NEAT EVALUATION FOR DXC TECHNOLOGY:

Advanced Digital Workplace Services

Market Segment: Overall

Introduction

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

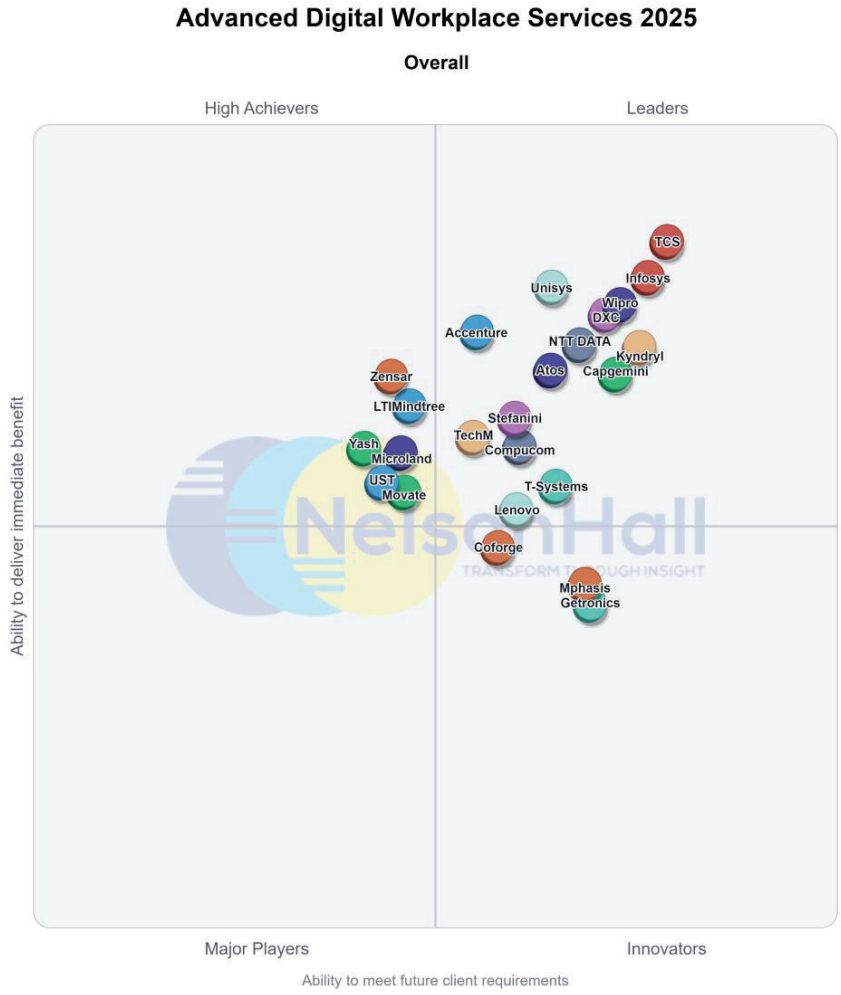
This NelsonHall Vendor Evaluation & Assessment Tool (NEAT) analyzes the performance of vendors offering advanced digital workplace services. The NEAT tool allows strategic sourcing managers to assess the capability of vendors across a range of criteria and business situations and identify the best performing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

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

Vendors evaluated for this NEAT are: Accenture, Atos, Capgemini, Coforge, Compucom, DXC Technology, Getronics, Infosys, Kyndryl, Lenovo, LTIMindtree, Microland, Movate, Mphasis, NTT DATA, Stefanini, TCS, Tech Mahindra, T-Systems, Unisys, UST, Wipro, Yash Technologies, and Zensar Technologies.

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

NEAT Evaluation: Overall



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

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

Buy-side organizations can access the *Advanced Digital Workplace Services* NEAT tool here.

Vendor Analysis Summary for DXC

Overview

DXC has now unified Global Infrastructure Services (GIS), encompassing cloud and infrastructure, workplace, and security services. It leverages the scale of support organizations across sales and client touchpoints, and is focusing on driving automation across everything it does.

