NEAT EVALUATION FOR UNISYS:

Advanced Digital Workplace Services

Market Segment: Overall

Introduction

This is a custom report for Unisys presenting the findings of the 2025 NelsonHall NEAT vendor evaluation for *Advanced Digital Workplace Services* in the *Overall* market segment. It contains the NEAT chart of vendor performance, a summary vendor analysis of Unisys for advanced digital workplace services, and the latest market analysis summary.

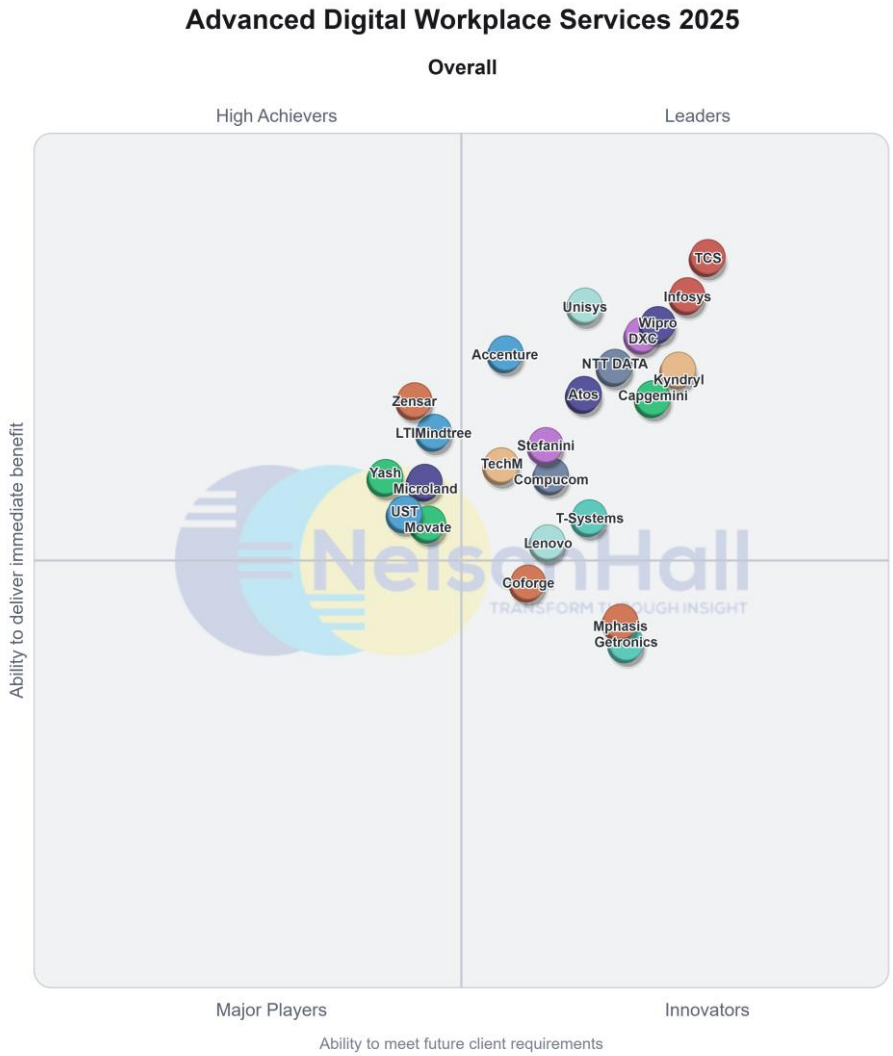
This NelsonHall Vendor Evaluation & Assessment Tool (NEAT) analyzes the performance of vendors offering advanced digital workplace services. The NEAT tool allows strategic sourcing managers to assess the capability of vendors across a range of criteria and business situations and identify the best performing vendors overall, with specific capability in build services, run services, and AI, and around Microsoft products.

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, Capgemini, Coforge, Compucom, DXC Technology, Getronics, Infosys, Kyndryl, Lenovo, LTIMindtree, Microland, Movate, Mphasis, NTT DATA, Stefanini, TCS, Tech Mahindra, T-Systems, Unisys, UST, Wipro, Yash Technologies, and Zensar Technologies.

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

NEAT Evaluation: Overall



NelsonHall has identified Unisys as a Leader in the *Overall* market segment, as shown in the NEAT chart. This market segment reflects Unisys' overall ability to meet future client requirements as well as delivering immediate benefits to its digital workplace 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 *Advanced Digital Workplace Services* NEAT tool here.

