NEAT EVALUATION FOR DXC TECHNOLOGY:

Cognitive & Self-Healing IT Infrastructure Management

Market Segments: Overall, Server-Centric Services Capability, Cognitive Service Desk Capability

Introduction

This is a custom report for DXC Technology (DXC) presenting the findings of the NelsonHall NEAT vendor evaluation for *Cognitive & Self-Healing IT Infrastructure Management Services* in the *Overall*, *Server-Centric Services Capability*, and *Cognitive Service Desk Capability* market segments. It contains the NEAT graphs of vendor performance, a summary vendor analysis of DXC for cognitive & self-healing IT infrastructure management services, and the latest market analysis summary.

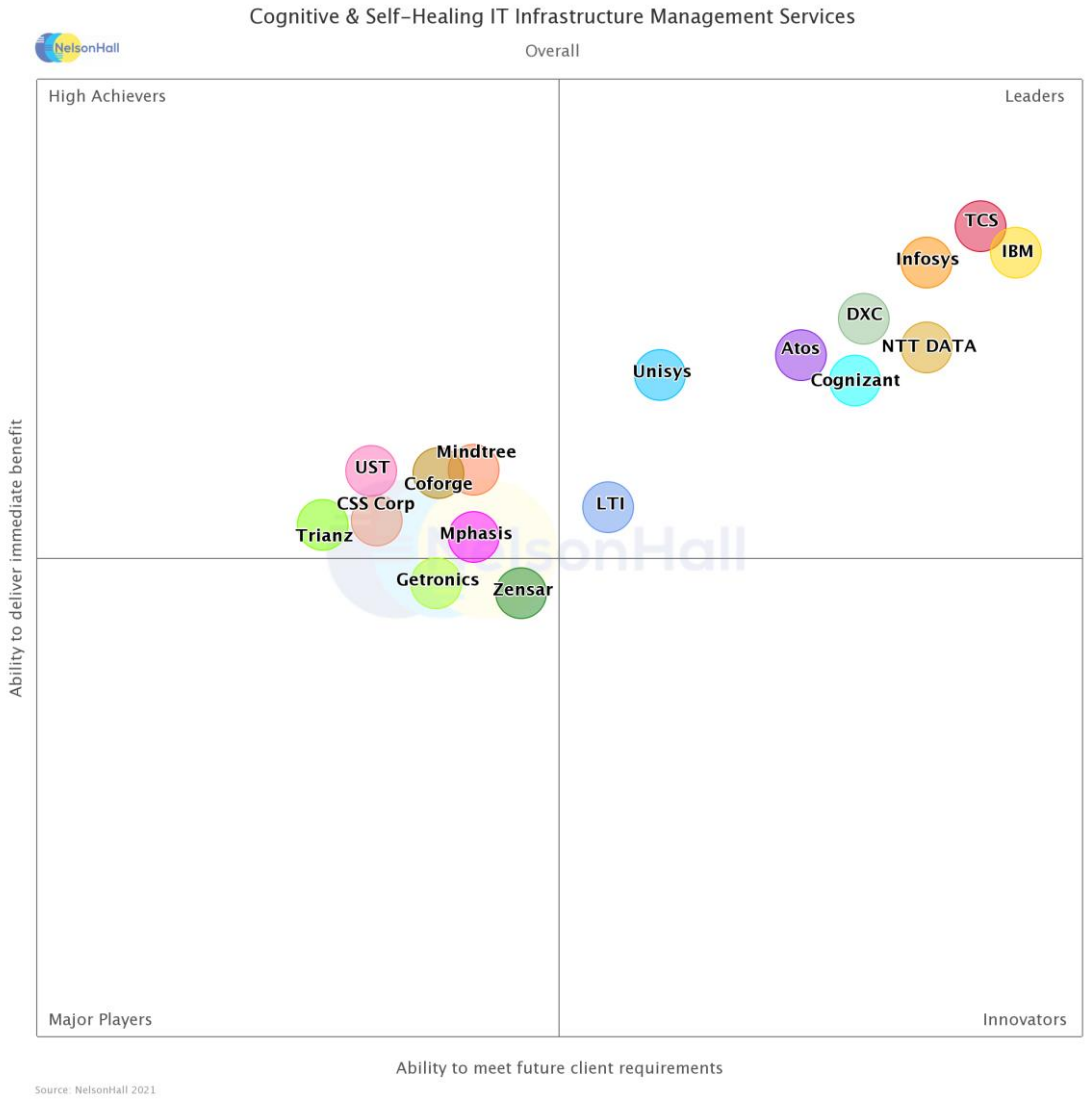
This NelsonHall Vendor Evaluation & Assessment Tool (NEAT) analyzes the performance of vendors offering cognitive & self-healing IT infrastructure management services. The NEAT tool allows strategic sourcing managers to assess the capability of vendors across a range of criteria and business situations 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: Atos, Coforge, Cognizant, CSS Corp, DXC Technology, Getronics, IBM, 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 (Overall)

