

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 2023 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.

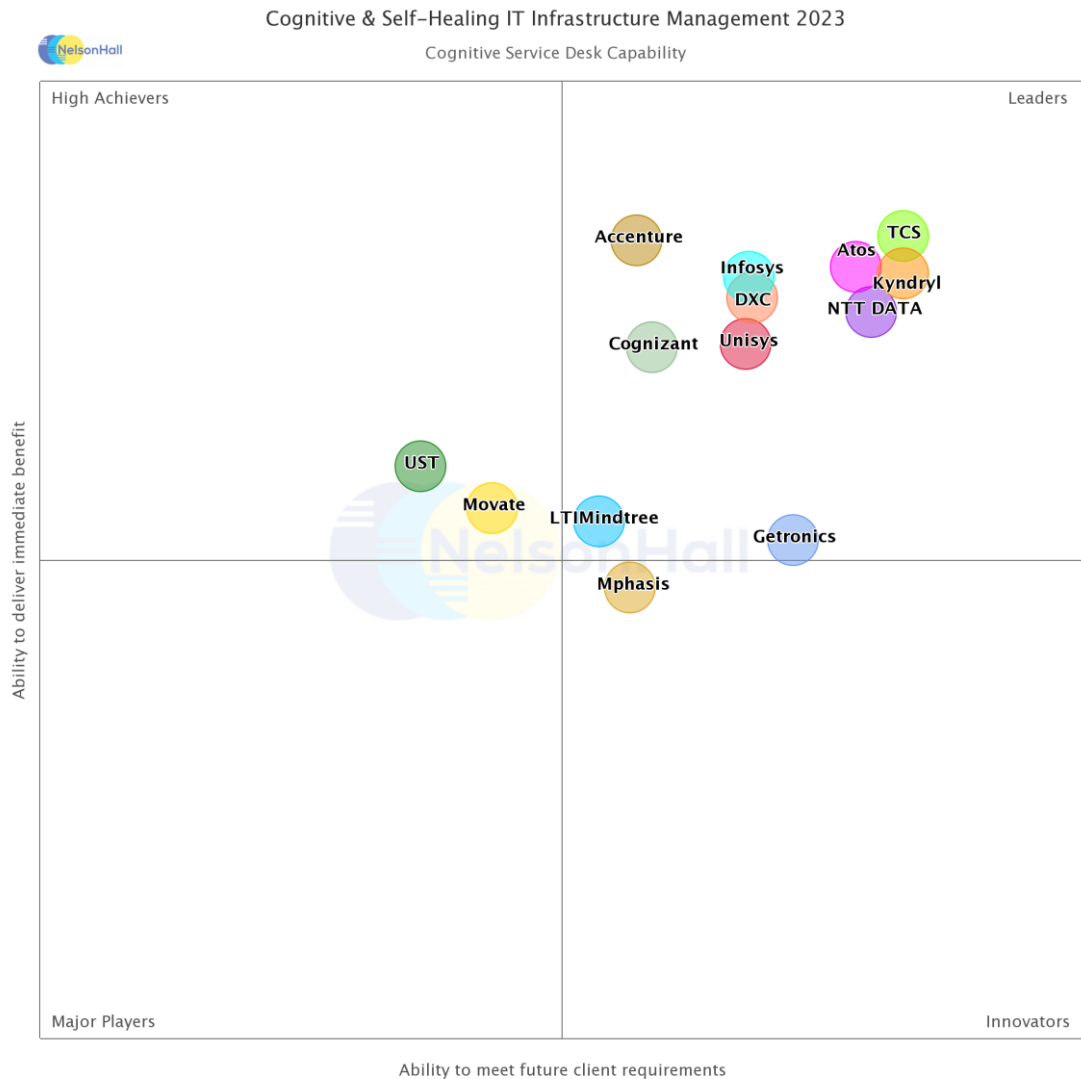
This NelsonHall Vendor Evaluation & Assessment Tool (NEAT) analyzes the performance of vendors offering cognitive & self-healing IT infrastructure management services. The NEAT tool allows strategic sourcing managers to assess the capability of vendors across a range of criteria and business situations 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 (Cognitive Service Desk Capability)



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 supports hybrid IT through its Kyndryl Bridge platform, which delivers automation, AI, and analytics to manage and optimize IT infrastructure services delivery. Its Digital Experience Management (DEM) platform enables unified self-service support across all Kyndryl services. It does this through a single pane of glass (integrated with Kibana for dashboards), including visualization across all vendors providing managed services to the client.

