

NEAT EVALUATION FOR DXC TECHNOLOGY:

Cognitive & Self-Healing IT Infrastructure Management

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

Introduction

This is a custom report for DXC Technology (DXC) presenting the findings of the 2025 NelsonHall NEAT vendor evaluation for *Cognitive & Self-Healing IT Infrastructure Management Services* in all market segments: *Overall, Server-Centric Services Capability, Cognitive Service Desk Capability, and AI Capabilities*. 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, cognitive service desk, and AI.

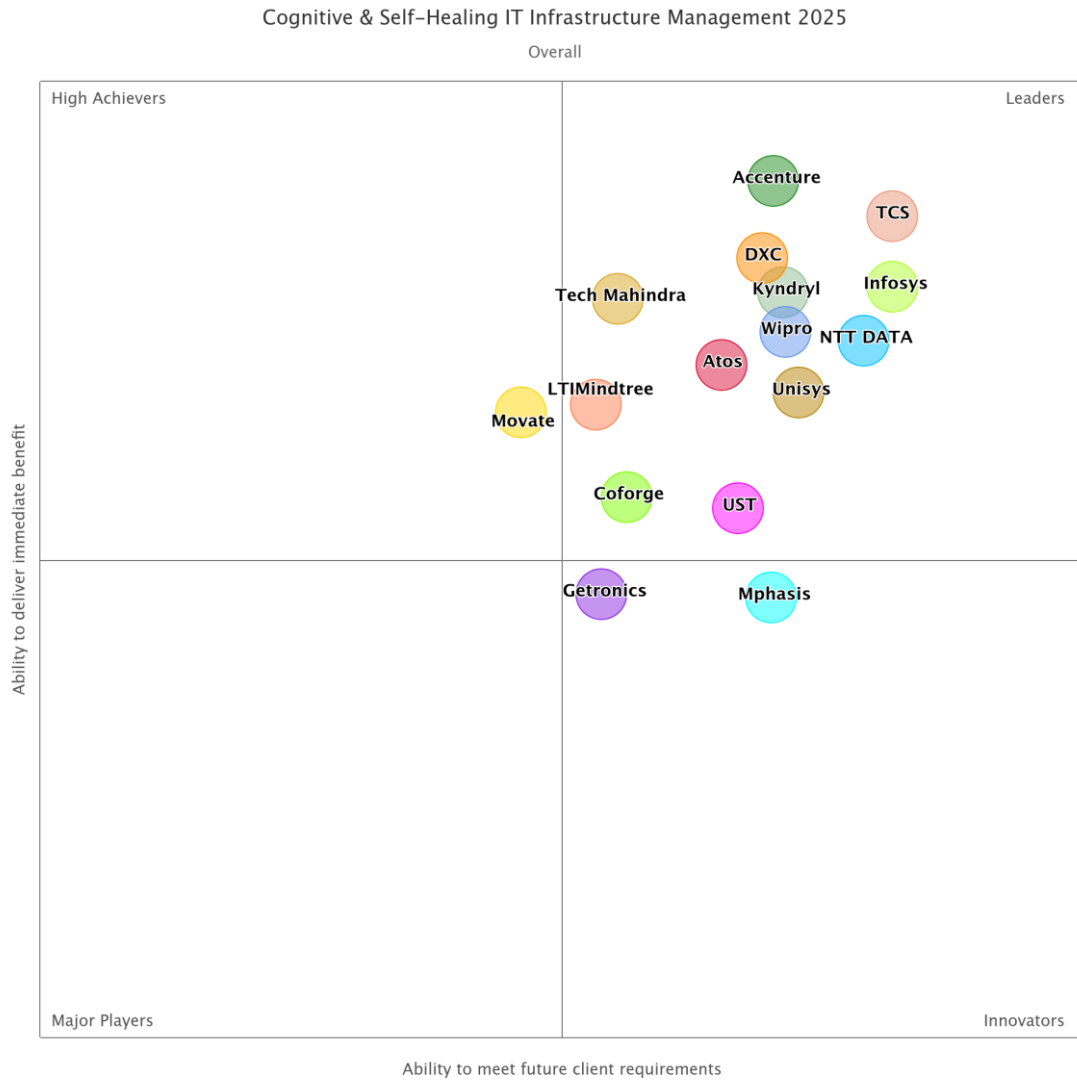
Evaluating vendors on both their 'ability to deliver immediate benefit' and their 'ability to meet client future requirements', vendors are identified in one of four categories: Leaders, High Achievers, Innovators, and Major Players.