DXC is focused on AI-powered modern workplace solutions in support of the intelligent workplace across three core pillars:

- Making it easy for employees to get their job done and helping them be more productive across the enterprise
- Focus on predictability and self-healing through AI solutions to drive efficiency in delivery and maximize experience
- Through intelligent support, providing AI-powered digital agents and assistants to support employees and enhance the experience.

DXC's intelligent workplace capabilities include:

- *Copilots and agents*: AI-powered Copilots providing users with intelligent suggestions, automating routine tasks, and providing real-time insights to improve workflow efficiency
- *Intelligent support*: providing employees with an AI-enabled digital assistant, supporting them with 24/7 personalized support
- *Resilient services*: optimizing device performance, extending device longevity and security, with the device suited to user needs
- *Predictive and self-healing*: enabling IT to measure and proactively monitor the end-user's device experience
- *Continuous service improvement*: monitoring employees' technology experience for sentiment analysis and continual improvement.

DXC claims to deflect 70% of tickets through self-service and self-healing, solve 50% of device issues before they impact an employee's workday, achieve a 40% decrease in incidents through continuous improvement, and reduce carbon consumption by 53%.

DXC's UPtime Platform consolidates all its workplace services into a single, digital employee experience, enhancing productivity, reducing downtime, and improving employee satisfaction. It provides a modular, plug-and-play approach, bringing IP, including an automation library and third-party tools to help clients onboard these toolsets. All UPtime workflows integrate natively with ServiceNow and other ITSM systems, leveraging AI and DXC IP, as well as integration with Workday for HR and third-party tools. UPtime core modules include:

- *Digital assistant*: AI-infused helpdesk and support services
- *Device management*: providing monitoring and proactive fixes
- *Marketplace*: enables employees to order hardware, software, services, subscriptions, workflow, and service requests, etc. It also provides dashboards, orders, invoices, and inventory of licenses and assets, and enables chargeback, cost controls, and approval governance

- *Experience analytics*: DXC's Experience Cube provides experience and operational data
- *Experience gateway*: employee portal (browser and online app) to access all workplace IT services
- *Automated workflows*: digitalized employee journeys for transferable business workflow automation
- *Digital studio*: enabling demos for clients.

DXC has ~438 modern workplace clients globally and has ~13.5k personnel supporting modern workplace solutions. It supports 36 languages, and handles 20m contacts per annum.

Financials

NelsonHall estimates that DXC's digital workplace services revenues in CY 2024 were ~$1,493m. NelsonHall further estimates that revenues in CY 2025 will be ~$1,600m.

The estimated geographical breakdown of DXC's digital workplace services revenues is: North America ~28%, U.K.I ~27%, Rest of EMEA ~26%, APAC ~14%, LATAM ~5%.

The estimated vertical industry breakdown of DXC's digital workplace services revenues is: manufacturing 28%, government 25%, high tech 10%, banking and financial services 9%, healthcare 8%, retail 8%, energy & utilities 6%, insurance 4%, transportation 2%.

Strengths

- Investment in IP and accelerators, including the UPtime platform and conversational AI with UPtime digital assistant, Agile Service Desk (ASD), Field Tech Accelerator, automation assets, and AI-powered voice and chat translation
- Evolving UPtime AI capabilities into a broader platform as a client entry point for all DXC GIS capabilities across workplace, cloud & infrastructure, and security
- Dedicated M365 Copilot consulting and advisory services, inclusion advisory workshops, M365 Copilot use case development, deployment, and CoEs. Also, Copilot extensibility services, and wider DXC consulting capabilities, providing a 12-week OCM strategy, roadmap, and a mobilization campaign
- GenAI advisory services in support of GenAI end-to-end lifecycle, including consult AI, build AI, operationalize AI, and govern AI
- Digital experience services to drive ROI through IP and third-party tools
- Digital experience analytics framework to identify, track, monitor, and update key metrics in support of holistic experience across the enterprise; and increasing XPIs and supporting XLAs to drive employee experience through dedicated XMO
- Expanding GenAI CoEs, and creation of a GenAI marketplace for internal and external stakeholders
- Increased investment in DaaS and the Evergreen model in support of clients' ESG and sustainability initiatives around carbon reduction
- Industry-specific use cases in support of GenAI solutions across industries, including BFSI, manufacturing, automotive, public sector, and healthcare

- GenAI-powered decision support systems and self-improving AI systems, including AI augmentation tools to support all DXC employees
- GenAI-as-a-Service offerings and developing new product lines enabled by GenAI
- Expanding immersive collaboration and metaverse capabilities, AR/VR capabilities including Mesh-enabled AltspaceVR, mixed reality IoT integration with Virtual Twin, DXC Remote Expert, and Dynamics 365 mixed reality apps
- DXC AI Academy to drive AI training across the DXC employee base, and DXC AI Labs to further enhance GenAI skills.

