Key user requirements include increased monitoring and observability across the full stack, reduction of incidents, and improved remediation and MTTR; in addition, driving an agile delivery model and building a pervasive automation culture across the enterprise.

Vendors are increasingly focused on utilizing AI and automation to deliver value across every business function within an enterprise; for example, vendors look to enable CIOs to focus beyond TCO reduction and drive agility and quality, or they aim to provide CFOs with contractual commitments on automation-led savings. Digital leaders are looking for consumption-led models and hyperautomation, and business leaders are placing an increased focus on enhanced experience. Infrastructure and application leads want to leverage existing automation investments and utilize tooling in line with security requirements.

Key investment areas include greater focus on a real-time data insights-driven approach with site reliability engineers (SRE) approving self-healing solutions and machine recommendations, expanding AIOps uses cases, increasing DevSecOps and citizen development for automation assets. There is also a greater focus on digital re-skilling, strategic ecosystem partnerships, and XLAs to support clients' digital transformation initiatives.

Buy-Side Dynamics

Buyers want vendors to enable AI-based operations, utilizing ML, predictive analytics, and AIOps platforms to enable full-stack monitoring of resources on-premise and in the cloud. Clients also want their vendors to deploy cognitive patterns to detect anomalies and reduce noise and alerts across operations. They want to utilize an SRE-led cloud operating model combined with DevSecOps and AIOps to enable integrated programmable infrastructure. Clients also seek to increase the number of automation bots across their IT infrastructure to self-heal. They need a single control plane for monitoring and observability in support of multi-cloud management and AIOps across hybrid multi-cloud environments. In addition, they seek greater use of self-healing and analytics to support AIOps to NoOps.

Buyers are looking to align talent strategies to business needs, market, and technology trends. They want vendors to help them to develop a cloud-native culture across the enterprise to attract the skills required. In addition, they want to use cloud units as a catalyst for change across the enterprise; for example, through the reskilling of infrastructure specialists to become full-stack architects. They need to increase access to hyperscaler-certified resources to support infrastructure and application modernization roadmaps.

Clients are increasingly looking for vendors to demonstrate the innovation they bring to IT infrastructure services and cloud RFPs through IP, methodologies, toolsets, innovation hubs, and ecosystem partnerships. They want vendors to focus on innovation in cloud and automation roadmap planning stages to develop solutions to meet specific business requirements. They want to utilize operational savings to reinvest in the transformational journey to a future NoOps environment and expedite business outcomes. Clients are looking for innovation in support of infrastructure, development, governance, and security.



In summary, the key decision factors in selecting a vendor to deliver cognitive & self-healing IT infrastructure management services are:

- Driving pervasive automation, change, and culture across the enterprise
- Enabling self-service playbooks for delivery to design, define, and execute automation initiatives in accounts
- Provision of a single platform for the delivery of automation, AI, and analytics
- Enabling a real-time data insights–driven approach, with site reliability engineers (SREs) approving self-healing solutions and machine recommendations
- Developing new skillsets including machine coaches, business value specialists, automation and AI architects, CX leads, service resiliency engineers, cloud architects, and cloud DevSecOps orchestrators
- Expediting resources, building automation use cases and system capability by industry and dedicated automation and AI leads by client account
- Enabling DevSecOps and agile, including CI/CD pipeline automation and infra-as-code integration
- Increasing monitoring and observability across the full stack
- Focusing on low code/no code, including the use of Microsoft Power Platform to empower developers, and transforming the traditional model to an SRE-based model
- Provision of consulting and advisory services to assess client cloud and automation journeys and understand what they have, what they have done in the past, the current business imperatives, and what the future looks like
- Organizational Change Management (OCM) to support cloud transformation roadmaps, including cultural and mindset shift in the increasing adoption of hybrid multi-cloud and cloud-native capabilities
- The ability to support clients' ESG initiatives and drive carbon-neutral agendas
- Providing a marketplace and curated content for the user to compare and order services including provisioning and orchestration of cloud services
- Avoiding vendor lock-in through the utilization of existing investments and unified experience
- Enabling the reduction of incidents, false alerts, and MTTR to improve service reliability
- Providing contractual commitments on automation-led savings
- The ability to provide industry-specific expertise across automation, AI, and analytics.

Market Size & Growth

The global cognitive & self-healing IT infrastructure management services market is worth \$66.3bn in 2023 and will grow at 13.6% per annum to reach ~\$98.5bn by 2026. Growth over the next 12 months will be driven by accelerated enterprise-wide adoption of hybrid multi-cloud, with enterprises focusing on reducing operating costs and increasing innovation in the face of both uncertain revenues and an unknown economic recovery timeline.



North America will account for 46% of the overall cognitive & self-healing IT infrastructure management services market in 2026, with growth of 13.7%. EMEA will grow at 14.6%, making up 33% of the overall market by 2026. APAC will see double-digit growth through 2026, with LatAm experiencing lower double-digit growth in the same period.

