

NEAT EVALUATION FOR KYNDRYL:

Cognitive & Self-Healing IT Infrastructure Management

Market Segment: Cognitive Service Desk Capability

Introduction

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

* When the research for this NEAT evaluation was conducted in early 2021, it included an evaluation of IBM Cognitive and Self-Healing Service Desk capabilities. As of November 4, 2021, the service organization and associated IP responsible for IBM Cognitive and Self-Healing Service Desk are part of the Digital Workplace Global Practice at Kyndryl, an independent company, formerly IBM's Managed Infrastructure Services business.

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.

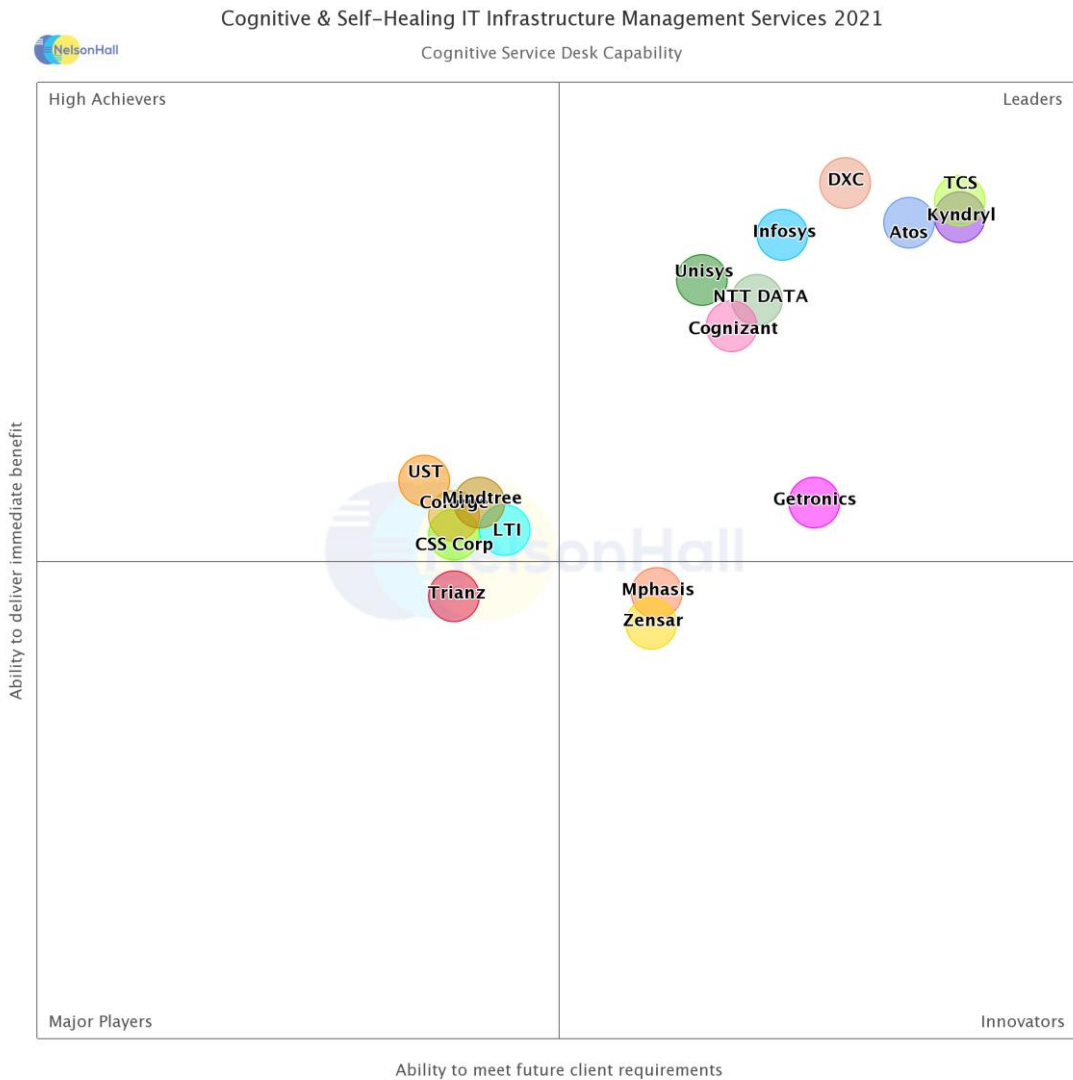
Evaluating vendors on both their 'ability to deliver immediate benefit' and their 'ability to meet client future requirements', vendors are identified in one of four categories: Leaders, High Achievers, Innovators, and Major Players.