Vendor Analysis Summary for Unisys

Overview

Unisys' Digital Workplace Solutions unit is one of three business units the company leads with, aiming to increase traction in selected markets and geographies. The others are Cloud, Applications & Infrastructure Solutions and Enterprise Computing Solutions.

Unisys made a series of acquisitions back in 2021 to support its digital workplace business, which included Unify Square, improving its UCaaS capabilities. In addition, its Powersuite platform is at the core of Unisys' Service Experience Accelerator (SEA), combining AI, GenAI, and automation. Additionally, its Mobinergy acquisition offers digital workplace consulting capabilities, supporting Microsoft 365 Copilot, Managed Meeting Rooms, and modern device management. Furthermore, Unisys' CompuGain acquisition also brings capabilities to the digital workplace through cloud migration, monitoring, and security.

Through 2022, Unisys launched several new solutions, including XLA 2.0, which provides proactive experience insights and actions tied to business outcomes. This was followed by a focus on the data-driven digital workplace, utilizing data-driven insights to enhance intelligent PC refresh, meeting room experiences, OCM, and frontline worker services. In 2024, Unisys introduced a GenAI-powered workplace that integrates large language models (LLMs) with client-specific knowledge for improved problem resolution and agent assistance.

Unisys has now introduced an AI-driven experience with XLA 3.0, an ecosystem experience, and the launch of its Service Experience Accelerator (SEA). In 2026, it is investing in a post-quantum workplace, preparing the digital workplace to be secure and productive in a post-quantum world. It further plans to double its field services business by 2027.

Unisys has a number of digital workplace roadmap solutions, which include:

- *Service Experience Accelerator* (SEA): EUX technology framework
- *Modern field services*: evolution of in-person skills to support the AI-enabled enterprise
- *Unified experience management*: XLA 3.0 holistic system/environment
- *Device subscription service* (DSS): end-to-end device lifecycle management aaS
- *Enterprise knowledge management*: capitalizing on data beyond human processing capability
- *Enterprise service management*: end-to-end digital workflow solutions.

Unisys has 1.9k service desk agents, 560 endpoint engineers, and 7k field engineers globally, supporting Unisys and partner assets. It manages 4.2m field calls annually (includes Warranty), and 4.5m devices managed and 1.7m devices proactively monitored.

NelsonHall estimates Unisys has ~350 workplace services clients globally.

Financials

NelsonHall estimates Unisys' digital workplace services revenues in CY 2024 to be ~$1.1bn.

Estimates of the geographical breakdown of Unisys' digital workplace services revenues in CY 2024 are: North America 50% (~$550m), EMEA 28% (~$308m), APAC 14% (~$154m), and Latin America 8% (~$88m).

NelsonHall estimates the top five vertical markets for Unisys' digital workplace services to be: Public Sector 32% (~$352m), BFSI 24% (~$264m), High Tech 21% (~$231m), Retail 7% (~$77m), and Telco & Media 6% (~$66m).

Strengths

- Extensive IP and accelerators, including SEA, XMO-based approach, M365 Copilot managed services, frontline worker use cases, AIOps, ITOps automation, self-healing automation, zero-touch patching, FinOps, Intelligent OCM, and cybersecurity capabilities
- Dedicated digital workplace services consulting and advisory services across 12 domains
- Continued investment in XMO and an XLA-based approach, and utilizing AI-driven insights across the delivery organization
- Increasing ESM capabilities, including Now Assist for HRSD in ServiceNow
- Expanding field service capabilities, including liquid cooling in data centers
- Bringing in GenAI capabilities and LLMs to drive AI-infused offerings and capabilities
- Investing in AI-ready infrastructure, including LLMOps, MLOps, and AI-led observability
- Increasing focus on AI-enabled consulting capabilities in support of an AI-ready enterprise, and also client-focused assessment and advisory services
- Focused on AI-first engineering with Unisys Intelligent Smart Agent (Copilot) and Copilot lab to co-create GenAI capabilities across the organization and with clients. Also, improving developer experience with GitHub Copilot
- Continued expansion of unified experience management and moves to XLA 3.0
- A DevSecOps and an SRE culture-based approach to drive modernization through scaled agile
- Increasing digital reskilling across the organization, including AI-specific training for all employees.

Challenges

- Driving AI modernization across the legacy client base will take time
- Ramping up dedicated automation and SRE resources
- Expanding innovation centers and CoEs in support of digital workplace services and AI services
- Scaling GenAI and agentic AI use cases from Proof of Concept to production.