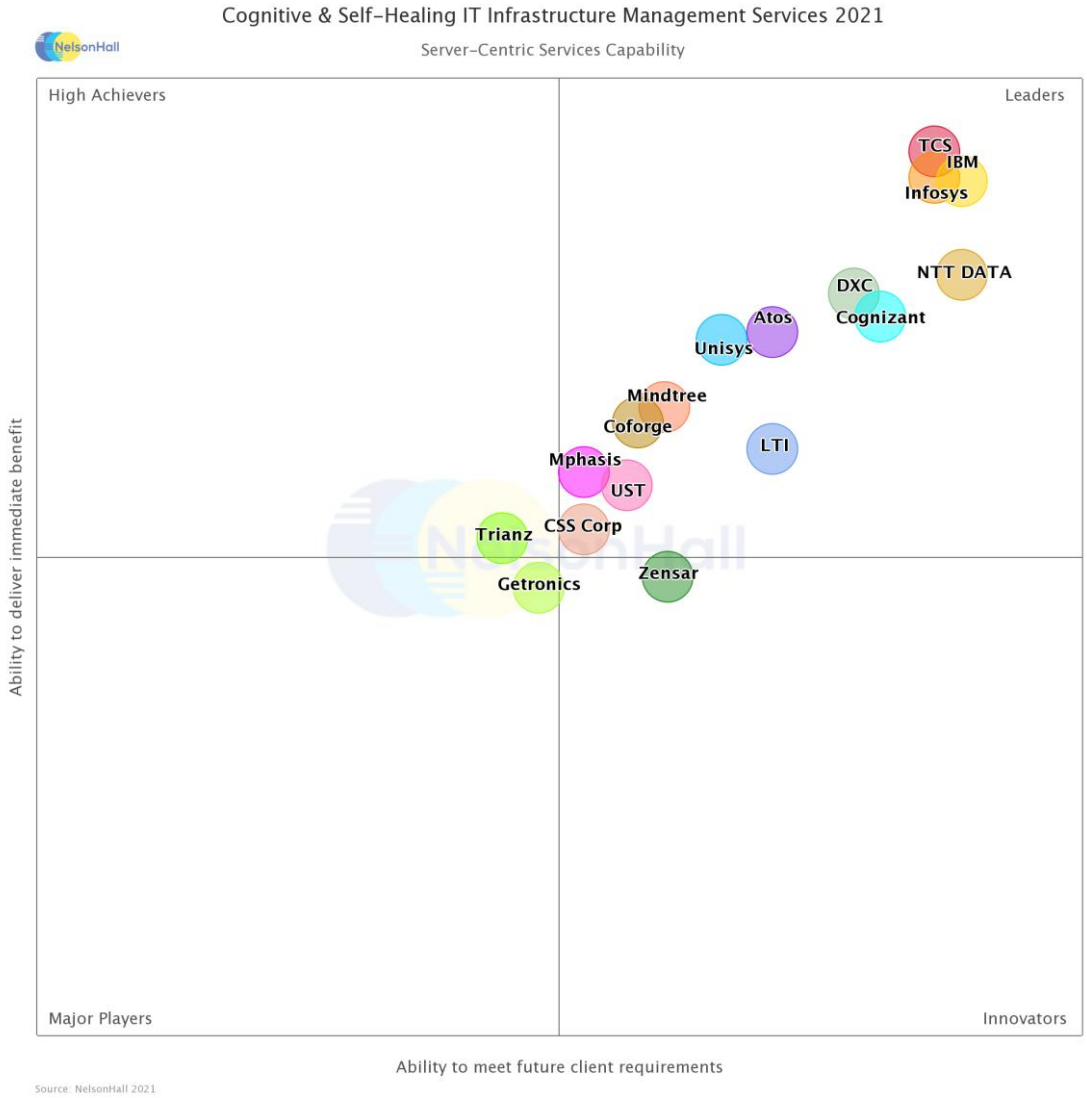


NelsonHall has identified DXC as a Leader in the *Overall* market segment, as shown in the NEAT graph. This market segment reflects DXC's overall ability to meet future client requirements as well as delivering immediate benefits to its IT infrastructure management services clients.

