NEAT EVALUATION FOR DXC TECHNOLOGY:

Cognitive & Self-Healing IT Infrastructure Management

Market Segment: Overall

Introduction

This is a custom report for DXC Technology (DXC) presenting the findings of the 2023 NelsonHall NEAT vendor evaluation for *Cognitive & Self-Healing IT Infrastructure Management Services* in the *Overall* market segment. It contains the NEAT graph of vendor performance, a summary vendor analysis of 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: Accenture, Atos, Cognizant, DXC Technology, Getronics, Infosys, Kyndryl, LTIMindtree, Movate, Mphasis, NTT DATA, TCS, Unisys, and UST.

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

NEAT Evaluation: Cognitive & Self-Healing IT Infrastructure Management (Overall)
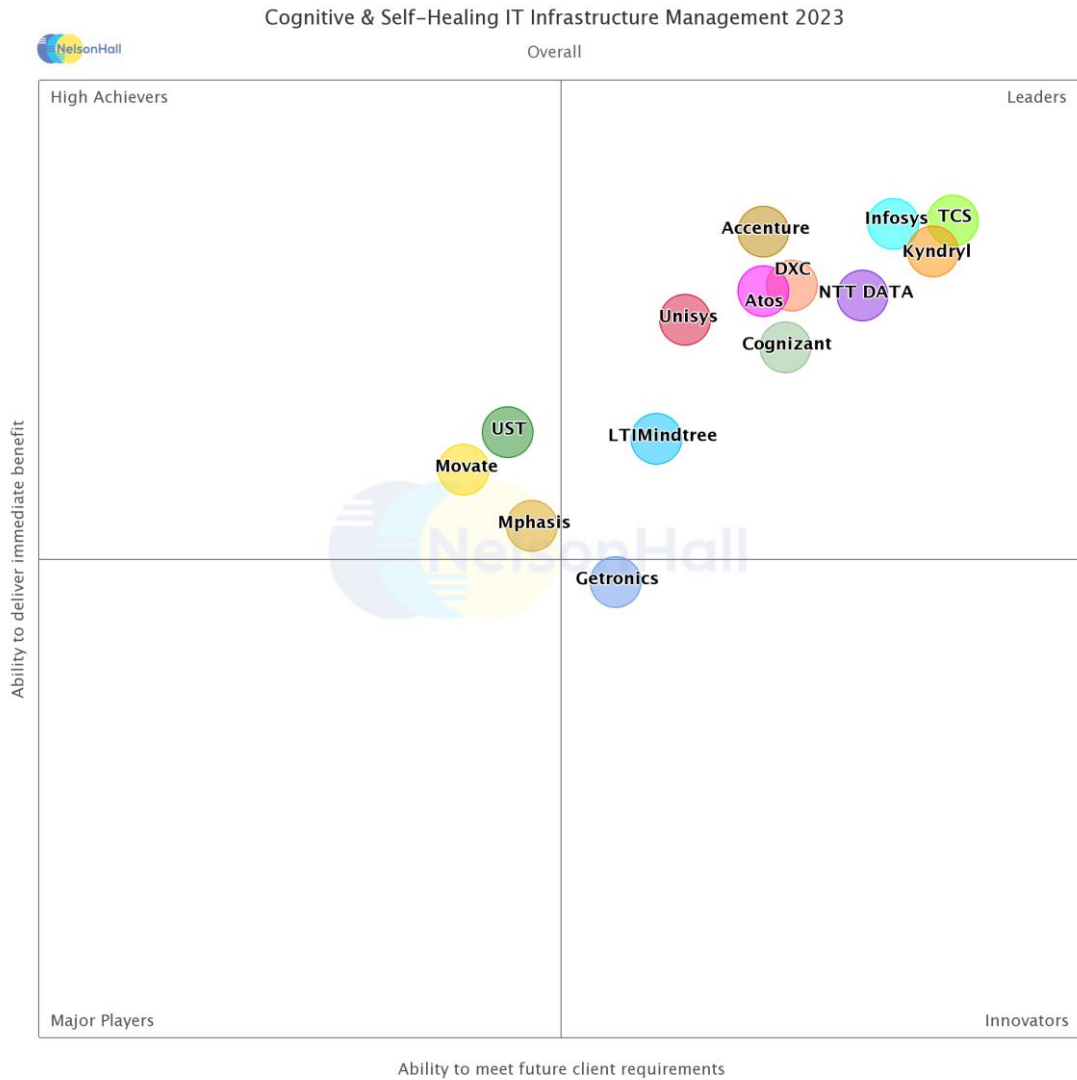
NelsonHall has identified DXC as a Leader in the *Overall* market segment, as shown in the NEAT graph. This market segment reflects DXC's overall ability to meet future client requirements as well as delivering immediate benefits to its IT infrastructure management services clients.