Strategic Direction

Unisys is looking to expand its digital workplace services capabilities through the following initiatives:

Investing in IP and accelerators

- Continued investment in Service Experience Accelerator (SEA), its EUX technology framework
- Doubling the size of the field services business by the end of 2027, and continued evolution of in-person skills to support the AI-enabled enterprise, and key skills including liquid cooling for new high-performance data centers that provide GenAI processing
- Expanding frontline worker services across manufacturing, healthcare, retail, and transportation providers
- Continued expansion of unified experience management, including experience of personas (XLA 2.0) and of an environment (XLA 3.0)
- Increasing device subscription services (DSS), including sustainable device as-a-Service, and end-to-end device lifecycle management as-a-Service
- Investing in post-quantum encryption consulting and advisory services
- Expanding enterprise service management (ESM) capabilities and end-to-end digital workflow solutions
- Increasing strategic partnerships, including EasyVista and Freshworks
- Enhancing AIOps operations to achieve zero ops incidents, zero-touch patching, and self-healing capabilities
- Greater focus on enterprise knowledge management through GenAI and focusing on data beyond human processing capability.

Talent and reskilling

- Unisys' 5 persona-based AI internal certifications; foundation level (P1 and P2) across 16,200 Unisys employees
- 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 ecosystem and provider-specific training and cloud certifications
- Maximizing partner ecosystem specializations, competencies, and programs for innovation and service delivery excellence; for example, AWS, Azure, and GCP.

Outlook

Unisys continues to invest in digital workplace services with the aspiration to grow substantially in the coming months and double the size of its field services business by the end of 2027. A key focus area includes its consulting capabilities, which span 12 key domains. This includes Microsoft Copilot guidance, which will resonate with clients as they seek to drive the adoption and ROI of their M365 Copilot license investments. Additionally, Unisys has a clear focus on leveraging AI with OCM to drive further digital adoption for clients. Other key focus consulting areas include experience, low-code automation, virtual desktop, meeting rooms, collaboration, and IAM. It is also investing in post-quantum encryption consulting and advisory services, utilizing its mainframe SMEs. Unisys will need to continue ramping up its consulting and advisory resources to support this.

The company continues to invest in its IP and accelerators, including its Service Experience Accelerator (SEA), which enables clients to safely and securely transition to a GenAI-led environment. A key element is that it is optimized to run in-tenant, effectively running inside a client's data sovereignty boundaries. This will resonate with clients who are increasingly concerned about data security related to GenAI and agentic AI. It further provides API integration for client tools, enabling them to leverage their existing tooling investments to date. SEA enables key Unisys solutions across service desk and experience management, knowledge base curation, summary and process automation, GenAI chat, DEM, and monitoring capabilities. Unisys takes an agnostic plug-and-play approach that will resonate with clients as they aim to orchestrate their GenAI capabilities across multiple partner tools to drive their business outcomes. We expect to see more Unisys GenAI POCs moving into production environments.

Unisys is also investing in ESM; for example, by supporting user journeys by persona. This involves helping clients who have invested in ServiceNow to extend capabilities to Now Assist for HRSD, covering all HR-related tasks. The company is currently running this HR GenAI agent functionality in a client POC. It has also established strategic partnerships with Freshworks and EasyVista, offering a cost-effective alternative to traditional ITSM platforms, such as ServiceNow, which will appeal to mid-market clients. Unisys has also developed subscription services, focusing on the end-to-end lifecycle of devices and matching the correct device to the right persona, as well as a sustainable device-as-a-service offering. Another use case includes intelligent PC refresh, which enables the delayed purchase of a device beyond its warranty period, provided it is still healthy and fit for purpose, thereby extending the device's lifecycle. This will resonate with clients as they seek to meet their ESG and sustainability goals.

Unisys is also investing in frontline worker capabilities across multiple sectors, including manufacturing, healthcare, retail, and transportation. To further this approach, it is providing XLA 2.0 to drive greater UX by persona, and is now moving to XLA 3.0, focusing on ecosystems with SRE processes applied to its XMO.

Another key investment area includes field services and in-person skills to support the AI-enabled enterprise, such as liquid cooling for new high-performance data centers that facilitate GenAI processing. Additionally, it is investing in skills to support smart meeting rooms and buildings, including the provision of intuitive QR codes and AR/VR capabilities to rectify issues. It aims to provide field services and SRE teams with comprehensive data, enabling them to predict, monitor, and resolve issues by transforming information into actionable insights.