Vendors evaluated for this NEAT are: Accenture, Atos, Coforge, DXC, Getronics, Infosys, Kyndryl, LTIMindtree, Movate, Mphasis, NTT DATA, TCS, Tech Mahindra, Unisys, UST, and Wipro.

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



NEAT Evaluation: Cognitive & Self-Healing IT Infrastructure Management (Overall)



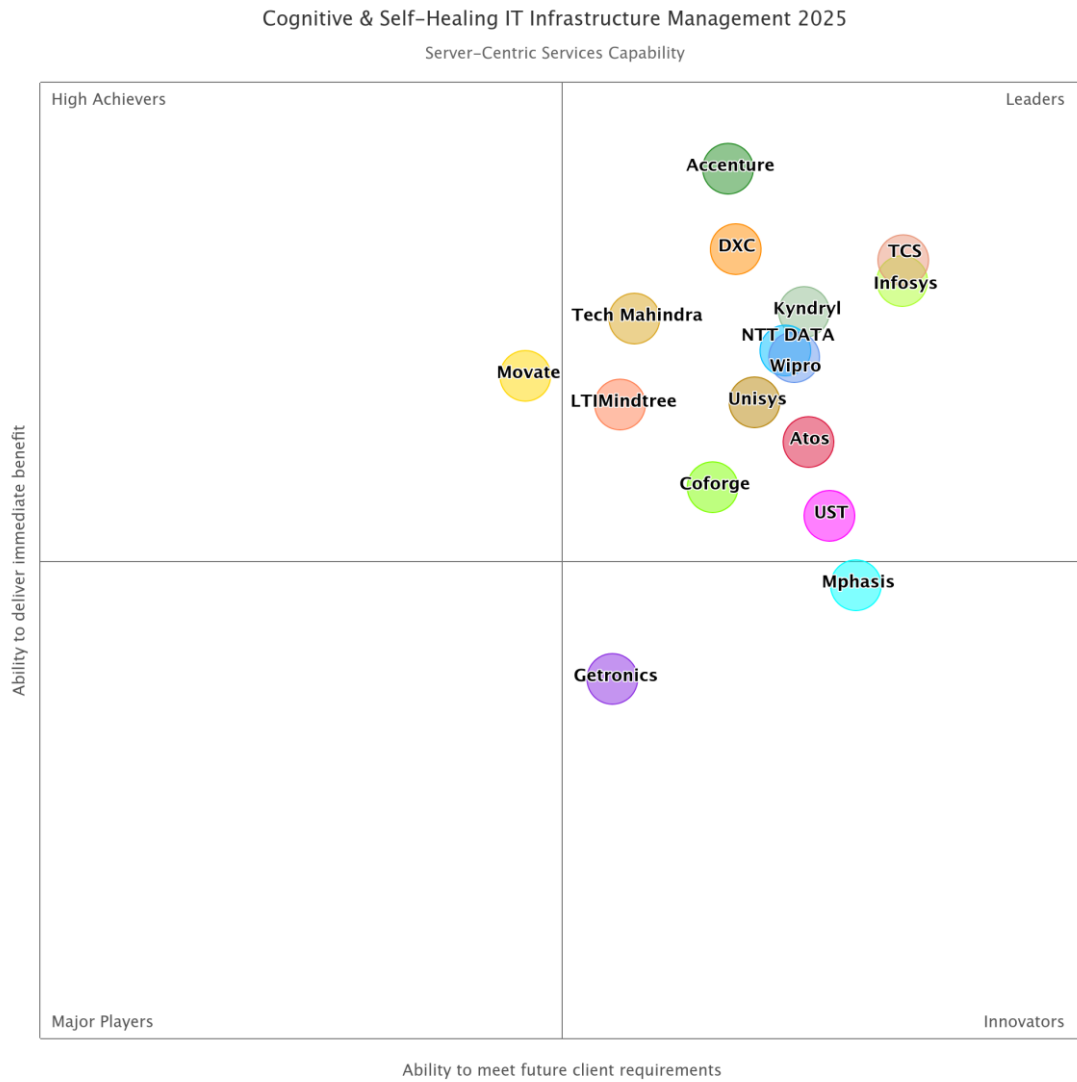
NelsonHall has identified DXC as a Leader in the *Overall* market segment, as shown in the NEAT graph. This market segment reflects DXC’s overall ability to meet future client requirements as well as delivering immediate benefits to its IT infrastructure management services clients.