BFSI, manufacturing, retail, healthcare, and the energy & utilities sectors will see the highest growth in cognitive & self-healing IT infrastructure management services through to 2026.

Success Factors

Critical success factors for vendors within the cognitive & self-healing IT infrastructure management services market are:

- Ramping automation assessment architects, client success engineers, and cloud-native development resources. In addition, vendors are ramping machine-first developers, cloud architects, business value specialists, hyperscaler SMEs (AI/ML), and SREs in support of legacy and hybrid multi-cloud operations
- Utilizing consulting and advisory services early in the process to define the client's cloud and automation transformation roadmap. Vendors should utilize data insights to provide deep discovery of assets and automation matrix, define an agile delivery model, and build an automation culture
- Expanding agile and DevSecOps capabilities, AI insights, recommendations, and automated actions for the DevOps process, including governance in support of SDLC. In addition, vendors should offer CI/CD automation, including CI/CD toolchain integration, infra-as-code (IaC) integration with templates and API-driven architecture, and container as-a-service (CaaS) with DevOps
- Using intelligent OCM to drive digital adoption and using device and sentiment insights to inform training methodologies and technology adoption rates. Top vendors are applying AI to OCM engines to target and tailor technology adoption and updates, training, and enhanced experience by persona
- Using AIOps to trigger automation and enable automated remediation, enacting event and incident automation to diagnose and remediate (self-heal) incidents through AI, cognitive bots, and proactive and predictive analytics. Vendors are expanding AIOps to NoOps cloud managed services and developing more complex use case creation through ML and training for orchestration and resolver bots
- Expanding catalog-based self-service and bot stores for reusable automation assets developed by cloud and automation CoEs. Vendors should pursue the continued development of solution accelerators based on repeatable patterns across their managed services client base. They should also provide a marketplace model, enabling clients to add their assets and solve their specific business challenges by choosing the service and capabilities required
- Expanding industry-specific offerings and automation, AI, and cloud CoEs and innovation labs. Top vendors drive an AI-led service desk, increase the complexity of cognitive virtual agent use cases, and target integration with self-healing solutions. They also utilize cloud services in support of clients' ESG initiatives and drive carbon-neutral agendas through Green apps
- Utilizing citizen development principles to reduce ongoing IT costs and increase the value of adopting low-code platforms (e.g., Microsoft Power Platform). Vendors need to ensure they have defined a robust and encompassing capability to support this transformation.



This capability should span training the individuals, building foundational tools and processes, and defining governance structures

- Providing a single-pane management view and cloud-native PaaS support including microservices and containers, utilizing APIs to bring tools into the cloud ecosystem, including cloud-native provisioning. Vendors should also enhance FinOps capabilities in the management of cloud costs and increase optimization, monitoring, and observability to enhance dashboard performance across the cloud ecosystem
- Developing IP, joint GTM, and strategic initiatives with hyperscalers, in particular across AI and ML, in support of hybrid multi-cloud support on both an industry- and client-specific level. Also, developing use cases in the management of hybrid edge data centers and 5G. Vendors are also expanding partnerships with start-ups, particularly in support of cloud-native PaaS services.

Outlook

The future direction for cognitive & self-healing IT infrastructure management services will include:

- A full-stack digital operations model and SRE-led operations by default, including a full-stack organizational structure for delivering digital transformation through productized offerings
- Ongoing investment in automation and IaC to enable a developer-centric model that extends from DevOps to DevSecOps to NoOps in an agile manner; and DevSecOps in support of cloud-native apps (DevOps and microservices)
- Vendors moving beyond self-healing and remediation to more self-assurance, with zero avoidable errors, enabling systems to operate in a resilient manner in relation to incidents, service requests, and capacity management
- Expanding AIOps to NoOps cloud infrastructure managed services and developing more complex use cases. Services will also incorporate next-gen cloud management observability based on AIOps and the use of ML for real-time data center monitoring
- Increasing data-driven proactive experience centers and proactive mass healing (L2/3), with service desk resolving data corrections or data validation errors and site reliability engineers approving solutions offered by self-healing and developing algorithms for AIOps and automation use cases
- Standardization of XLAs in support of a NoOps environment, and greater focus on the development of industry-specific personas and creation of AI solutions and use cases to fit specific personas by industry and business requirements
- More focus on automation in a box: self-service playbooks to enable account delivery teams to design, define, execute, and communicate automation initiatives in client engagements
- Greater use of AI across OCM to drive digital adoption and improve employee experience, and the targeting of OCM methods based on AI insights using real-time data analytics
- Increased collaboration and GTM with hyperscalers and ecosystem partners to develop use cases to solve client specific problems and developing POCs.