We expect it may also look for bolt-on acquisitions that provide geographic, technological (including GenAI and agentic AI), or niche capabilities across digital workplace services.

Advanced Digital Workplace Services Market Summary

Overview

Digital workplace services are evolving as AI, automation, and self-service are increasingly used to improve the end-user experience. This includes the deployment of proactive and predictive support services, plus the deployment of conversational AI-virtual agents utilizing GenAI and agentic AI, including Copilot capabilities, and integrating with analytics to enable self-healing. There is a greater focus on sustainable device lifecycle-as-a-service (SDaaS), circular computing, and modern field services to support clients' ESG and sustainability initiatives. Clients are further increasing their focus on experience by deploying XLAs to support business outcomes.

Vendors are focusing on a persona-based approach to digital workplace services, including agentic-AI-powered service desk. Investments in AI (including GenAI and agentic AI) are enabling L1 and L1.5 resources to handle more complex L2/3 queries, augmented by GenAI agent-assist and knowledgebase capabilities. Vendors are deploying Copilots for all personas across the enterprise and extending Copilot beyond the M365 tenant to third-party systems, including Workday for HR and ServiceNow for ITSM, as well as custom agents. Vendors are also increasing dedicated experience management office (XMO) approaches and DEM platforms to support clients' dedicated XLAs, underpinning holistic experience across the enterprise.

Demand for digital workplace services is strong across all industry sectors, including healthcare, BFSI, manufacturing, retail, travel and transport, government, and energy & utilities. This is further driven by the utilization of GenAI and agentic AI in support of personas; for example, with pharma R&D, medical, airline crew, and insurance underwriters.

Buy-Side Dynamics

The key decision factors in selecting a vendor to deliver digital workplace services are:

- Developing agentic AI use cases driving Copilot, E3, E5, Power Platform, and AVD adoption, and increasing focus on agentic AI-powered service desk by persona
- Extending Copilot beyond the M365 tenant with third-party systems, including Workday for HR and ServiceNow for ITSM; and providing orchestration of Copilot services through a bot-of-bots approach
- Enabling experience-as-a-service (EXPaaS) for DEX, focusing on operations, people, and technology experiences and combining with CX assurance, service management, and analytics to enable total experience (TX) with persona-aligned services
- Ability to Improve EX through personalization with AI to enable improved business outcomes, and increasing focus beyond CTO, to CHRO, CFO, CMO, CXO, etc.
- Ramping experience management office (XMO) approach with real-time insights, proactive and predictive resolutions, XLAs, and AI-based sentiment analysis, with a focus on hyper-personalisation
- Increasing use of the DEX platform with a composable architecture to integrate with clients' existing tooling
- Focus on sustainable device lifecycle as-a-Service capabilities, and a fully managed aaS approach

- Expanding digital field services in-person and AI-enabled, and smart refreshes based on persona
- Increasing Green IT management, decarbonization level agreements, and circular computing initiatives
- Utilizing AI-assisted learning platforms, digital learning assistants and agent assist for trainers
- Investing in wayfinding, digital signage, occupancy management, smart cameras, sensor-based capabilities, EV charging, smart buildings, meeting and collaboration, and health and wellness
- AI PCs for applications on the edge for frontline workers, including E&U, Pharma and BFSI
- Utilizing AR/VR/MR, digital twins, for remote support and field services, and connecting via Teams to a central command center for guided video resolution
- Driving digital adoption including M365 Copilot through organizational change management (OCM)
- Provision of gainshare contracts and customizable solutions and platforms
- Ability to provide industry-specific expertise across digital workplace services in support of frontline worker requirements
- Provision of design-thinking-led consulting and advisory engagements supplemented with dedicated innovation centers for co-innovation and co-creation across the hybrid digital workplace and workforce
- Ability to design a personal workspace in a build-your-own workplace model
- Flexibility in approach and cultural alignment of the vendor across the client organization.

Market Size & Growth

The global digital workplace services market is currently worth ~$46.7bn and is expected to grow at 2.5% per annum, reaching ~$51.5bn by 2029. Market growth over the next 12-18 months is mainly attributed to AI-enabled digital support services (including GenAI and agentic AI), SaaS (Intelligent Collaboration tools), VDI, smart workplace, and experience-led capabilities.