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

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

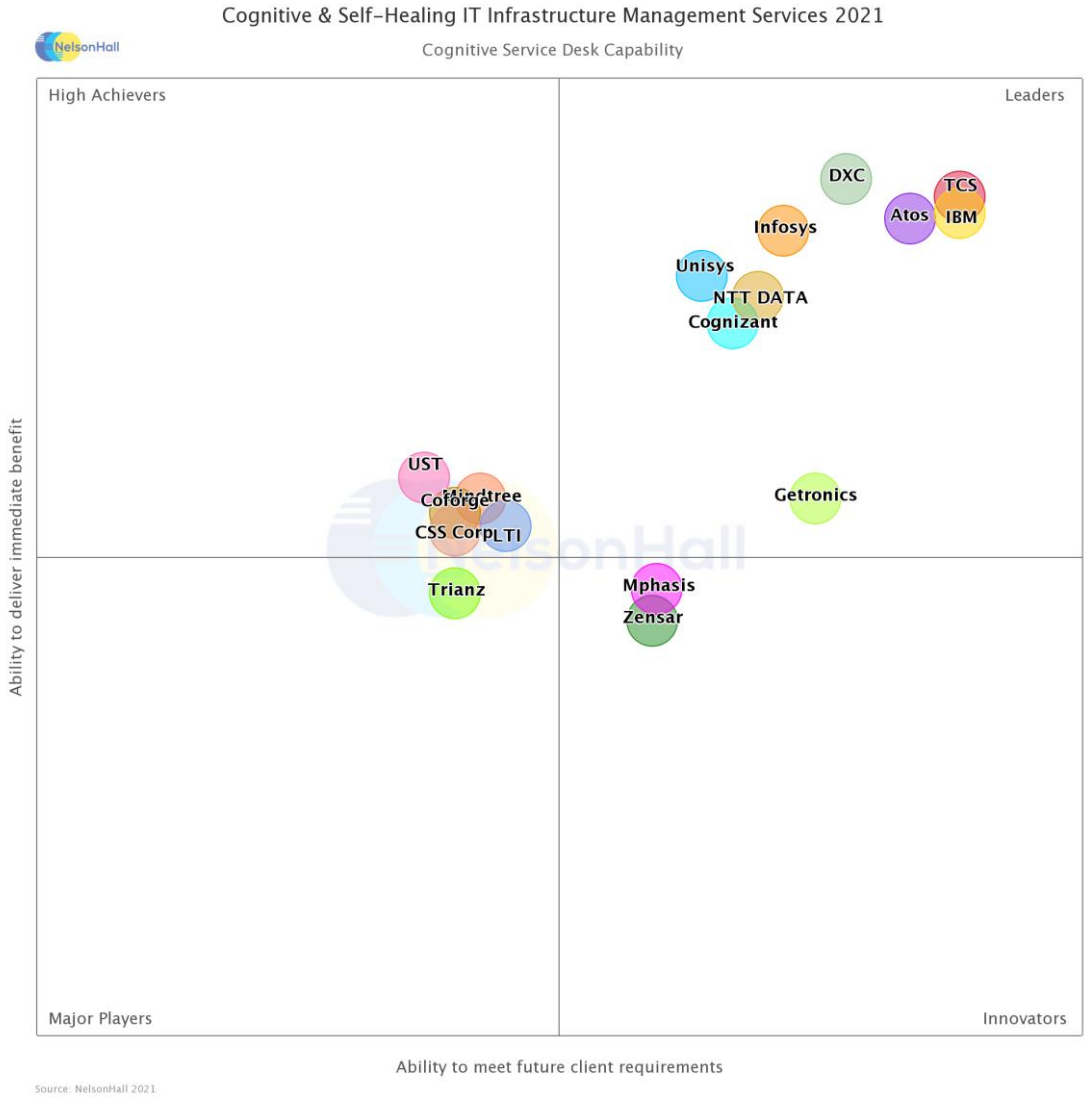
NEAT Evaluation: Cognitive & Self-Healing IT Infrastructure Management (Server-Centric Services Capability)