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)



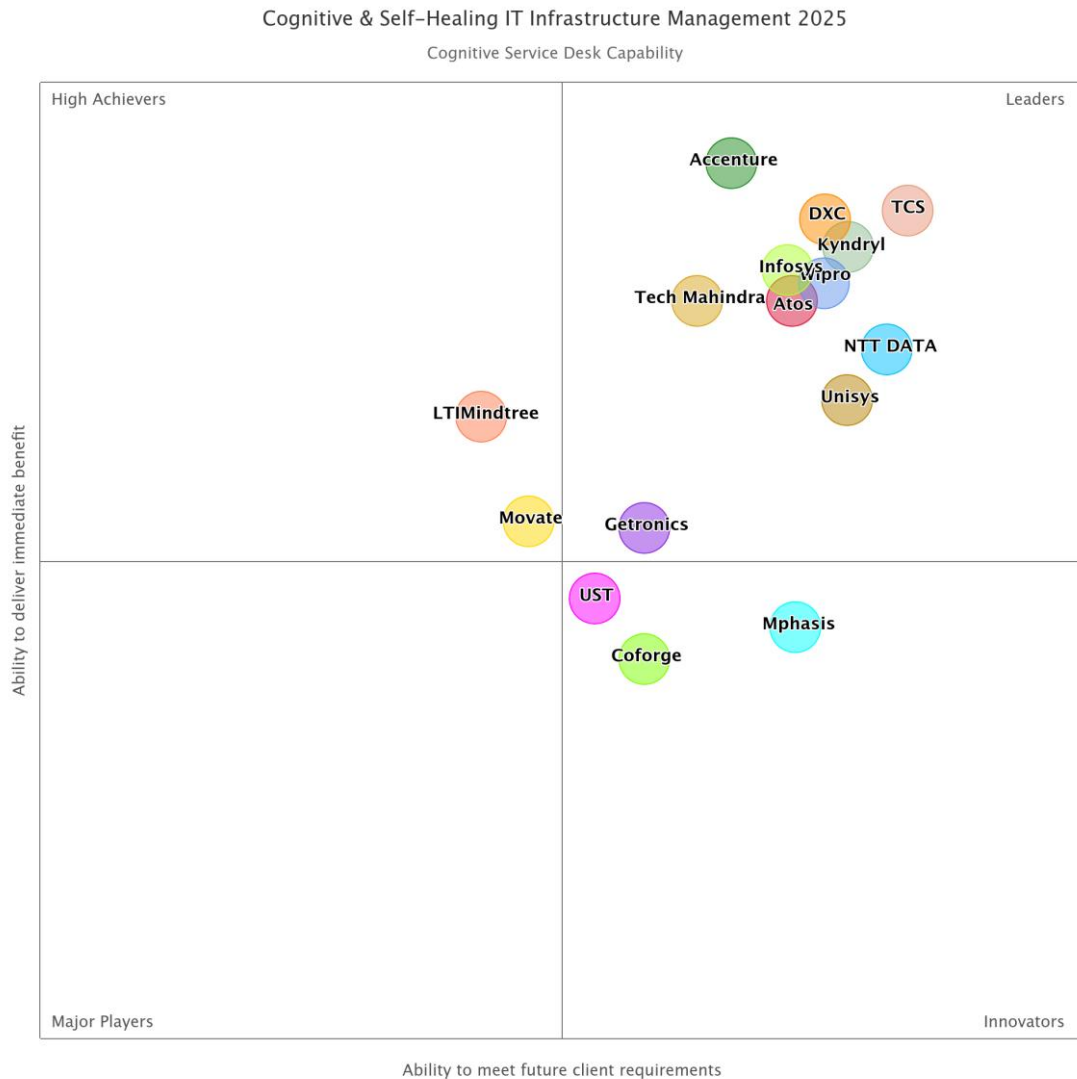
Source: NelsonHall 2025

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 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)