North America will account for 37% of the overall digital workplace services market in 2029, with overall growth of 2.3%. EMEA is growing at 2.1%, making up 35% of the overall market by 2029. LATAM will see steady growth through to 2029, driven by a higher propensity to adopt digital workplace services, while APAC will grow at 3.3% over the same period.

BFSI, transport, retail, healthcare, public sector, telco, and manufacturing will see the highest growth in digital workplace services through to 2029.

Success Factors

Critical success factors for vendors within the digital workplace services market are:

- Increasing digital workplace consulting and advisory services capabilities, including M365 Copilot advisory and extensibility services; expanding the focus on digital workplace maturity models to drive transformation roadmaps and facilitate the move from automation to hyper-automation and an autonomous workplace. Plus, expanding human-centric design-thinking-led consulting, including persona-based consulting
- Ramping digital reskilling and ensuring all employees have at least an L1 understanding of GenAI and prompt engineering; introducing new talent-sourcing models, including full-stack engineering capabilities; increasing dedicated site reliability engineers (SRE) and ensuring ongoing investment into skills development to support client needs (including AI (GenAI and agentic AI)
- Providing hyper-personalized services across every interaction and channel with real-time data and knowledge, enabled by GenAI; utilizing AI-powered learning platforms to support hyper-personalized learning. In addition, providing hyper-personalized self-service enablement across the workplace with AI-powered digital assistants
- Embedding OCM in XMO models with dedicated digital adoption teams, helping clients adopt new tools, technologies, and processes. This includes Copilot and agent adoption services. Plus, utilizing an OCM framework to expedite the successful adoption of AI and ROI for clients, and a focus on digital nudging and gamification services to drive persona-led OCM
- Accelerating the use of AI-powered Copilots and agents in support of predictive and self-healing support services across the workplace; increasing investment in agentic workflow orchestration and creation of digital multi-agent frameworks to manage, for example, onboarding/offboarding of agentic workflows, performance, reporting, error management, reusability, and governance of AI capabilities. In addition, expanding into CHRO, CFO, CXO, and CMO through success in the digital workplace space; and expanding custom-built agents, for example, through ServiceNow across departments, dedicated roles and industries (e.g., healthcare Copilot, retail Copilot, manufacturing Copilot and BFSI Copilot)
- Increasing self-healing capabilities through DEX management tools and remote troubleshooting of hardware issues; AR/VR-based support, including through smart headsets, LogMeIn Rescue, and engineer assist Copilot capabilities; evolving in-person field services capabilities to support the AI-enabled enterprise
- Expanding IoT, smart camera, and sensor-based wayfinding solutions to enhance office productivity through real-time monitoring of occupancy, meeting rooms, air conditioning, heating and other parameters; providing personalized experiences to enhance comfort, convenience, collaboration, and health and wellness
- Monitoring employees' technology experience to inform sentiment analysis and support continual improvement; end-to-end monitoring of VDI sessions from connection to authentication, enumeration and application load time; focusing on proactive monitoring, availability monitoring, web monitoring, application and real-time monitoring, security monitoring and network monitoring
- Developing a connected experience framework that accelerates agentic AI and experience management; increasing focus on XLAs and establishing a personalization coefficient that weights experience to employee business impact; continuing to focus DEX on ops, people and technology and combining with CX services to enable total experience (TX)

- Increasing focus on end-to-end sustainable device lifecycle services, including readiness and design, ordering and procurement, automated provisioning, asset management, support and maintenance, and lifecycle management. This includes retire or refurbish/re-manufacture, with the same out-of-the-box experience and look and feel as a new device, and mapping devices to persona-based usage, focusing on fewer and standardized device landscapes. Plus, provision of preventative support services to avoid failure, prioritizing remote support and empowering self-service, and digital smart lockers for replacement/loaner devices.

Challenges

- Clients want to leverage their existing tooling investments and look to the vendor to provide a modular, plug-and-play approach and orchestration of all tools, including AI and Copilot services, through a bot-of-bots approach. The AI-powered Copilots need to provide intelligent suggestions, automate routine tasks and provide real-time insights to improve workflow efficiency. There is a greater emphasis on integrating data across multiple monitoring tools. Additionally, the increased adoption of the SRE model enables the workplace to become a single-entry point for all user journeys; plus, expanding the agentic workflow orchestration use cases across LOBs
- Clients want vendors to enable cost optimization and TCO reduction through improved license optimization and greater adoption of next-generation tooling to improve productivity and UX. There is a greater focus on embedding OCM with dedicated adoption teams helping clients adopt new tools, technologies, and processes. This includes organizational cultures and technical literacy
- Clients want vendors to help them offset the carbon footprint of their entire fleet with a one-time cost, track ESG metrics per device per month, and optimize device cost with enterprise-grade refurbished devices
- Clients are increasingly looking for vendors to improve the experience across the entire enterprise through a dedicated XMO-based approach. This is acting on real-time data insights, providing proactive and predictive resolution, XLAs, and AI-based sentiment analysis.