The company has numerous consumable services (automation technologies) that sit on top of the Kyndryl Bridge platform, including workplace and service desk automation, utilizing analytics, and AI-enabled self-service. Also, the Kyndryl Multi-Cloud Management Platform enables management of the entire hybrid-cloud lifecycle, including automated provisioning and cost control, and AIOps to manage multiple clouds.

Kyndryl Bridge platform hosts and establishes its management solutions in a secure, compliant, reliable, performance pen-tested way to provide clients continuity and support of automation. Kyndryl's view is that automation and analytics must be used in partnership; its focus should be not just automating but understanding the big data generated from running the IT environment and acting on this data to stop issues in the first instance and working out what to automate next to drive the best outcome. Kyndryl Bridge platform is a physical hosting entity with Common Services and multiple consumable automation solutions that sit on top of the platform, including third-party services. An example of Common Services is Digital Experience, based on Elasticsearch, which enables the delivery of Insight Dashboards on any subject to platform users.

Clients can bring in data that can be ingested automatically from ticketing systems or via solutions like Kafka. It can present numerous dashboards, including business subjects (P&L), utilization of robots in an RPA environment, end-of-life software on accounts and events received into automation, and the performance of remediating these automatically.

Kyndryl has a clear focus on cognitive and self-healing technologies in the delivery of digital workplace services. It places the user at the center of everything it does to drive closer alignment to business outcomes. Kyndryl sees employee experience having a downstream effect on its clients' customers' CX. 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, and facilitated through its cognitive channel. Kyndryl focuses on the integration of analytics, cognitive, and automation into all digital 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 semantic analytics. This includes structured analysis, semantic analysis, device analytics, integrated analytics, voice analytics, and real-time 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. It also includes virtual agent, omnichannel, and intelligent voice agent
- *Automation*: includes DEM, management tools, RPA, agent scripts, end-user scripts, self-heal scripts, process automation, integrated automation, and workflow automation.



Kyndryl focuses on four key areas in the digital workplace, including:

- *Device management*: this includes zero-touch enrollment, self-service, self-help and self-heal, DEM, AD/ADD migration, and support
- *Modern service desk and contact center support*: leveraging analytics, automation, and AI
- *Workplace virtualization services*: including automation, hybrid workplace, VDI, and DEM
- *Modern workplace and collaboration*: focusing on cloud-based collaboration communication and productivity tools across teams, devices, and operating systems.

Kyndryl is focused on XLA-as-a-service. It drills down into experience performance indicators (XPIs) to target a part of the end-user's end-to-end experience and where the pain and friction are happening for the end-user, culminating this into a single XLA score. Through co-creation, Kyndryl agrees with the client on the XPIs they want to see, and for those that Kyndryl has responsibility for it can tie XPIs to financial implications. This ensures the XLAs tie back to business outcomes, which demonstrate derived value from the services being provided and how they help achieve native company goals.

Financials

Kyndryl's CY 2021 revenues were ~\$18.7bn; of this, NelsonHall estimates that ~30% (~\$5.6bn) was associated with cognitive and self-healing IT infrastructure management services. NelsonHall further estimates revenues for cognitive and self-healing IT infrastructure management services in FY23 (the year ending March 31, 2023) will be ~\$6.4bn.

NelsonHall estimates the geographical breakdown of Kyndryl's cognitive and self-healing IT infrastructure management services revenues in FY23 to be:

- Americas: 48% (~\$3.1bn)
- EMEA: 32% (~\$2.0bn)
- APAC: 20% (~\$1.3bn).