Vendors evaluated for this NEAT are: Atos, Coforge, Cognizant, CSS Corp, DXC Technology, Getronics, Kyndryl, Infosys, LTI, Mindtree, Mphasis, NTT DATA, TCS, Trianz, Unisys, UST, and Zensar Technologies.

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



NEAT Evaluation: Cognitive & Self-Healing IT Infrastructure Management (Cognitive Service Desk Capability)



Source: NelsonHall 2021

NelsonHall has identified Kyndryl as a Leader in the Cognitive Service Desk Capability market segment, as shown in the NEAT graph. This market segment reflects Kyndryl’s ability to meet future client requirements as well as delivering immediate benefits to its IT infrastructure management services clients, with specific service desk capability.

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 (Cognitive Service Desk Capability) [here](#).



Vendor Analysis Summary for Kyndryl

Overview

Kyndryl provides cognitive and self-healing IT infrastructure management services. Cognitive and AI services are provided through Kyndryl Services Platform, which delivers automation, AI, and analytics to manage and optimize IT infrastructure services delivery.

Kyndryl supports hybrid IT through its Kyndryl Services for Multicloud Management. This is provided through its Kyndryl Multicloud Management Platform (MCMP), which enables consistent management across existing IT and multiple public and private clouds.

It has a number of deployment models including Public Cloud, on premise and via the Kyndryl Services Platform, which is the primary platform for the delivery of cognitive and self-healing IT infrastructure management services. The platform is open in terms of what it hosts, but its primary focus is on providing 'managing solutions'. A set of common services is available to all hosted solutions on the platform, which those hosted solutions inherit. This result in an enterprise-ready managing environment.

Kyndryl delivers end-to-end IT management from service desk to managing all aspects of hybrid cloud infrastructure, including orchestration, provisioning of a new environment, remediation, and ITSM. Solutions hosted on the Kyndryl Services Platform address IT and business automation, enabling clients to have a single experience.

Enterprises are engaging Kyndryl to change their business models and adopt the digital experience, cognitive, and AI capabilities. They also need to gain more insights from the plethora of data they are dealing with and creating data management strategies. Also, they require help in managing all of their IT, including traditional/data center, cloud (public & private), and containerized applications and environments. Enterprises also need to innovate faster, improve products and services, improve their partnering capabilities, and extend providers' ecosystem.

Everything Kyndryl does across the digital workplace is data-driven, with analytics guiding and being prescriptive regarding what the end-user experience needs to be, facilitated through its cognitive channel. Kyndryl focuses on the integration of analytics, cognitive, and automation into all workplace offerings:

- Analytics: data that drives the support engine (ticket data, chat log, endpoint configuration, and performance data), digital experience management (DEM), predictive analytics, and Watson semantic analytics
- Cognitive: the knowledge providing the results (continuous learning and NLP). This includes analyzing data and adding cognitive to analytics for self-help and self-healing
- Automation: includes digital experience management, management tools, RPA, self-heal scriptlets, and workflow automation.