NelsonHall has identified DXC as a Leader in the *Server-Centric Services Capability* market segment, as shown in the NEAT graph. This market segment reflects DXC's ability to meet future client requirements as well as delivering immediate benefits to its IT infrastructure management services clients, with specific capability in server-centric services.

Buy-side organizations can access the *Cognitive & Self-Healing IT Infrastructure Management Services* NEAT tool (*Server-Centric Services Capability*) here.

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



NelsonHall has identified DXC as a Leader in the *Cognitive Service Desk Capability* market segment, as shown in the NEAT graph. This market segment reflects DXC'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.

Buy-side organizations can access the *Cognitive & Self-Healing IT Infrastructure Management Services* NEAT tool (*Cognitive Service Desk Capability*) here.

Vendor Analysis Summary for DXC

Overview

DXC Technology operates ~65 data centers in over 70 countries, servicing ~6k clients. 55% of its labor force operates in low-cost geographies in 27 global delivery centers. DXC has structured its organization around:

- *Geographies*: e.g., Americas, U.K./Ireland/Israel/Middle East/Africa, North and Central Europe, Southern Europe, Australia/New Zealand, and Asia. Geographies have the prime responsibility for account management and sales
- *Offering Families*: Modern Workplace, IT Outsourcing, Cloud and Security, Applications, and Analytics and Engineering
- *Key Industries*: Insurance, Healthcare & Life Sciences, Travel, Transportation and Hospitality, Banking & Capital Markets, Aerospace & Defense, Consumer & Retail, Energy, Utilities, Oil & Gas, Manufacturing & Auto, Public Sector, Technology, Media & Entertainment, Telecommunications.

This approach means that, for each major DXC Technology geography, each service line has a regional head, with P&L responsibility.

IT modernization is DXC's approach to transformation with its clients. The enterprise technology stack is how DXC approaches the market, its clients, and partners. Its horizontal services include IT outsourcing (i.e., IT infrastructure management) as the basis, and layered on top of this is modern workplace (including desktop and collaboration support). It then includes cloud and security, including public, private, hybrid cloud, and application maintenance and development. The final layer includes analytics and engineering, providing industry expertise, analytics, and ML. These capabilities are offered across multiple industry verticals through full-stack provision in all areas.

DXC's view is that this approach more accurately reflects how clients view their technology journey. DXC helps clients adopt hybrid cloud services that best align with their digital transformation strategies, including adopting agile and DevOps methodologies and embedding security in everything they do. DXC takes a consultative-led approach, working with clients to identify their key problems and the targeted outcomes they want. It takes an iterative approach where it seeks to test options with clients instead of a big-bang approach.

