End-User Computing Services 2025-2026 RadarView™
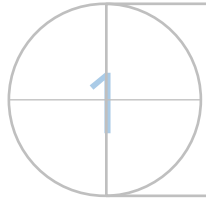
Reimagining end-user device operations in the age of agentic AI

January 2026
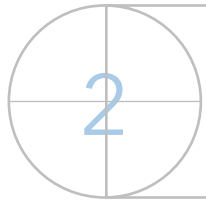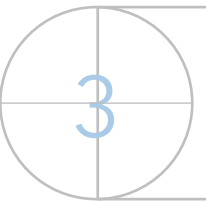
Table of contents

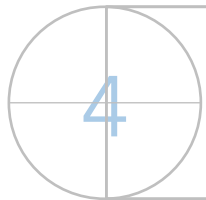# About the End-User Computing Services 2025–2026 RadarView

1 The *End-User Computing Services 2025–2026 RadarView* is a companion report to the *End-User Computing Services 2025–2026 Market Insights*. While the Market Insights report takes a broader perspective, offering a comprehensive overview of the current state of the end-user computing (EUC) services market, this report concentrates on evaluating service providers.

2 Avasant evaluated 41 providers using a rigorous methodology across the key dimensions of practice maturity and future proofing. Through our analysis, we recognized 29 providers that brought the most value to the market over the past 12 months.

3 The *End-User Computing Services 2025–2026 RadarView* aims to provide an overview of the leading service providers in EUC services space. Based on our methodology, these service providers are categorized into five broad segments: leaders, innovators, disruptors, challengers, and tech pioneers.

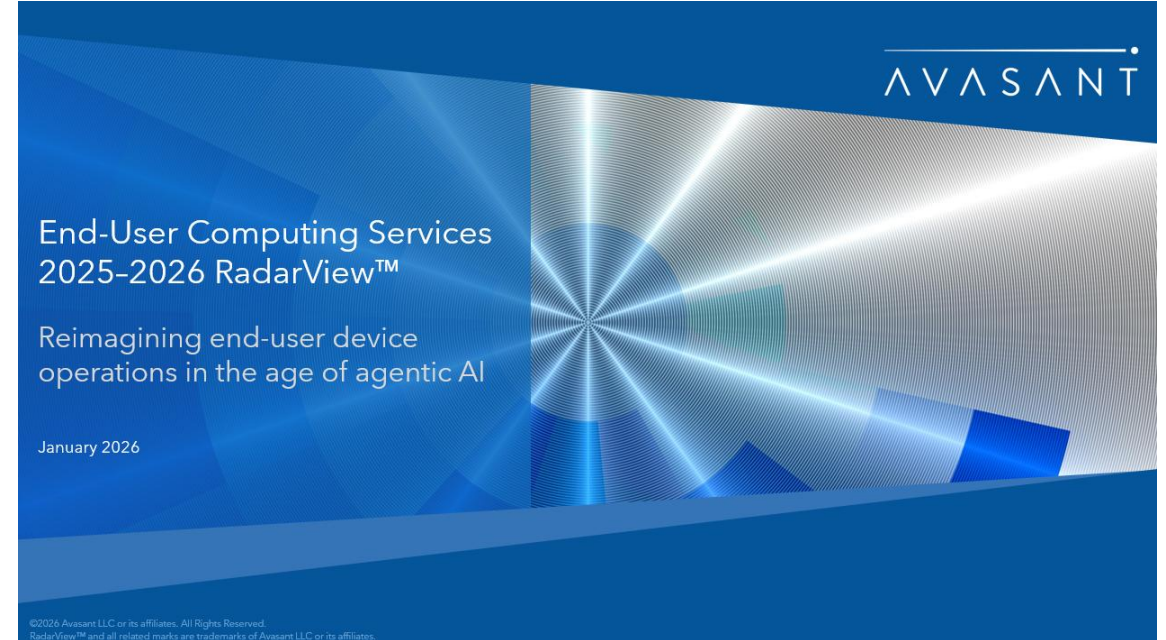**4** To enable decision-making for enterprises, Avasant has provided an overview of the industry's major EUC services providers. This includes a list of their top enterprise clients, customer success stories, key IP assets/solutions and partnerships, and major industry verticals they serve. This is supported by an analyst's perspective on the providers across the two key dimensions defined in the second point above.

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Key reports of Avasant's EUC services research

End-User Computing Services 2025–2026 Market Insights™

From device-centric IT to experience-driven operations

January 2026

End-User Computing Services 2025–2026 RadarView™

Reimagining end-user device operations in the age of agentic AI

January 2026

Market Insights™ 2025–2026

This report presents a comprehensive view of the EUC services landscape, examining the current market state while offering a forward-looking perspective on the trends redefining end-user computing operations.

RadarView™ 2025–2026

This report examines how leading service providers deliver EUC services. It covers key supply-side trends and features a deep-dive analysis of providers that Avasant has recognized for excellence and innovation.

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Defining end-user computing services

We define end-user computing (EUC) as a set of technologies, processes, and policies that provide users with applications and data across a variety of devices from anywhere and anytime in a safe and scalable manner. This includes managing and supporting end-user devices such as desktops, laptops, and mobile devices, as well as managing enterprise software assets such as operating systems, productivity applications, and security tools.