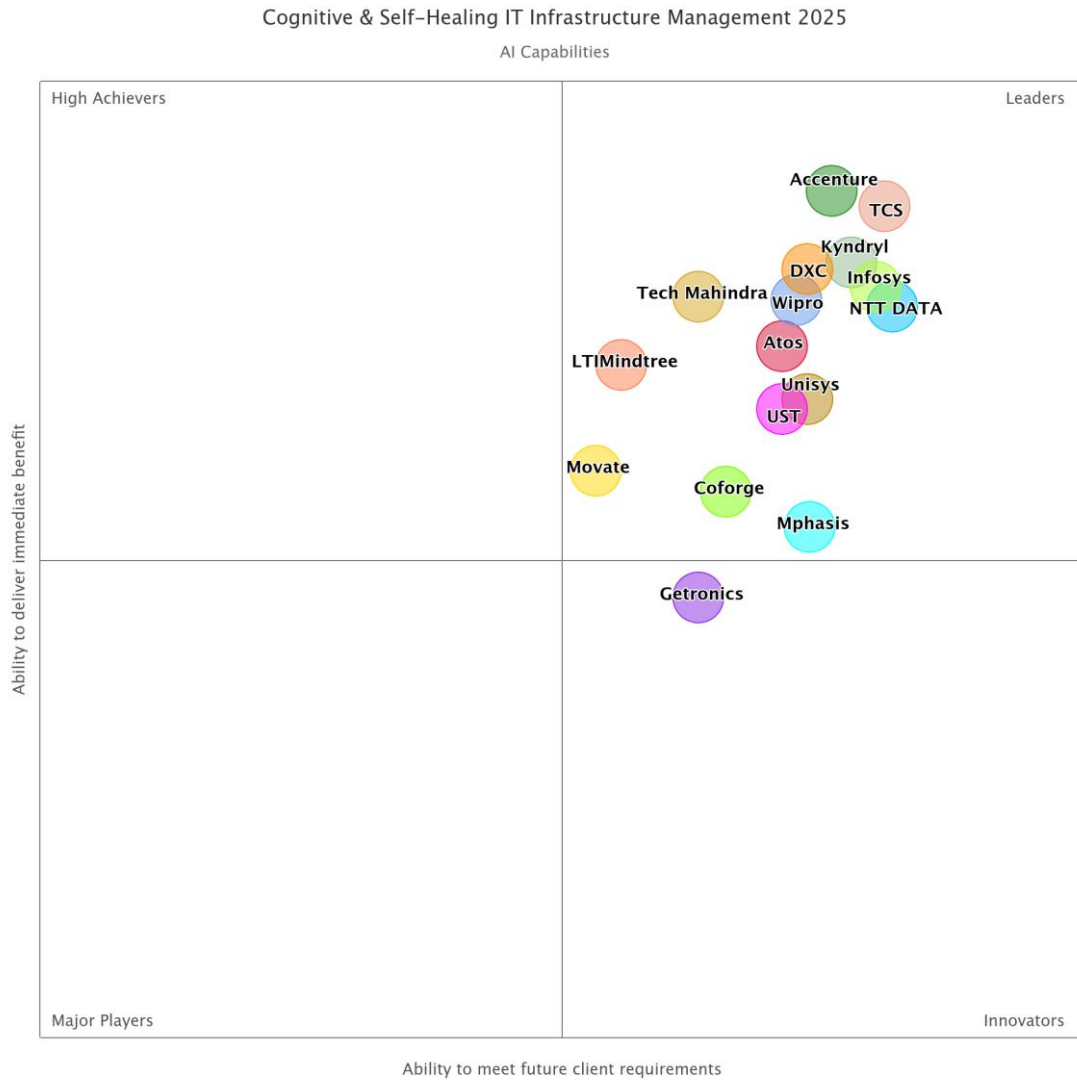


NelsonHall has identified DXC as a Leader in the *Cognitive Service Desk Capability* market segment, as shown in the NEAT graph. This market segment reflects DXC’s ability to meet future client requirements as well as delivering immediate benefits to its IT infrastructure management clients with specific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

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



NEAT Evaluation: Cognitive & Self-Healing IT Infrastructure Management (AI Capabilities)



NelsonHall has identified DXC as a Leader in the *AI Capabilities* 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 clients with specific capabilities in AI.

Buy-side organizations can access the *Cognitive & Self-Healing IT Infrastructure Management Services* NEAT tool (*AI Capabilities*) [here](#).



Vendor Analysis Summary for DXC

Overview

DXC's approach to IT infrastructure management services is centered on Intelligence Augmentation, with AI viewed as a transformative agent, not focused on mundane tasks. This approach includes embedding AI and GenAI across all clients and internally across all DXC business functions.

DXC provides the enabling infrastructure to support a software-defined, platform-driven approach powered by AI, and it co-innovates with clients to reinvent value chains and create new revenue streams. DXC provides two sets of capabilities and offerings:

- *AI and GenAI platforms:* DXC GenAI platforms include analytics and AI platform, DXC Platform X, DXC Assure, Robotic Drive, Smart Manufacturing Platform, MLOps, and LLMOps platforms
- *AI and GenAI services:* DXC provides complete end-to-end GenAI lifecycle services, including industry-specific GenAI advisory services, building end-to-end scale GenAI applications, and operationalizing existing GenAI systems. It also runs clients' mission-critical GenAI systems and manages AI governance, including responsible AI frameworks and best practices.