The four key areas DXC focuses on to enable IT modernization for clients are:

- *Time to market*: helping clients move faster and get new services into the market quicker, including agile delivery models with continuous development and delivery
- *Business agility*: cloud adoption and cloud-native development, and application modernization and data insights. DXC helps clients move from on-premise applications to the public cloud; also, modernizing applications on public/private clouds, and developing new applications and services in a secure cloud-native environment
- *Secure growth*: providing a foundation for secure growth and multi-cloud integration, platform management, and secure ecosystem. DXC looks to operate and secure hybrid at scale, including integrating and scaling on-premise and multi-cloud environments and making security and identity pervasive; also, enabling SRE, DevSecOps, and new operating models

- *Simplified operations*: everything as a service, continuous optimization, and intelligent automation supporting IT modernization. DXC looks to refresh the technology and architecture clients have in place and layer in automation and optimized application management and IT operations. DXC looks to reduce costs and free up funding to modernize other client estate areas to support new business initiatives.

Across Cloud & Platform Services, DXC credentials include:

- ~14k applications migrated to and managed in public/private cloud
- Managing 7.2m devices and 6m managed desktops, and 1.3m VDI
- ~330k knowledge management articles
- ~644k VMs and servers managed
- 2bn lines of code treated through app transformation factories
- ~2.1m ERP users supported.

NelsonHall estimates DXC has ~5k resources in support of cognitive and self-healing IT infrastructure management services. DXC also has ~20k resources delivering data and analytics services. It also has ~8k accredited and certified cloud resources globally. These include:

- ~2k certified VMware professionals
- ~2k Microsoft specialists
- ~700 AWS professionals
- ~550 certified ServiceNow resources.

DXC has ~400 resources within its global innovation and automation team focused on designing and engineering new products and capabilities to drive intelligent operations for clients' mission-critical systems. This includes an innovation hub with an R&D type lab environment used to experiment and prototype new ideas and determine proof-of-value.

Financials

DXC's CY 2020 revenues were ~$18.2bn. Of this, NelsonHall estimates ~10% (~$1.8bn) is associated with cognitive and self-healing IT infrastructure management services.

NelsonHall estimates the geographical breakdown of DXC's cognitive and self-healing IT infrastructure management services revenues in CY 2020 to be:

- Americas: ~37% (~$685m)
- North and South Europe: ~27% (~$500m)
- APAC: ~21% (~$388m)
- U.K.I.: ~15% (~$227m).

Strengths

- Investing in IP, including Platform X, Actionable Moments, and technology ecosystem
- Expanding AI, analytics, and ML capabilities, including with Infinia ML
- Integrated delivery model across all layers of the stack (apps, platform, and infrastructure), including dedicated DevSecOps, and site reliability engineering resources
- Large IT infrastructure services client base across multiple sectors
- Extensive partner ecosystem (particularly Microsoft, ServiceNow, and AWS)
- Developing XLAs to improve UX and business outcomes
- Investment from the top to drive Platform X capabilities at scale
- Global cloud footprint across multiple industry verticals.

Challenges

- Recruitment and retention of high-performing talent, considering recent workforce reduction programs; and attracting next-generation talent
- Needs to expedite digital reskilling initiative across the company
- Increasing site reliability engineering resources (SRE)
- Transitioning clients from legacy platforms will take time
- Ramping AI and ML capabilities in support of Platform X.

Strategic Direction

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

Investing in IP and accelerators

- Investing in its Platform X service delivery platform and supporting IP and partner ecosystem integration (e.g., enabling ServiceNow's Integration Hub functionality to integrate to other tools using out-of-the-box ServiceNow APIs/Spokes, and ServiceNow's Integration and Reconciliation engine (IRE) to provide a centralized framework to consolidate data. DXC plans to focus on more partner-integrated solutions
- Focus on AIOps and partnership with Infinia ML for advanced machine learning and data analytics
- Expanding XLA library for workplace experience
- Increasing capabilities across agile, DevSecOps, and SRE to accelerate innovation
- Investing in dedicated cloud practices (AWS, Azure, Google and VMware)
- Expanding repository of assets in GitHub to enable the development of industry-specific offerings at speed

- Increasing its ecosystem of third-party tools to drive further automation use cases.