Strengths

- IP and accelerators including Kyndryl Services Platform with multiple consumable automation solutions including third-party, Kyndryl Multicloud Management Platform (MCMP), Digital Experience Management (DEM) platform, Watson and data lake capabilities, RPA bots, and an extensive library of automation use cases
- Driving omnichannel integration with analytics, cognitive, and automation through 'while you wait' automation capability
- Increasing micro-apps in support of workflow automation
- Kyndryl has a clear focus and investment on analytics, cognitive, and automation in support of IT infrastructure and digital workplace services
- Increasing voice analytics in support of virtual agent to gauge end-user emotion
- Expanding ChatOps capability in support of collaboration ecosystem
- An open and federated approach to orchestration across multiple ecosystems
- Focusing on experience performance indicators (XPIs) and subsequent XLAs
- Ability to utilize broader best-of-breed capabilities in the industry through partnerships with IBM and other vendors
- Acquisitive to add complementary capabilities.

Further, new company Kyndryl will create more opportunities, enabling it to partner with large hyperscalers around the cloud. It will also bring best-of-breed services, automation, technologies, and analytics to its services clients.

Challenges

- Lack of partnerships with ISVs
- Managing client expectations in the transition from IBM to Kyndryl
- Expanding industry-specific automation capabilities
- Increasing outcomes-based contracts
- Expediting digital reskilling including DevSecOps and SREs
- Expanding self-healing and auto-remediation capabilities in support of AI-Ops, which is underway in the planned roadmap.

Strategic Direction

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

Expanding IP and Accelerators

Kyndryl is investing in Predictive, Proactive, and Seamless services and enabling this for more clients as part of an integrated solution delivering to new clients and retrofitting existing clients. These include: NEAT Evaluation for Kyndryl: Cognitive & Self-Healing IT Infrastructure Management



- Predictive: enabling cross-industry insights and leveraging insights across all clients and user, device, and application insights to know who is calling before they call. Also, patented intelligent refresh of devices
- Proactive: creating 50 additional proprietary optimization scripts for the end-user workspace (self-heal and agent assist). In addition, an aggregated platform to enable 'while you wait' support utilizing RPA, proactive self-heal, workflow automation, and virtual agent
- Seamless: investing in workflow automation, including utilizing Watson, Automation Anywhere, and Red Hat Ansible to enable end-users to execute repetitive tasks. It is developing multiple micro-apps in support by the end of 2021
- Virtual agent: supporting and maintaining existing AI investments clients have made and building on top of these with microservices in the virtual agent (e.g. add longtail searches and automation integrations)
- Expanding user experience measurements (XLAs) to improve UX and business outcomes
- Enabling ChatOps capability in support of Teams, Cisco Mattermost, and other collaboration platforms; also change management, problem management, and security and patch management
- Increasing workflow orchestration on Kyndryl Services Platform across Blue Prism, UiPath, and Automation Anywhere
- Investing in MCMP AI-Ops: incorporating IBM Watson AI-Ops for continuous optimization, projecting, locating, and resolving systemic issues in the traditional, cloud, and cloud-native components of the delivery stacks.

SRE-led approach

- Exploiting DevSecOps model and developing higher-level skill sets at L2/3 to drive proactive, predictive, and seamless approach
- Ongoing rollout of SREs across all mature accounts, and Kyndryl is altering the career model to recognize SRE as a career path.



Outlook

Kyndryl provides cognitive & self-healing IT infrastructure management services through its Kyndryl Services Platform. It is further investing in its integrated Digital Experience, which enables unified self-service support across all Kyndryl services. It does this through a single pane of glass (integrated with Kibana for dashboards), including providing visualization across all vendors providing managed services to the client.

Kyndryl has numerous consumable services (automation technologies) that sit on top of the Kyndryl Services Platform, including Kyndryl Services for multi-cloud, where it hosts the Kyndryl Multi-Cloud Management Platform (MCMP), enabling the management of the entire hybrid-cloud lifecycle, including automated provisioning, cost control, and AI ops to manage multiple clouds. Its roadmap investments in this area include a greater focus on self-healing and automated remediation, including through the use of Ansible. This is an area in which Kyndryl will need to expedite its capabilities across MCMP to improve MTTR further and rapidly diagnose and remediate incidents.