Challenges

- Recruitment and retention of high-performing talent, with ongoing workforce reduction programs, and attracting next-generation talent
- Increasing site reliability engineering resources
- Driving innovation across legacy workplace accounts will take time
- Increasing XLA-based engagements in support of business outcomes
- The company needs to expedite its digital reskilling initiative.

Strategic Direction

DXC is looking to expand its digital workplace services capabilities through the following initiatives over the next 12-18 months:

Investing in IP and Accelerators

- Continued investment in AI and automation across its intelligent workplace focused on AI-powered Copilots and agents, and predictive and self-healing support services
- Focus on continued data-based service improvement, including total workforce productivity and maximum digital experience
- Expanding GenAI and NLP-powered Digital Agent flexibility across the offering's suite, including asset predictive intelligence
- Evolving UPtime offering with an improved, AI-powered, intuitive platform providing an entry point for all DXC's GIS clients, embedding cloud and infrastructure, modern workplace, and security to drive a holistic experience across the enterprise. It aims to elevate experience and productivity through AI-driven solutions supporting self-healing, seamless support, client-centric insights, and intelligent collaboration across the workplace ecosystem
- Providing client CIOs and CTOs with analytics and AI-driven capabilities to drive insights across the workplace landscape
- Increasing GenAI and agentic AI capabilities, including across personas, in support of the employee ecosystem
- Developing additional industry-specific GenAI solutions across industries, including manufacturing, FSI, automotive, public sector, and healthcare

- Monitoring/observability and mission-critical operations support for GenAI on-premises solutions
- Implementing GenAI-powered decision support systems, self-improving AI systems, and developing AI augmentation tools for all DXC employees
- Launching GenAI-as-a-Service offerings and developing new product lines enabled by GenAI
- Expanding ESG and sustainability capabilities and offerings, including DaaS and Evergreen services.

Investing in digital reskilling

- Investing in the DXC AI Academy within its Learning and Development portal. The platform allows employees to select training programs tailored to their roles and complexity levels, ensuring relevant and effective learning
- DXC AI Conversant program mandates 3.5 hours of AI training videos for all development team members. This initiative ensures that everyone has a solid foundation in AI principles and applications
- Investing in and developing a workforce with digital-generation skills and introducing new talent-sourcing models, including full-stack engineer capabilities.

Outlook

DXC continues to invest in its AI-powered modern workplace services, supporting the intelligent workplace through AI-enabled digital assistants and AI-powered Copilots. Additionally, it has a greater focus on predictive services, self-healing, and continuous service improvement to drive a holistic experience across the entire enterprise.

Across M365 Copilot services, DXC offers comprehensive consulting and advisory services. It also leverages its wider consulting services capabilities across the broader group, an approach that will resonate with clients as they seek to improve adoption and ROI for license investments. DXC is also expanding Copilot extensibility services, including Workday for HR as an example. We expect to see increased traction in this area as clients seek to expand Copilot extensibility across their enterprises. In addition, DXC is providing orchestration of Copilot services through a bot-of-bots approach.

DXC has a clear focus on digital experience services and has developed an employee experience analytics framework that integrates all device performance data and combines it with external data sources to identify patterns and anomalies. It enables DXC to improve UX, optimize PCs, and share new automations with clients. Through its dedicated XMO and XM Ambassador roles, it provides governance and peer benchmarking. This will resonate with clients as they increasingly look to compare their performance against industry and service line peers. DXC will also need to continue ramping up XLAs deployed across client accounts in support of business outcomes.

Other key investments in support of digital experience services include AI-powered voice translation and performance-based refreshes, providing intelligent device refreshes to extend the device lifecycle. This will also enable clients to meet their ESG and sustainability initiatives in support of carbon reduction.