Investing in digital re-skilling

- Investing in and developing a workforce with digital-generation skills and introducing new talent sourcing models, including full stack engineer capabilities. Other initiatives include digital badging, inner sourcing, and re-skilling existing IT infrastructure personnel with new skills (e.g., cloud technologies). DXC is aiming to have 50% of the workforce digitally skilled by FY22
- Ramping digital hires, in particular with cloud certifications including Lambda, data scientists, SREs, and DevOps engineers with the ability to build a continuous delivery pipeline
- Deploying lean techniques and creating a lean culture and mindset throughout DXC Technology
- Increasing dedicated cloud resources across account delivery teams
- Investing in further digital transformation centers (DTC) to support clients' cloud transformation journeys
- Scaling DevSecOps across tools, architecture, processes, and operating models across DXC.

Outlook

DXC looks to simplify IT operations with everything as a service, continuous optimization, and intelligent automation to drive IT modernization. It further looks to reduce costs and free up funding to support clients' digital transformation initiatives. DXC's end goal is to move clients toward a No-Ops environment.

DXC is taking a consultative-led approach to cognitive and self-healing IT infrastructure management services, providing clients with an iterative approach in enabling their IT modernization initiatives. It has developed multiple digital transformation centers (DTC) to facilitate design thinking workshops looking at client-specific issues. We expect DXC will continue to expand its DTCs in support of clients' digital transformation initiatives, particularly in support of AI and automation.

DXC has developed Platform X, bringing together the capabilities of Platform DXC and Bionix. It is also utilizing third-party tools, including Infinia for ML and analytics and Service Now, to provide a single management control plane to deliver IT services in a curated, standard and orchestrated fashion. It has developed multiple components, including a data hub enabling the data community to self-serve mission-critical data and telemetry. It is further utilizing cloud-native data capabilities, including AWS Data Broker. It has also created data management utilities to bring all data into a single hub framework and a data factory approach to utilize these utilities and broaden the data subjects. We expect DXC to continue expanding its ecosystem of partners in this area, particularly across startups.

DXC has also developed IP for a number of AIOps uses cases supporting Platform X as it seeks to enable a clients' transition to a future No-Ops operating model. DXC will need to continue to expand its IP in AIOps use cases in support of this client journey. It will also take time to transition existing legacy clients onto Platform X. Platform DXC clients already share a common control plane, therefore convergence is more of a product upgrade then a re-platform. DXC's convergence strategy is not "one size fits all" but a thoughtful approach based on its client IT estate planning.

DXC has developed an integrated delivery model across all layers of the stack (applications, platforms, and infrastructure), with dedicated CTOs, DevOps, site reliability engineers, and cloud SMEs further supporting the client's IT transformation programs. It will need to ensure it continues to ramp its dedicated skillsets in support of the client's multi-cloud initiatives, particularly across SREs. However, it has a company-wide program to have 50% of its workforce digitally trained by FY22. This will also play a key role in its design towards a No-Ops operating model.

DXC has strong capability across the digital workplace and is further utilizing AIOps to augment workforces and enhance UX. It has also developed an Actionable Moments engine to provide reactive, proactive, and predictive support services across the workplace. This also includes API-driven events from Nexthink and Systrack to improve UX further. The engine can further self-heal and remediate, including with virtual agents and auto-fix. We expect DXC to continue investing in this area as it looks to improve the UX across the entire enterprise.

Finally, DXC has created an XLA library for workplace experience, with several pilots running with clients currently; it will need to convert these pilots into contracts. We expect DXC to increase its XLA library to further support its focus on enhancing UX and developing joint IP solutions in support of workplace services with key ecosystem partners, including Azure, AWS, and GCP.

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 uses 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
Offering	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	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
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 cognitive & self-healing IT infrastructure management
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 & 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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