Kyndryl aligns to an AI, automation, and agile (AAA) strategy in managing the IT environment to understand what is going on. And, for everything possible will use automation to resolve issues as they arise. It has further developed a ChatOps capability to enable better collaboration between resources and technology. Kyndryl has standardized chatbots internally on Slack as its real-time collaboration platform and collecting contextually relevant insights to allow practitioners and SMEs to collaborate on resolutions. Kyndryl needs to expedite this capability with clients and is also integrating ChatOps with Teams, Cisco, and other collaboration platforms.

Kyndryl is also focusing on better understanding the big data generated in the IT environment and using analytics in partnership with automation to achieve a zero-touch automation end goal. This includes where both observations from data and remediation of observations are automated. It is also further increasing its RPA bots across Automation Anywhere, UiPath, and Blue Prism. It currently has ~633 production robots, and we expect Kyndryl will increase its bots further over the next 12 months. Also, we expect Kyndryl to increase its automation ecosystem use cases in support of Kyndryl Services Platform.

A key investment area includes digital workplace services where Kyndryl is investing in a predictive, proactive, and seamless approach. It is further utilizing DEM to improve UX across the workplace and self-heal capabilities in partnership with Aternity and SysTrack. Kyndryl provides self-heal scripts to perform L1/L1.5 support engineer capabilities, which can also be executed through the virtual agent. It also looks to support and maintain existing AI investments clients may have made and build on top of these with microservices in the virtual agent (e.g. add longtail searches and automation integrations). It is also investing in voice analytics to gauge user emotion and utilizing tool analytics to understand why they are calling. We expect Kyndryl to expand its capabilities further in this area.

Kyndryl continues to invest in analytics, cognitive, and automation to support digital workplace services, particularly across omnichannel integration and through its 'while you wait' integrated automation platform. Here, it utilizes RPA, proactive self-heal, virtual agent, and workflow automation to enable greater personalization and improve UX. It is also tying in connectors to its DEM platform through APIs. It has developed an L1 dashboard to provide information on end-user issues and history. We expect Kyndryl will increase this dashboard capability across L1.5/L2 areas also. Several pre-built micro-apps have been created in support of workflow automation, which it will need to expand. However, Kyndryl has plans to increase these significantly. We also expect it will increase its use cases in support of workflow automation for the entire enterprise. As an example, it is gaining a lot of traction for its joiner-mover-leaver (JML) use case capability. Kyndryl is also utilizing cross-industry insights to understand where a particular client is versus where the industry expectations are. Kyndryl will



also need to look at expanding its industry-specific automation capabilities. It is focusing on experience performance indicators (XPIs) to drive an XLA-led approach across workplace services, and we expect Kyndryl will continue to ramp this capability.

Finally, Kyndryl will increase skill sets and drive DevSecOps. It will need to expedite capabilities in this area, in particular in support of an SRE-led approach. However, Kyndryl is now defining a dedicated career path for SREs. We expect Kyndryl to increase its partnerships with hyperscalers and further broaden its partner ecosystem.



Cognitive & Self-Healing IT Infrastructure Management

Market Summary

Overview

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; and, 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 AIOps and use cases to increase autonomous infrastructure capabilities. There is a greater emphasis on enabling the skillsets and technologies required for a hybrid multi-cloud ecosystem and NoOps environment, with an increased focus on XLAs and automation outcome-based approaches.