Strengths

- IP and accelerators including Kyndryl Bridge platform with multiple consumable automation solutions including third-party services, digital workplace platform, DEM platform, data lake capabilities, and an extensive library of automation use cases
- Kyndryl has a clear focus and investment in analytics, cognitive, and automation in support of IT infrastructure and digital workplace services
- Building dedicated hyperscaler practices and cloud certifications, and making ongoing investment in its Microsoft strategic alliance across Viva, AR/VR, Mesh Services, Power Platform, Teams collaboration
- Kyndryl is moving up the value stack for clients focusing on employee experience and business outcomes
- Driving omnichannel integration with analytics, cognitive, and automation through 'while you wait' automation capability
- Increasing micro-apps in support of workflow automation



- Strong infrastructure and security heritage
- Taking a DevSecOps and SRE-led approach to operations
- Increasing advisory and implementation services through Kyndryl Consult
- An open and federated approach to orchestration across multiple ecosystems
- Focusing on experience performance indicators (XPIs) and subsequent XLAs
- Acquisitive to add complementary capabilities.

Challenges

- Expediting digital reskilling, including DevSecOps and SREs
- Ramping XLAs across the client base, although Kyndryl claims that it has at least one XLA in place for all existing clients and all new contracts include co-created XLAs
- Increasing partnerships with ISVs and startups
- Increasing outcomes-based contracts.

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

- Enhancing digital workplace and CX platforms with standardized architecture to simplify client transformational journeys in an agile approach
- Expanding user experience measurements (XLAs) to improve UX and business outcomes through co-creation and consulting-led approaches with clients
- Creating additional proprietary optimization scripts for the end-user workspace (self-heal and agent assist). In addition, creating an aggregated platform to enable 'while you wait' support utilizing RPA, proactive self-heal, workflow automation, and virtual agent
- 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., adding longtail searches and automation integrations)
- Investing in unified observability: supporting the enterprise using integrated AIOps, to provide deeper proactive insights from workplace and application monitoring data.

Hyperscaler partnerships

- Increasing Microsoft investments, including AR/VR and Mesh services, HoloLens, Power Platform, Viva, and Kyndryl Teams cockpit. Also, offering Evergreen services to enable clients to understand and leverage their Microsoft investments
- Expanding offerings and artifacts across dedicated hyperscaler practices (Azure, AWS, GCP), certified skillsets, and ~\$1bn in signings tied to hyperscalers, primarily incrementally in FY23.



Digital reskilling

- Exploiting the DevSecOps model in Kyndryl and increasing DevSecOps certifications, and developing higher-level skill sets at L2/3 to drive proactive, predictive, and seamless approaches, including Automation Assessment Architect and Client Success Engineer
- The ongoing rollout of SREs across all mature accounts. Kyndryl is also altering its career model to recognize SRE as a defined role
- Doubling hyperscaler certifications from 16k at the end of Dec 2021 to 32k in Dec 2022, with, aiming for 50% of employees to have cloud-related certifications (predominantly related to hyperscalers) in the medium term
- Reskilling and redeploying Kyndryl employees to new revenue opportunities
- Remaining committed to the ESG program and launching ethics training globally for all employees.

Outlook

Across digital workplace services, Kyndryl adopts a modular approach to workplace transformation through standardized architecture with a clear focus on UX and employee experience and the correlation this has with clients' customers' CX. Kyndryl aims to provide a modern automated workplace that includes real-time predictive optimization and proactive healing of devices. Through workflow orchestration, it has pre-built micro apps and playbooks which can be configured to a client's infrastructure and applications. It also utilizes AI to identify opportunities for automation and analytics to drive further insight. Kyndryl provides self-heal scripts to perform L1/L1.5 support engineer capabilities, which can also be executed through its 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., adding longtail searches and automation integrations). Kyndryl will need to continue to expand its use cases in support of its AI virtual agent. In addition, we expect Kyndryl to increase its use cases across workflow automation in support of an entire enterprise (e.g., HR across onboarding/offboarding).