NEAT Methodology for Cognitive & Self-Healing IT Infrastructure Management

NelsonHall's (vendor) Evaluation & Assessment Tool (NEAT) is a method by which strategic sourcing managers can evaluate outsourcing vendors and is part of NelsonHall's *Speed-to-Source* initiative. The NEAT tool sits at the front-end of the vendor screening process and consists of a two-axis model: assessing vendors against their 'ability to deliver immediate benefit' to buy-side organizations and their 'ability to meet client future requirements'. The latter axis is a pragmatic assessment of the vendor's ability to take clients on an innovation journey over the lifetime of their next contract.

The 'ability to deliver immediate benefit' assessment is based on the criteria shown in Exhibit 1, typically reflecting the current maturity of the vendor's offerings, delivery capability, benefits achievement on behalf of clients, and customer presence.

The 'ability to meet client future requirements' assessment is based on the criteria shown in Exhibit 2, and provides a measure of the extent to which the supplier is well-positioned to support the customer journey over the life of a contract. This includes criteria such as the level of partnership established with clients, the mechanisms in place to drive innovation, the level of investment in the service, and the financial stability of the vendor.

The vendors covered in NelsonHall NEAT projects are typically the leaders in their fields. However, within this context, the categorization of vendors within NelsonHall NEAT projects is as follows:

- **Leaders:** vendors that exhibit both a high capability relative to their peers to deliver immediate benefit and a high capability relative to their peers to meet future client requirements
- **High Achievers:** vendors that exhibit a high capability relative to their peers to deliver immediate benefit but have scope to enhance their ability to meet future client requirements
- **Innovators:** vendors that exhibit a high capability relative to their peers to meet future client requirements but have scope to enhance their ability to deliver immediate benefit
- **Major Players:** other significant vendors for this service type.

The scoring of the vendors is based on a combination of analyst assessment, principally around measurements of the ability to deliver immediate benefit; and feedback from interviewing of vendor clients, principally in support of measurements of levels of partnership and ability to meet future client requirements.

Note that, to ensure maximum value to buy-side users (typically strategic sourcing managers), vendor participation in NelsonHall NEAT evaluations is free of charge and all key vendors are invited to participate at the outset of the project.



Exhibit 1

‘Ability to deliver immediate benefit’: Assessment criteria

Assessment Category	Assessment Criteria
Offering	<ul style="list-style-type: none"> Cognitive and self-healing IT infrastructure management capability Cognitive IT infrastructure remediation capability, and self-healing of assets Cognitive and self-healing server and cloud management capability Cognitive IT service desk capability AI-Ops capabilities Monitoring and observability services Advanced analytics, cognitive and ML capabilities
Delivery	<ul style="list-style-type: none"> Cognitive and self-healing IT infrastructure North America delivery capabilities Cognitive and self-healing IT infrastructure EMEA delivery capabilities Cognitive and self-healing IT infrastructure APAC delivery capabilities Cognitive and self-healing IT infrastructure LATAM delivery capabilities Dedicated SREs, automation architects, engineers, hyperscaler-certified, and SME's Dedicated automation/AI CoEs, experience centers and innovation hubs Ability to provide IP and accelerators in support of cognitive and self-healing IT infra management Ability to incorporate DevSecOps and agile methodologies in support of cognitive and self-healing Extent of third-party, hyperscaler, and ISV partnerships in support of cognitive and self-healing Ability to enact AI-enabled service desk, utilize cognitive agents and drive zero-touch automation
Presence	<ul style="list-style-type: none"> Scale of Ops - Overall Scale of Ops – N. America Scale of Ops - EMEA Scale of Ops - APAC Scale of Ops - LATAM Number of clients overall for cognitive and self-healing IT infrastructure management

Continued...



Benefits Achieved	Improved server availability
	Level of cost savings achieved
	Reduced service outages
	Increased end-user/business satisfaction
	Improved speed of problem resolution

Exhibit 2

‘Ability to meet client future requirements’: Assessment criteria

Assessment Category	Assessment Criteria
Overall Future Commitment to Cognitive & Self-Healing IT Infrastructure Management Services	Financial rating
	Commitment to cognitive and self-healing IT infrastructure management services
	Commitment to innovation in cognitive and self-healing IT infrastructure management services
Investments in Cognitive & Self-Healing IT Infrastructure Management Services	Investment in IP and platforms in support of cognitive and self-healing IT infra management
	Investment in support of cognitive and self-healing IT infrastructure remediation
	Investment in cognitive and self-healing IT infrastructure server and cloud management
	Investment in support of cognitive IT service desk
	Investment in AIOps capabilities and move to NoOps
	Investment in support of monitoring and observability services
Ability to Partner and Evolve Services	Key partner
	Ability to evolve services

For more information on other NelsonHall NEAT evaluations, please contact the NelsonHall relationship manager listed below.



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Sales Inquiries

NelsonHall will be pleased to discuss how we can bring benefit to your organization. You can contact us via the following relationship manager: Darrin Grove at darrin.grove@nelson-hall.com

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