DXC's portfolio focuses on advising, integrating, transforming, and managing across the spectrum of infrastructure services.

Through Precision Guided Modernization, DXC approaches clients through a business lens. It focuses on investments in the cloud and an infrastructure modernization journey, drawing insights from client and industry peer environments. It provides a detailed IT estate map analysis of what clients have and insights to modernize the business with the right skills and expertise. It applies technology in a full-stack context (i.e., workloads on top of custom app development, SAP workloads, containerization, modernizing mainframes, etc.) and what clients do with workloads when modernized, focusing on business outcomes.

Precision Guided Modernization helps clients make choices across the spectrum of data center, mainframe, private cloud, public cloud, SaaS, and out to the edge, and where workloads go. DXC looks to unlock the value and uses the right platform at the right time to enable the client's business safely and securely. DXC will engage clients at whatever stage they may be on their cloud journey to drive business outcomes across cost, agility, and resiliency, and access to new business models.

Across cloud and infrastructure services, DXC's credentials include:

- 36,000+ cloud professionals certified on Microsoft Azure, AWS, Google Cloud, and other platforms
- 70,000+ workloads migrated annually
- 54 leveraged data centers to augment hyperscaler locations to meet sovereign workload requirements better
- 5.6m M365 seats and 4.8m Teams seats managed
- 1.3 million virtual desktops managed.



Financials

NelsonHall estimates DXC's cognitive & self-healing IT infrastructure management services revenues for CY 2023 at ~\$4.5bn. NelsonHall further estimates revenues in this area in CY 2024 at ~\$5bn.

The estimated geographical breakdown of DXC's cognitive and self-healing IT infrastructure management services revenues in CY 2023 was:

- Americas ~36% (~\$1,620m)
- U.K. & I ~19% (~\$855m)
- Rest of EMEA ~22% (~\$990m)
- APAC ~20% (~\$900m)
- LATAM ~3% (~\$135m).

Strengths

- Investment in IP and accelerators, including Platform X and supporting use cases, Dynatrace for full stack observability and GenAI capabilities from ServiceNow, DXC Analytics and AI Platform, DXC Assure, Robotics Drive (Data Driven Development Platform), Smart Manufacturing Platform, MLOps and LLMOps Platforms
- GenAI advisory services in support of GenAI end-to-end lifecycle, including consult AI, build AI, operationalize AI, and govern AI
- Joint GTM and industry-specific capabilities with hyperscalers (Azure, AWS, and Google Cloud), including GenAI POCs and use case development; ramping AWS certifications by 15k and co-investment fund to expedite DXC clients to AWS cloud
- Developing GenAI on-premises solutions with Dell and NVIDIA, and monitoring/observability and operations support for GenAI on-premises solutions
- Expanding GenAI CoEs, and creation of a GenAI marketplace for internal and external stakeholders
- 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
- DXC AI Academy to drive AI training across the DXC employee base, and DXC AI Labs to further enhance GenAI skills
- Integrated delivery model across all layers of the stack (apps, platform, and infrastructure), including dedicated DevSecOps and site reliability engineering resources supporting CloudOps
- Investments in ESG and sustainability across cloud and infrastructure, including strategic applications across ESG (Green Ops, emission insights, and risk management) and carbon reduction initiatives, including DaaS and Evergreen services
- Large IT infrastructure services client base across multiple sectors



- Investment from the top to drive cloud infrastructure & ITO capabilities at scale
- Global cloud and infrastructure footprint across multiple industry verticals
- Zero-touch automation, agile delivery, and cloud optimization capabilities.

Challenges

- Recruitment and retention of high-performing talent, with recent workforce reduction programs, and attracting next-generation talent
- Increasing site reliability engineering resources
- Driving innovation across legacy accounts
- Ramping AI and ML capabilities in support of cloud services
- The company needs to expedite its digital reskilling initiative.

Strategic Direction

DXC 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

- Increasing focus and investment on GenAI with Microsoft Copilot, Google Cloud Gemini, and AWS Amazon Q. DXC is upskilling 15k resources with role-based AWS certifications, and a joint DXC/AWS cloud initiative that will unlock funding for DXC to help clients transition to AWS, and scale up its capabilities
- Expanding GenAI CoEs, DXC GenAI code assist, GenAI on-premises solutions with Dell and NVIDIA, and the creation of a GenAI marketplace for internal and external stakeholders
- Integration of GenAI with existing IT systems and workflows and platform analytics using GenAI data visualization
- 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
- CloudOps (SRE), DevSecOps, and agile delivery model approach across cloud operations
- Enhancing the innovation ecosystem and providing a framework of tools and integration options to support business line-focused client innovation
- Increasing the ecosystem of third-party tools to drive further automation and AI use cases.