Kyndryl integrates analytics, cognitive, and automation into all workplace offerings and invests across contact center as a service (CCaaS) and dynamic IVR to drive greater personalization and proactive automation. A key investment area includes its CX platform utilizing multiple third-party partnerships, including Five9, Systrack, NexThink, Aternity, and Qualtrics. In parallel, it is co-creating with clients through a consulting-led approach to develop XPIs, which target a part of the end user's end-to-end experience and translates this into an XLA. Kyndryl has developed a number of XLAs and will need to expedite these across its client base and in contracting on business outcomes driven by XLAs. However, Kyndryl claims to have at least one XLA in place for all current clients, and all new contracts include co-created XLAs.

Another key focus is expanding its GTM and practice capabilities with leading hyperscalers, in particular Microsoft, in areas including AR/VR and Mesh services and building applications and use cases using HoloLens in a Teams environment. A Microsoft Teams cockpit provides clients access to all Kyndryl services, third-party and in-house. Across Microsoft Viva, it is building on its existing M365 capabilities and extensions through Viva integration on top of the Microsoft Power Platform.

Kyndryl is focused on a DevSecOps and SRE-led approach to modern management and is ramping its skill sets in both areas. It has recognized SRE as a discipline within the organization and has a dedicated career path. Other key roles include Automation Assessment Architect



and Client Success Manager. It will need to continue to increase its upskilling and reskilling initiatives in this area and through new hires.

Kyndryl also focuses 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 a future where both observations from data and remediation of observations are automated. Kyndryl planned to double its hyperscaler certifications to ~32k by the end of 2022. Its medium-term goal is to have 50% (~45k) of all employees having cloud-related certifications mainly related to hyperscalers. It is also expanding its third-party ecosystem of partners in support of cognitive and self-healing IT infrastructure services. It will also need to increase the startups and digital ISVs in its partner ecosystem.

Kyndryl is utilizing cross-industry insights to understand where a particular client is versus industry expectations. Kyndryl will also need to look at expanding its industry-specific automation capabilities and continue to ramp its consulting capabilities in support of its co-creation approach with clients.

Finally, we expect Kyndryl to make additional bolt-on acquisitions in support of its SRE and DevSecOps-led approach supporting AIOps, automation, and analytics across workplace and cloud services. We also expect Kyndryl to increase its joint offerings across industries through hyperscaler practices, in particular its strategic alliance with Microsoft in support of the modern workplace.



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	<p>Cognitive and self-healing IT infrastructure management capability</p> <p>Cognitive IT infrastructure remediation capability, and self-healing of assets</p> <p>Cognitive and self-healing server and cloud management capability</p> <p>Cognitive IT service desk capability</p> <p>AI-Ops capabilities</p> <p>Monitoring and observability services</p> <p>Advanced analytics, cognitive and ML capabilities</p>
Delivery	<p>Cognitive and self-healing IT infrastructure North America delivery capabilities</p> <p>Cognitive and self-healing IT infrastructure EMEA delivery capabilities</p> <p>Cognitive and self-healing IT infrastructure APAC delivery capabilities</p> <p>Cognitive and self-healing IT infrastructure LATAM delivery capabilities</p> <p>Dedicated SREs, automation architects, engineers, hyperscaler-certified, and SME's</p> <p>Dedicated automation/AI CoEs, experience centers and innovation hubs</p> <p>Ability to provide IP and accelerators in support of cognitive and self-healing IT infra management</p> <p>Ability to incorporate DevSecOps and agile methodologies in support of cognitive and self-healing</p> <p>Extent of third-party, hyperscaler, and ISV partnerships in support of cognitive and self-healing</p> <p>Ability to enact AI-enabled service desk, utilize cognitive agents and drive zero-touch automation</p>
Presence	<p>Scale of Ops - Overall</p> <p>Scale of Ops – N. America</p> <p>Scale of Ops - EMEA</p> <p>Scale of Ops - APAC</p> <p>Scale of Ops - LATAM</p> <p>Number of clients overall for cognitive and self-healing IT infrastructure management</p>

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
	Investment in analytics, cognitive and 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 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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