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.

Vendor Analysis Summary for DXC

Overview

DXC provides cognitive and self-healing IT infrastructure management services across cloud and infrastructure services through HyperAutomation and DXC Platform X™.

HyperAutomation is a DXC program that runs across delivery centers promoting pervasive automation, change, and culture. It is a robust vehicle for enabling improvements through automation, lean, and analytics to deliver value internally and to clients by automating manual processes, and lean improvements including process standardization. It also focuses on operational stability, reducing incidents and improving SLAs and ways of working to free up time for more focused activities.

These improvements are driven through two interconnected streams; the first is "inside out" improvements, including grassroots innovation, which are conceptualized and delivered within an account. The next stream is an "outside in" approach identified through technology roadmaps and using automation deployed globally (e.g., Platform X bot seeker).

DXC Platform X is an AIOps-enabled delivery platform designed for NoOps, which self-diagnoses and self-heals IT estates on-premise and in cloud environments. Its services and solutions aim to improve standardization, governance, visibility, and automation for cost efficiency and UX/CX. Its ML models analyze system and application data, identify problems, and launch or recommend bots. Engineers can view visualizations, validate recommendations, and trigger automation. Bots resolve problems and take proactive actions to prevent issues, and DXC utilizes Dynatrace and ServiceNow to monitor and manage IT estates. The client environment utilizing Platform X includes analytics & engineering, applications, security, cloud infrastructure and ITO, and modern workplace.

Key components of DXC Platform X are:

- *Automation at the edge*, which starts with instrumentation and automation basics and goes through to full-stack IT management and AIOps. It provides the ability to monitor, manage, and govern with intelligent automation

- *Intelligent Document Processing* (IDP): in partnership with Infinia ML, DXC can process any type of unstructured format; for example, it can process data in a physical document, events, or web pages

- *ITSM*: DXC has created a single management control plane through ServiceNow. Clients and DXC operators can converge on one platform to receive and deliver IT services in a curated, standard, and orchestrated fashion

- *Data*: DXC is increasing automation and improving time to value, bringing in different types of data, classifying it, and helping with data integration

- *AIOps*: applying cognitive patterns to detect anomalies and reduce noise and alerts across operations. It also looks to recognize service patterns and predict outages, moving to a predictive approach and alerting operations of issues ahead of time

- *Visualizations*: DXC has developed an insight portal providing a single view for operations to monitor and govern delivery.

Through Platform X, DXC claims it can prevent up to 15% of mission-critical system outages, reduce incident volume by ~30%, and automatically diagnose or resolve up to 75% of incidents without human intervention.

Overall, DXC Technology has ~560 clients globally on DXC Platform X.

NelsonHall estimates DXC has ~75k tech and partner-certified resources engaged in the delivery of cognitive and self-healing IT infrastructure management services.

Financials

NelsonHall estimates DXC's CY 2022 revenues at ~$15.3bn, of which ~15% (~$2.3bn) were associated with cognitive and self-healing IT infrastructure management services.

The estimated geographical breakdown of DXC's cognitive and self-healing IT infrastructure management services revenues in CY 2022 is:

- Americas: ~39% (~$897m)

- Continental Europe: ~28% (~$644m)

- APAC: ~21% (~$483m)

- U.K.I: ~12% (~$276m).

Strengths

- Investment in IP and accelerators, including Platform X and supporting use cases, capability persona roadmaps, Intelligent Document Processing, runbook and deployment automation, and Dynatrace monitoring and observability. In addition, DXC is investing in process mining, predictive intelligence models, and decision analytics

- Investment in strategic applications across ESG (Green Ops, emission insights, and risk management) and in collaboration with ServiceNow

- Integrated delivery model across all layers of the stack (apps, platform, and infrastructure), including dedicated DevSecOps and site reliability engineering resources

- A strategic business group in collaboration with ServiceNow, including dedicated ESG joint offerings and GTM

- Expanding AI, analytics, and ML capabilities

- Large IT infrastructure services client base across multiple sectors

- Extensive partner ecosystem and dedicated practices (particularly Microsoft, ServiceNow, GCP, Infinia ML, Dynatrace, and AWS) supporting Platform X

- Investing in industry-specific GTM offerings with hyperscalers

- Global cloud footprint across multiple industry verticals.

Challenges

- Recruitment and retention of high-performing talent, considering ongoing workforce reduction programs and the need to attract next-generation talent

- Needs to increase the reusability of bots

- Needs to expedite digital-reskilling initiative across the company

- Increasing site reliability engineering resources (SRE).