Investing in digital reskilling

- Investing in 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 internal hackathons to challenge employees to develop GenAI use cases, fostering a culture of creativity and problem-solving. In addition, external hackathons, where DXC showcases its capabilities and encourages employees to engage with the wider AI community
- DXC AI Labs enabling employees to request PoC development and receive support to enhance their skills in GenAI
- DXC AI Conversant program mandating 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
- DXC Client University is a central repository for new employee onboarding, containing technical documentation, executive summaries, community forums, and training materials
- Investing in and developing a workforce with digital-generation skills and introducing new talent-sourcing models, including full-stack engineer capabilities
- Utilizing global delivery network centers (GDNs) to enable skills and certifications that do not fall into the remit of an everyday role (e.g., 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
- Scaling DevSecOps across tools, architecture, processes, and operating models throughout DXC.

Outlook

DXC helps clients define the next-generation infrastructure through a co-innovation approach, utilizing OCM to drive AI adoption. This approach will resonate with clients as they seek to develop GenAI POCs, and DXC will need to continue to build its resources in this area to move GenAI POCs into production.

DXC continues to invest in its intelligent operations approach, combining its industry expertise with AI-driven insights across observability, reliability, compliance, optimization, innovation, and talent development. It builds this capability on top of Platform X, focusing on full-stack observability with Dynatrace, self-serve analytics and insights, and utilization of ServiceNow's AI and hyperscaler AIOps capabilities. DXC continues to build further assets in Platform X to provide greater flexibility and modularity in how clients want services delivered. This includes GenAI CoEs, taking learnings to individual clients, and ServiceNow ITSM Pro capabilities. DXC is also utilizing ServiceNow Now Assist with several GenAI use cases in support of incident summarization and resolution, knowledge management, and onboarding assistants with virtual assistants expediting the onboarding process. DXC is also developing GenAI on-premises solutions with Dell and NVIDIA, including monitoring, observability, and operations support for GenAI on-premises solutions, which will cater to the client's mission-critical applications and data requirements.



DXC integrates AI capabilities from OEMs, partners, and hyperscalers and develops IP for specific client environments. For example, DXC provides extensive capabilities in support of Microsoft Copilot across M365, GitHub, Sales, etc. It has also developed multiple industry-specific GenAI use cases with AWS across healthcare, manufacturing, and BFSI. 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 and business-specific GenAI requirements.

DXC invests in digital reskilling, upskilling, and training to support AI and GenAI transformational roadmaps clients. It utilizes DXC Adoptathons for education, automation, and intelligent operations in a community-oriented model. A recent example includes training 500 engineers in ServiceNow AI capabilities in two months. 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. It also plans to ramp up its AWS certifications by 15k, and we expect to see more joint IP solutions supporting cloud services with key ecosystem partners and hyperscalers.

DXC is also increasing its investment in ESG and sustainability capabilities, including Evergreen device as-a-Service to reduce cost, energy, and carbon footprint, applications modernization leveraging green development capabilities, and monitoring and reporting. This will be key as clients increasingly focus on ESG and sustainability capabilities and monitoring.



Cognitive & Self-Healing IT Infrastructure Management

Market Summary

Overview

Key requirements for cognitive & self-healing IT infrastructure management services include increasing full-stack monitoring and observability (including AIOps) and accelerating troubleshooting across stacks through an SRE-led command center approach. This includes proactive and predictive monitoring across cloud infrastructure, applications, and networks; expanding dedicated SRE and DevSecOps practices and resources; an SRE-led approach to operations; and reducing operations toil through an automation-first approach.

Vendors are adopting a cognitive consulting and advisory-led approach to expedite clients' AI transformation strategies. This includes a design thinking approach and utilizing IP and frameworks to co-create and co-innovate with clients on their AI journeys. Vendors are incorporating FinOps and cloud economics throughout their processes to enable clients to maximize the business value of their cloud infrastructure programs. This includes a real-time focus, shifting from spare capacity to real-time allocation capability.