Outlook

The future direction for digital workplace services will include:

- Creation of digital multi-agent frameworks to manage performance, onboarding/offboarding of agentic workflows, reporting, security, reusability, error management, and governance of AI capabilities. Plus, expansion of these capabilities into CHRO, CXO, CFO, CMO, and LoBs through success in digital workplace services
- Greater focus on AI-powered endpoints (Self-Heal, Copilot) and AI and Cloud PCs, in particular supporting applications on the edge for frontline workers; for example, R&D at pharma companies and traders in BFSI
- Increased investment in a knowledge management center to unify all underlying knowledge across digital workplace services as the core agentic AI platform to create the knowledge LLM that underpins all services. This provides data, for example, for real-time agent assistance. Also, more focus on AI multilingual real-time translation services for voice

- Clients will move to a product-centric workplace and service delivery, with an outcomes-focused model, contracting on XLAs, and increasing proactive experience-led services and embedding OCM in standard XMO models
- Expanding adoption and dexterity services to empower employees to become citizen developers, and GenAI-powered digital support systems, self-improving AI systems, and AI augmentation tools for employees
- Investing in an SRE command center, providing workplace agent governance and control plane, including observability, responsible AI, SLM models, and tuning
- Increasing GenAI innovation labs comprising AI, ML engineers to incubate hybrid AI solutions, and digital workplace experience studios to co-create and co-innovate with clients on agentic/edge AI, and industry use cases. Plus, greater focus on industry Copilots, and Copilots across every role with security-first implementation
- Investment in connected and sustainable workplaces, including device circularity and sustainable DaaS, and leveraging SLMs that do not consume significant AI infrastructure in support of carbon reduction
- Vendors will increase partnerships with NVIDIA and Intel for Agentic AI, AI PC, and adaptive XPU solutions, and expand digital field services capabilities, including digital twins, AR/VR, and AI-enabled engineer assist.

NEAT Methodology for Advanced Digital Workplace Services

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 future client 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 future client 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	Digital workplace platforms, IP, accelerators, and frameworks VDI and Cloud PC capabilities XMO and XLA-based engagement and DEX capabilities Intelligent collaboration including M365 Copilot capabilities AI digital support services including GenAI and Agentic AI capabilities Smart workplace and modern field services capabilities Industry and frontline worker capabilities Workplace sustainability capabilities
Delivery	DWS North America delivery capabilities DWS EMEA delivery capabilities DWS APAC delivery capabilities DWS LATAM delivery capabilities Dedicated resources for build capabilities and consulting and advisory-led approach Dedicated resources for run capabilities including DWS CoEs, innovation hubs; and reskilling programs Ability to provide observability and predictive self-serve and self-heal capabilities Ability to support next-generation AI-led workplace services, including Gen-AI/Agentic AI SD Ability to provide E2E workplace security services and Responsible AI Extent of ecosystem partners and GTM for digital workplace services
Presence	Scale of Ops - Overall Scale of Ops - NA Scale of Ops - EMEA Scale of Ops - APAC Scale of Ops - LATAM Number of clients overall for digital workplace services
Benefits Achieved	Improved speed problem resolution Level of cost savings achieved Reduced number of service tickets Increased end-user/business satisfaction Pricing approach

Exhibit 2

'Ability to meet client future requirements': Assessment criteria

Assessment Category	Assessment Criteria
Overall Future Commitment to Advanced DWS	Financial rating Commitment to next generation digital workplace services Commitment to innovation in digital workplace services
Investments in Advanced DWS	Investment in Platforms and IP in support of digital workplace services Investment in support of VDI and Cloud PCs Investment in XMO/XLA-led approach and DEX services Investment in support of intelligent collaboration and M365 Copilot services Investment in GenAI and Agentic AI in support of AI-led digital workplace services Investment in smart workplace and modern field services capabilities Investment in industry-specific and frontline workers' services Investment in workplace sustainability 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:

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