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

Investments in the Platform X roadmap for 2023–4 in support of key themes of driving revenue per client, enhancing functionality for delivery efficiencies, reducing costs, and maintaining security include:

- *Edge*: integrating Dynatrace into the ITO layer, utilizing its data features, combining with historical automation capabilities, and co-innovating. DXC will also invest across runbook automation and deployment automation

- *Applied Intelligence*: investing in process mining capabilities for DXC and clients and predictive intelligence models, incorporating Dynatrace as a new data source. Also, decision analytics help clients and service lines to focus on the correct areas through data-backed decisions

- *Strategic Applications*: investing in ESG/green operations, next-gen ESG emission insights, and apps around risk management security

- *Intelligent Document Processing* capability in partnership with Infinia ML, expanding AI capabilities

- *Increasing capabilities across agile, DevSecOps, and SRE* to accelerate innovation

- *Expanding self-healing, AI/ML, and automation capabilities* to enable clients to recover from Ransomware attacks quickly

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

Strategic business group investments

With ServiceNow, working collaboratively to develop use cases to solve specific client problems and developing POCs. This includes service operations workspace/Now mobile. It also includes process optimization, new ways of working, and ITSM Pro/performance analytics.

DXC has a dedicated strategic business group that utilizes DXC consulting in collaboration with ServiceNow. DXC is also developing an ESG offering in collaboration with ServiceNow, providing an ESG data intelligence and reporting solution. This includes a metrics map, competitive compare, and emissions analysis and benchmarking.

Investing in digital reskilling

- 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 in support of automation skills

- Investing in the DXC internal university master program to develop skill sets across next-gen data scientists, analytics, and cloud engineers, and increasing trained resources through the DXC Automation Academy

- Utilizing global innovation and delivery centers (GIDCs) to enable skills and certifications that do not fall into the remit of the everyday role (i.e., reskilling existing IT infrastructure

personnel with new skills such as cloud technologies) and supporting new projects to upskill resources further

- Deploying lean techniques and creating a lean culture and mindset throughout DXC Technology

- Scaling DevSecOps across tools, architecture, processes, and operating models.

Outlook

In support of cognitive and self-healing IT infrastructure management services, DXC invests in IP and key strategic partnerships that enhance Platform X. This is further supported by its HyperAutomation program running across DXC delivery centers, promoting pervasive automation and driving change and culture.

DXC's "inside out" approach drives grassroots innovation, developing use cases and solutions to solve specific client issues, with 10k developed annually and ~60k use cases in total in its repository. Another key focus is DXC's "outside in" approach, where it has developed an automation roadmap by capability persona, including 90 big plays to bring improvements across ITO and cloud. It also looks at how it can further externalize automation for clients to utilize themselves. DXC has ~200 big plays in total, with ~30% reusability of assets. It will need to increase the reusability of these assets; however, it has plans to increase this to ~70% in the near future.

At the heart of the HyperAutomation program, DXC is building an automation culture and encouraging citizen development to drive hackathons and encourage automation skills. It has 1.5k citizen developers currently and has plans to expand this to 2k. This is further supported by its Automation Academy approach, with 3.5k dedicated trained resources to date. It will need to ensure it continues to expedite reskilling. DXC also utilizes self-healing and AI/ML capabilities to enable clients to recover quickly from ransomware attacks through automation.

In support of Platform X, DXC has a strategic partnership with Dynatrace for monitoring and observability. The companies will co-innovate utilizing DXC insights. With Infinia ML, it is investing in Intelligent Document Processing, processing unstructured data utilizing AI. DXC has further expanded its partnership with ServiceNow and has a dedicated strategic business unit and provides orchestration of digital workflows and ITSM in support of Platform X. DXC also has several GTM initiatives with ServiceNow around ESG, which will resonate with enterprises as they seek to draw insights and reporting capabilities in support of ESG initiatives.

DXC has a roadmap for Platform X in support of the edge, ServiceNow, applied intelligence across process mining, predictive intelligence models, and decision analytics. It is also investing in strategic apps, particularly in support of ESG and risk management. In support of the modern workplace, DXC continues to invest in Digital Support Services, focusing on modernizing support toward digital-first integrated care with a clear focus on the experience. This includes proactive support, self-help, self-healing, and predictive analytics.

Another key focus area for DXC is around CloudOps, providing an SRE approach to operations and utilizing DevSecOps from an application perspective. 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 also utilizes global and regional delivery centers to enable skills and certifications (i.e., reskilling existing IT infrastructure personnel with new skills such as cloud technologies). It utilizes the DXC university to drive next-gen skill sets. It will need to ensure it continues to ramp its dedicated skill sets in support of clients' multi-cloud and modern workplace initiatives, particularly across SREs.

Finally, we expect DXC to expand its GTM and joint-innovation pursuits to support industry-specific use cases in partnership with hyperscalers and strategic ecosystem partners.

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

Continued…

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

Exhibit 2

'Ability to meet client future requirements': Assessment criteria

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