Vendors are increasing AI, GenAI, hyperscaler, and partner ecosystem certifications and accreditations and investing in SRE and AI training and coaching programs. They are expediting resources for building automation, GenAI, and Agentic AI use cases, and dedicated automation and AI leads by client account, supported by AI CoEs and academies. This includes upskilling and reskilling infrastructure SMEs to full-stack engineers, increasing DevOps and cloud engineers, data scientists, and client-experience SMEs.

Buy-Side Dynamics

The key capabilities and characteristics buyers look for when selecting a vendor to deliver cognitive & self-healing IT infrastructure management services are:

- Utilizing AIOps for proactive issue detection and resolution and private AI capabilities
- Providing AI orchestration platforms and LLMOps capabilities from development to production
- Improving the efficiency of engineers with AIOps incident prediction through Copilot capabilities and developer experience with GitHub Copilot
- Expanding GenAI use cases, including SLMs for local AI processing on the edge and domain-specific and specialized tasks. In addition, expanding use of agentic AI capabilities
- Defining data strategy and governance, including data availability/accessibility
- Provision of AI discovery workshops, assessments, and roadmap development services. In addition, end-to-end GenAI lifecycle services, including industry-specific GenAI services
- Building end-to-end scale GenAI applications and operationalizing existing GenAI platforms
- Increasing full-stack monitoring and observability (including AIOps) and the ability to accelerate troubleshooting across stacks through an SRE-led command center approach, including LLM/ML



- Proactive and predictive monitoring across cloud infrastructure, applications, and networks
- Native monitoring dashboard to integrate all monitoring systems and the aggregation of metrics and operational alerts
- Increasing AI, GenAI, hyperscaler, and partner ecosystem certifications and accreditations
- Expediting resources for building automation, GenAI, and Agentic AI use cases, and dedicated automation and AI leads by client account, supported by AI CoEs and academies.

Market Size & Growth

The global cognitive & self-healing IT infrastructure management services market was worth ~\$96bn in 2024 and will grow 12.1% per annum to reach ~\$151bn by 2028.

North America will account for 42% of the overall cognitive & self-healing IT infrastructure management services market in 2028, with an overall growth of 12.3%, with EMEA growing at 12.9%, making up 34% of the overall market by 2028. APAC will see 10.9% growth to 2028, driven by a propensity to adopt AI-based services, with LatAm growing at 9.8% through 2028.

BFSI, manufacturing, public sector, healthcare, retail, and transportation will see the highest growth in cognitive & self-healing IT infrastructure management services through 2028.

Success Factors

Critical success factors for vendors within the cognitive & self-healing IT infrastructure management services market are:

- Ramping automation and AI architects, cloud platform engineers, and cloud-native development resources. In addition, expanding machine first developers (LLMs), client success and business value specialists, hyperscaler SMEs (AI/ML), and site reliability engineers (SRE) in support of legacy and hybrid multi-cloud operations
- Provision of discovery workshops, assessments, and roadmap development services to help clients define the next generation of infrastructure. Services include program management strategy and governance, as well as responsible AI. In addition, providing industry-specific GenAI and Agentic AI consulting capabilities
- Identifying potential use cases, developing best-fit analytics strategy, and building the relevant business case; utilization of advanced analytics, including data science and predictive and prescriptive analytics for real-time prediction. This includes greater use of AI, reporting, interactive dashboards, and self-service analytics capabilities
- Applying AI to OCM engine to target and tailor technology adoption and updates, training, and enhanced experience by persona. Utilizing OCM to drive Microsoft Copilot adoption, training, and expedite productivity. Linking AI-ready enterprise and AI-infused application and data modernization to OCM
- Investing in AI, including GenAI and NVIDIA GenAI industry-specific capabilities, Sovereign AI cloud, and embedding AI and GenAI in all deals; this includes conversational AI use cases, AI-augmented engineering services, and Open-Source AI models. Greater utilization of small LMs to meet client and industry-specific requirements; for example, GenAI-powered advisors built on local LMs customized to client data. Driving AI-powered Copilot capabilities and providing a single delivery team for GenAI in high-performance centers. Increasing dedicated labs for GenAI model training and building GenAI capabilities with a



cloud-native stack. Driving AI-led multi-ops and empowering SREs to deliver end-to-end reliability and more focus on AIOps and remediation