DXC continues to invest in its UPtime platform, further expanding AI capabilities to provide a unified platform that offers a single entry point for clients across all DXC GIS services, with modern workplace, cloud, and infrastructure, and security all embedded within the platform.

We expect DXC to gain traction in this area as clients increasingly look for the orchestration of all their tools and services under a single pane, with intuitive dashboards that provide real-time insights across the enterprise.

DXC integrates AI capabilities from OEMs, partners, and hyperscalers, and develops IP tailored to specific client environments. It has also developed multiple industry-specific GenAI use cases with AWS across healthcare, manufacturing, and the BFSI sector. DXC's vendor-agnostic approach to AI will resonate with clients as they seek to leverage the best IP and LLM solutions to meet their industry-specific and business requirements for GenAI.

DXC invests in digital reskilling, upskilling, and training to support AI and GenAI transformational roadmaps for clients. It further leverages its AI Academy and DXC University to drive next-gen skillsets and has ~13k GenAI practitioners. 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. DXC will need to continue ramping up its dedicated skillsets to support clients' multi-cloud and modern workplace initiatives, particularly across SREs.

Finally, we expect DXC to increase its ecosystem partners in support of the modern workplace and joint IP, including use cases, and GTM with hyperscalers and strategic partners.

Advanced Digital Workplace Services Market Summary

Overview

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

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

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

Buy-Side Dynamics

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

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

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

Market Size & Growth

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

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

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

Success Factors

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

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

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

Challenges

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

Outlook

The future direction for digital workplace services will include:

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

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

NEAT Methodology for Advanced Digital Workplace Services

NelsonHall's (vendor) Evaluation & Assessment Tool (NEAT) is a method by which strategic sourcing managers can evaluate outsourcing vendors and is part of NelsonHall's *Speed-to-Source* initiative. The NEAT tool sits at the front-end of the vendor screening process and consists of a two-axis model: assessing vendors against their 'ability to deliver immediate benefit' to buy-side organizations and their 'ability to meet future client requirements'. The latter axis is a pragmatic assessment of the vendor's ability to take clients on an innovation journey over the lifetime of their next contract.

The 'ability to deliver immediate benefit' assessment is based on the criteria shown in Exhibit 1, typically reflecting the current maturity of the vendor's offerings, delivery capability, benefits achievement on behalf of clients, and customer presence.

The 'ability to meet future client requirements' assessment is based on the criteria shown in Exhibit 2, and provides a measure of the extent to which the supplier is well-positioned to support the customer journey over the life of a contract. This includes criteria such as the level of partnership established with clients, the mechanisms in place to drive innovation, the level of investment in the service, and the financial stability of the vendor.

The vendors covered in NelsonHall NEAT projects are typically the leaders in their fields. However, within this context, the categorization of vendors within NelsonHall NEAT projects is as follows:

- Leaders: vendors that exhibit both a high capability relative to their peers to deliver immediate benefit and a high capability relative to their peers to meet future client requirements
- High Achievers: vendors that exhibit a high capability relative to their peers to deliver immediate benefit but have scope to enhance their ability to meet future client requirements
- Innovators: vendors that exhibit a high capability relative to their peers to meet future client requirements but have scope to enhance their ability to deliver immediate benefit
- Major Players: other significant vendors for this service type.

The scoring of the vendors is based on a combination of analyst assessment, principally around measurements of the ability to deliver immediate benefit; and feedback from interviewing of vendor clients, principally in support of measurements of levels of partnership and ability to meet future client requirements.

Note that, to ensure maximum value to buy-side users (typically strategic sourcing managers), vendor participation in NelsonHall NEAT evaluations is free of charge and all key vendors are invited to participate at the outset of the project.

Exhibit 1

'Ability to deliver immediate benefit': Assessment criteria

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

Exhibit 2

'Ability to meet client future requirements': Assessment criteria

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

For more information on other NelsonHall NEAT evaluations, please contact the NelsonHall relationship manager listed below.

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Sales Inquiries

NelsonHall will be pleased to discuss how we can bring benefit to your organization. You can contact us via the following relationship manager:

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