Buy-Side Dynamics

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

- Enabling AIOps (use of resolver bots and diagnostics engine to drive further insights), including use of auto-remediation and ML
- Ability to deploy use cases and supporting algorithms for anomaly detection, outage prediction, root cause analysis, health prediction, and patch automation
- Providing an open approach to orchestration, including cloud-native provisioning and discovery with cloud APIs (e.g., CloudFormation, Azure ARM, Terraform)
- The development of new skillsets including machine coaches, business value specialists, automation and AI architects, CX leads, service resiliency engineers, cloud architects, and cloud DevOps orchestrators
- Ability to expedite resources building automation use cases and system capability by industry, and dedicated automation and AI leads by client account
- Ability to manage increasing cloud infrastructure consumption across hybrid multi-cloud through single CMP
- Driving infrastructure and application modernization
- Enabling DevSecOps and agile, including CI/CD pipeline automation and infra as code integration



- Expanding self-healing capability within cognitive virtual agents, and proactive guided resolution utilizing NLP and ML
- Deploying proactive and predictive analytics to support pattern recognition and anomaly detection to enable remediation and drive issue/solution recommendations
- Increasing end-user sentiment analysis and driving an XLA-based approach to client outcomes.

Market Size & Growth

The global cognitive & self-healing IT infrastructure management services market is estimated by NelsonHall as ~\$41,200m in 2021. It is expected to grow at 12.1% CAGR to reach ~\$65,150m by 2025.

North America will account for 46% of the overall cognitive & self-healing IT infrastructure management services market in 2025, with overall growth of 11.7%; with EMEA growing at 13.8% and making up 33% of overall market by 2025. APAC will see double-digit growth through 2025, with LatAm experiencing high single-digit growth in the same period.

Challenges & Success Factors

The key challenges faced by cognitive & self-healing IT infrastructure management services vendors include:

- Clients are engaging vendors to assess the use cases that can be created to enable transition to future NoOps environments. Many clients are still at the early stages of AI implementations, or using basic levels of automation. They need to better understand all the data generated from their IT environments and, acting on this, to stop issues in the first instance. Clients are developing use case automation into runbooks and design workflows to orchestrate their execution in response to monitoring incidents and requests. They want to support incidents and service requests across multiple clouds including AWS, Azure, and GCP, with APIs into existing ITSMs and monitoring to increase workflow automation
- Clients 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. Also, increasing automation bots across IT infrastructure to self-heal. Clients need to bring digital offerings to market faster and utilize an SRE-led approach to improve SDLC and AIOps engine capabilities. They also want to further enable a 'zero-touch' and AI-enabled service desk and improve business outcomes across the entire hybrid landscape
- Clients are increasingly looking for vendors to demonstrate the innovation they bring to cloud and workplace RFPs through IP, methodologies, toolsets, innovation hubs and ecosystem partnerships. In addition, they are adopting a more tailored approach to cloud and workplace services, developing an industry-specific and persona-based approach to improve UX. Clients want to co-innovate and co-create cloud-first solutions at pace in order to enable autonomous infrastructure environments. They want to utilize operational savings to re-invest in a transformational journey to a future NoOps environment and expedite business outcomes.



The key success factors for cognitive & self-healing IT infrastructure management services vendors include:

- Increasing skill-sets: build a bench of resources with cloud-native development capabilities. In addition, ramping automation architects, machine first developers, cloud architects, business value specialists, hyperscaler SMEs (AI/ML) and site reliability engineers (SRE) in support of hybrid multi-cloud operations
- Consulting and advisory services: offer onshore consulting and advisory services providing a design thinking and collaborative approach to define clients' NoOps transformation roadmap. This includes modernization from monolithic to microservices, platform build including cloud-native, to drive an autonomous infrastructure environment
- Data analytics hub: developing a single data hub framework with self-service access to mission-critical data and telemetry for the data user community. Also, creating data management utilities, bringing in data from all source systems to the single data hub. In addition, utilizing cloud-native capabilities including AWS Data Mover and Broker
- DevSecOps and agile: expanding agile and DevSecOps capabilities, AI insights, recommendations and automated actions for DevOps process, including governance in support of SDLC. In addition, 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
- Increasing AIOps and automation: 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. Expanding AIOps to NoOps cloud managed services and developing more complex use case creation through ML and training for orchestration and resolver bots
- Automation library assets: expanding catalog-based self-service and bot store for reusable automation assets. Continued development of solution accelerators based on repeatable patterns across managed services client base. Also, providing a marketplace model enabling clients to add their assets and solve their specific business challenges and choose the service and capabilities required
- Focus on innovation: expanding digital transformation centers, innovation hubs and cloud CoEs in support of AI, analytics and automation. Combining CMP, DevOps and AIOps to manage a hybrid multi-cloud environment. In addition, creating dedicated experience centers to monitor XLA performance and end-user satisfaction across a hybrid multi-cloud environment
- Cloud management platform: increasing focus on cloud-native PaaS support including microservices and containers. Utilizing APIs to enable a more open approach to orchestration including cloud-native provisioning. Increasing monitoring and observability across the full-stack to inform automation and drive remediation
- AI-led service desk: developing automation and AI capabilities to advance to L3 and above ticket resolution. Increasing complexity of cognitive virtual agent use cases, and integration with self-healing solutions to expedite autonomous resolution and move to a 'zero-touch' service desk
- Ecosystem partnerships and IP: developing IP, joint GTM and strategic initiatives with hyperscalers, in particular across AI and ML in support of hybrid multi-cloud from both an industry and client-specific level. In addition, expanding partnerships with start-ups, in particular in support of cloud-native PaaS services.



Outlook

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

- Expanding AIOps to NoOps cloud and infrastructure managed services, and developing more complex AI use cases through ML and training for orchestration and resolver bots, serverless capability on top of orchestration platforms, and next-gen cloud management observability based on AIOps. In addition, developing real-time monitoring in a data center environment, utilizing ML technologies and AI on a video feed for object detection
- Developing single framework datahubs with data from all source systems with a greater focus on predictive analytics to enable data scientists and SMEs to self-serve. More focus on cloud native data management capabilities
- 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
- Greater focus on driving containerization (CaaS) and PaaS services at scale, including Kubernetes and Docker, mesh capabilities and serverless architecture services, and utilizing DevSecOps to provide fully managed container services
- Development of proactive mass healing (L2/3) with service desk resolving data corrections or data validation errors and site reliability engineers (SRE) approving solutions offered by self-healing
- Vendors will increase joint GTM approaches with strategic ecosystem partners, and build dedicated business units (e.g., Microsoft, AWS, Google), in particular in support of AI, ML, and automation
- Vendors will expand AI, ML, and analytics investments to provide greater insights on workflows and informed decisions on cost reduction, including landing zones and automating the decision on where deployments go
- 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
- Vendors will increase networks of innovation hubs and AI CoEs to deliver collaboration sessions in close proximity to clients. They will expand site reliability engineering (SRE) approach as the default to manage end-to-end cloud services in a highly automated way.



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
Offerings	<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 management capability Cognitive IT service desk capability AIOps capabilities API and data-driven services Advanced analytics, cognitive & ML capabilities
Delivery Capability	<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 cognitive/AI CoEs, experience centers and innovation hubs Ability to provide IP and accelerators in support of cognitive & self-healing IT infra management Ability to incorporate DevSecOps and agile methodologies in support of cognitive & self-healing Extent of third-party, hyperscaler, and ISV partnerships in support of cognitive & self-healing Ability to enact AI-enabled service desk, utilize cognitive agents and drive zero-touch automation
Client Presence	<ul style="list-style-type: none"> 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 cognitive & self-healing IT infrastructure management
Benefits Achieved	<ul style="list-style-type: none"> 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 & self-healing IT infrastructure management services Commitment to innovation in cognitive & self-healing IT infrastructure management services
Investments in Cognitive & Self-Healing IT Infrastructure Management Services	Investment in IP and platforms in support of cognitive & self-healing IT infra management Investment in support of cognitive & self-healing IT infrastructure remediation Investment in cognitive & self-healing IT infrastructure server management Investment in support of cognitive IT service desk Investment in AIOps capabilities and move to NoOps, including observability Investment in support of API and data-driven services Investment in analytics, cognitive & ML 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 Enquiries

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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