- Providing an AI aggregation platform enabling clients to orchestrate all their AI and GenAI capabilities and investments. Providing faster deployment to production with pre-configured blueprints, and enhancing productivity and right selection of stack based on an industry use case with built-in responsible AI framework
- Enabling clients to reuse existing investments in IT estate through extension services integration, ingesting data at scale across the estate. Bringing this into AIOps, applying AI/ML insights and visualization to prevent issues and faster MTTR. In addition, AIOps driving touchless and self-healing systems, and AI algorithms driving insights and recommendations across the environment
- Utilizing ML observability, including automated model lifecycle monitoring, the ability to proactively identify model challenges, and the ability to troubleshoot LLM traces and spans. In addition, LLM observability includes modeling lifecycle monitoring and monitoring runtime metrics, including latency and client errors, etc. This includes the identification of model drift from expected standard outcomes, AI/ML-based correlations, and visibility for teams across ops and business
- Enabling a dedicated team for enhancing Agentic AI capabilities and frameworks to enable citizen developers to create AI agents that co-exist and collaborate with humans. This includes faster ticket processing (20-30% reduced MTTR), automation of administrative tasks, and dynamic incident summarization and translation. Also, provision of structured data for automation and AI and knowledge article generation
- Expanding SRE assets and accelerators, including SRE adoption framework, transformation services, reliability adoption framework, process framework, and SRE tools and best practices. Focusing on the SRE model to increase engineers' productivity with AI-assisted steps for resolution and shortening the learning curve in infrastructure operations. Seeding SREs into client end-to-end teams and cross-training to build competencies over time, including GenAI use cases, Agentic AI, small LMs, algorithms for AIOps platforms, etc. Aligning SREs to verticals with value streams and domain skills as clients move to product-centric models.

Outlook

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

- Increasing focus on GenAI as-a-Service offerings and new product lines enabled by GenAI. This includes building GenAI capabilities with a cloud native stack and Agentic AI uses cases supporting AI-ready infrastructure. In addition, GenAI marketplace and GenAI-enabled decision support systems with self-improving AI systems and AI augmentation tools to support internal and external stakeholders
- Utilizing GenAI to drive more experience and workflow orchestration and moving up the stack for full business application-level visibility will provide improved business outcomes. In addition, accelerating automation, change, and insight generation, as well as problem-solving capabilities
- Greater focus on DEX is needed to drive holistic experience across the enterprise and measure total experience through AI-enabled unified monitoring and observability. Also, Advanced AI integration for predictive analytics and anomaly detection



- Enhancing vendor innovation ecosystems and providing a framework of tools and integration options to support business line-focused client innovation initiatives and roadmaps
- Increasing innovation labs and CoEs supporting AI (including GenAI and Agentic); and ramping AI training to enable employees to use GenAI in all activities (e.g., building and delivering automations or running day-to-day activities), and re-skilling and up-skilling to meet future client requirements
- Expanding industry-specific GenAI capabilities across BFSI, manufacturing, automotive, public sector, and healthcare
- Utilizing AI to create visualization across enterprises, benchmarking peers' and clients' sustainability goals, and co-innovating to improve carbon-reduction initiatives. More focus on FinOps carbon capabilities to evaluate the financial and carbon impact of the IT estate
- Continued investment in real-time monitoring (SRE command center) and analytics, providing proactive insights with scalable, cloud-native solutions and microservices architecture to ensure flexibility.



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 & self-healing IT infrastructure management capability Cognitive IT infrastructure remediation capability and self-healing of assets Cognitive and self-healing IT infrastructure server and cloud management capability Cognitive IT service desk capability AIOps capabilities Monitoring and observability services AI including GenAI capabilities Advanced analytics, cognitive and ML capabilities
Delivery	North America delivery capabilities EMEA delivery capabilities APAC delivery capabilities LatAm delivery capabilities Dedicated SREs, automation architects, engineers, hyperscaler-certified, and SMEs Dedicated automation/AI CoEs, experience centers and innovation hubs Ability to provide IP and accelerators in support of cognitive and self-healing IT infrastructure management Ability to incorporate DevSecOps and agile methodologies in support of cognitive and self-healing Extent of third-party and hyperscaler partnerships in support of cognitive and self-healing Ability to enact AI-enabled service desk, utilize AI agents and drive zero-touch automation
Presence	Scale of Ops – Overall Scale of Ops – North America Scale of Ops – EMEA Scale of Ops – APAC Scale of Ops – LatAm Number of clients overall
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 Cloud 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 Cloud Infrastructure Management Services	Investment in IP and platforms in support of cognitive and self-healing IT infrastructure management
	Investment in support of cognitive and self-healing IT infra remediation
	Investment in cognitive and self-healing IT infra 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 AI capabilities including GenAI
Ability to Partner and Evolve Services	Key partner
	Ability to evolve services

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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: Darrin Grove at darrin.grove@nelson-hall.com

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