Key EUC services

Device life cycle management: Facilitating traditional client-owned end-point management as well as device-as-a-service, including asset and inventory management, IT product order fulfillment, warehousing/depot, installation, migration, warranty support, and decommissioning of enterprise devices and assets

Virtual desktop infrastructure (VDI) support: Managing on-premises and cloud VDI services, including access, deployment, monitoring, and maintenance for end users

Application packaging and management: Creating customized application packages, providing image management, and deploying standard and customized application packages on multiple end-user devices

Software license management support: Managing purchase and distribution of end-user software applications and administering contracts with software vendors for organizations
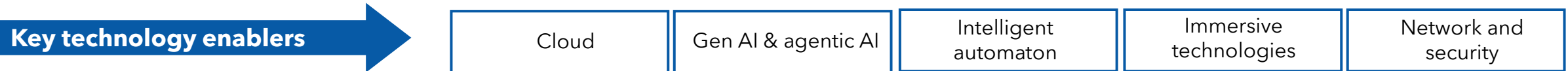
Patching support: Deploying updates on enterprise software and operating systems to implement security enhancements, fix bugs, and add new features

End-user on-site support: Offering physical support for enterprise devices and software (L2/L3), including traditional deskside support such as walk-up tech bars, kiosks, and smart lockers

End-user remote support: Offering (L2/L3) remote assistance through various methods, including utilizing video conferencing, telephony systems, remote desktop sharing, and remote access applications and enabling users to self-resolve issues via virtual agents, conversational chatbots, or proactive monitoring

Productivity and collaboration platforms support: Providing advisory and support services to implement, maintain, and optimize platforms such as email, Microsoft 365, SharePoint, Teams, and other collaboration solutions
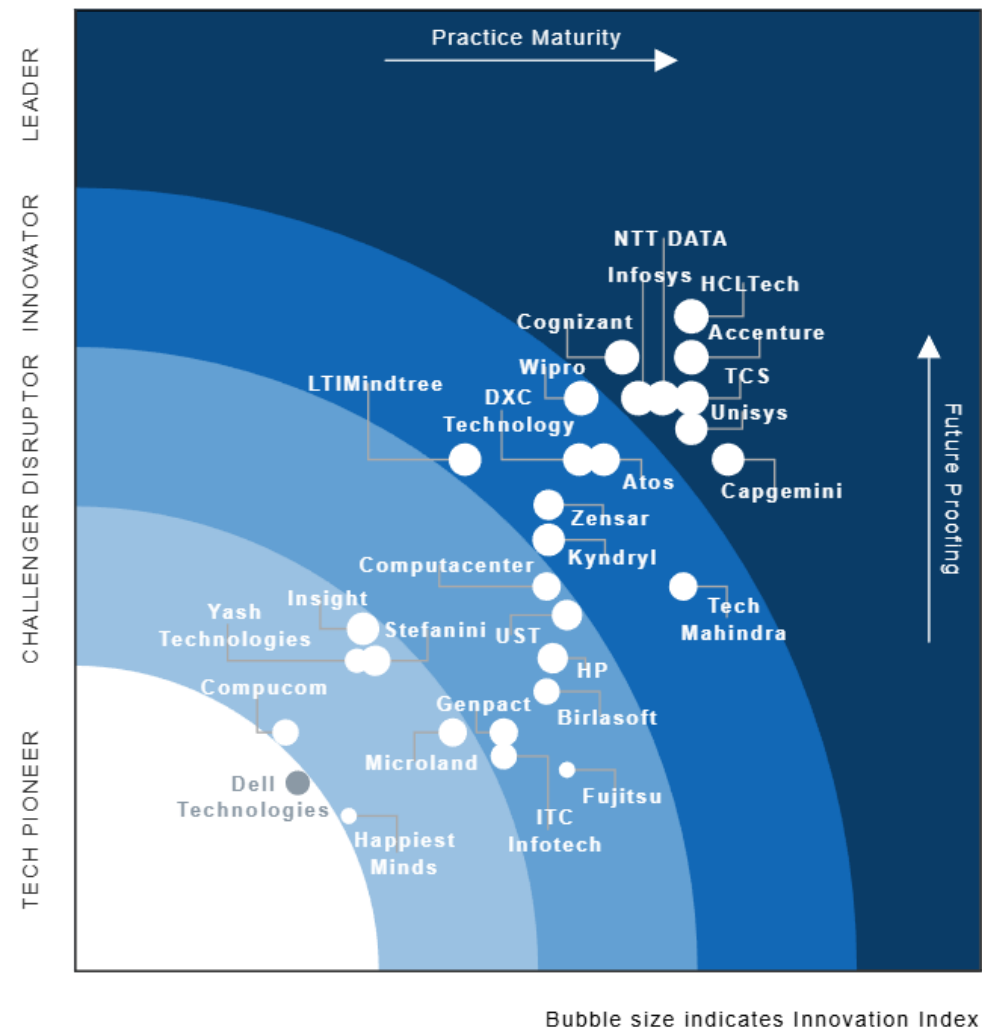
End-point security services: Providing services such as device monitoring, anti-virus/malware administration, hard drive encryption, multifactor authentication support, and software access administration for end-users

Key technology enablers ➜

| Cloud | Gen AI & agentic AI | Intelligent automaton | Immersive technologies | Network and security |

Executive summary

Avasant recognizes 29 top-tier providers supporting the enterprise adoption of end-user computing services

Bubble size indicates Innovation Index

Note: Please refer to Avasant's *End-User Computing Services 2025–2026 Market Insights™* for demand-side trends.

Provider comparison (1/3)

Service provider	Practice maturity	Future proofing	Key highlights
accenture	★★★★★	★★★★★	Partners with Tanium to enable real-time endpoint visibility and proactive security controls. Enables automated, energy-efficient endpoint patching with minimal user disruption.
Atos	★★★★	★★★★	Collaborates with Microsoft to standardize enterprise collaboration and productivity platforms. Partners with ServiceNow to integrate device life cycle and HR workflows.
birlasoft	★★★	★★★	Partners with ServiceNow to streamline EUC workflows, enhancing efficiency. Enables remote equipment fixes and legacy PC modernization to improve manufacturing stability.
Capgemini	★★★★★	★★★★★	Partners with Citrix to enable secure, anywhere-access workspace platforms. Integrates sustainability into end-user services through carbon tracking and circular IT.
cognizant	★★★★★	★★★★★	Collaborates with Dell to deploy AI PCs for improved performance and productivity. Applies AI-driven personas to optimize hardware and software recommendations.
Computacenter	★★★	★★★	Partners with HP to standardize endpoint procurement and life cycle operations. Integrates Tanium for unified endpoint security and remediation.
compucom	★★	★★	Partners with Apple to deliver enterprise life cycle, endpoint, and AppleCare services. Has partnered with T-Mobile for Business to deliver managed 5G-connected laptops.
DXC IMPOSSIBLE. DELIVERED.	★★★★	★★★★	Collaborates with Espressive and 1E to integrate self-service and endpoint analytics. Plans to apply AIOps across EUC environments to extend PC life cycles.
FUJITSU	★★★	★★★	Partners with Citrix to deliver managed hybrid virtual desktop services. Operates a CoE enabling rapid Microsoft release deployment and optimization.
genpact	★★★	★★★	Leverages GINA and GenNow to enable AI-driven self-healing and automation. Partners with MobileIron to enable standardized policy enforcement and improved inventory accuracy.

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Provider comparison (2/3)

Service provider	Practice maturity	Future proofing	Key highlights
happiest minds The Mindful IT Company Born **Digital** . Born **Agile**	★★	★★	Collaborates with ServiceNow to deliver AI-driven, industry-specific workflow automation. Partners with VMware to resell and implement endpoint security solutions.
HCLTech	★★★★★	★★★★★	Partners with SOTI to unify rugged, IoT, and mobile device management. Has expanded FlexSpace integrating 5G and AI PC services.
hp	★★★	★★★	Partners with Absolute to enable persistent firmware-based endpoint security. Embeds sustainability via recycled materials, energy efficiency, and circular life cycle practices.
Infosys	★★★★★	★★★★	Partners with HP delivering persona-based devices with layered pricing options. Leverages generative AI to streamline self-service and service desk workflows.
Insight	★★★	★★	Embeds sustainability across device life cycles through efficiency and recycling. Partners with HP to enable AI PCs that support on-device productivity.
ITC INFOTECH Business-friendly Solutions	★★★	★★★	Partners with Samespace to provide multilingual Tier 0 and Tier I support and achieve deflection. Has expanded its CoE to embed Gen AI in EUC automation, enabling proactive support.
kyndryl	★★★★	★★★	Partners with Five9 to codevelop cloud contact center solutions. Has launched Microsoft Acceleration Hub to operationalize Copilot across EUC workflows.
L&T LTIMindtree	★★★★	★★★	Partners with Citrix to deliver standardized, secure, and scalable VDI solutions. Has invested in Voicing.AI to advance multilingual, human-like conversational automation.
MICROLAND®	★★★	★★	Embeds sustainability through device life extension, reuse, and certified disposal. Partners with Intel to enable out-of-band remote device remediation.
NTT DATA	★★★★★	★★★★	Delivers sustainable device-as-a-service through OEMs and platform partnerships. Has extended Smart AI Agents into autonomous, compliant end-user support.

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Provider comparison (3/3)

Service provider	Practice maturity	Future proofing	Key highlights
stefanini GROUP	★★★	★★	Partners with Ivanti to unify endpoint, service, and asset management. Partners with Aternity to deliver proactive, analytics-driven endpoint performance management.
TCS TATA CONSULTANCY SERVICES	★★★★★	★★★★★	Partners with Intel to co-evaluate AI PCs and on-device neural processing unit workloads. Also partners with Hammersbach to deliver global on-site break-fix support.
TECH mahindra	★★★★	★★★★	Has partnered with GoTo and streamline unified, precise endpoint support workflows. Leverages agentic AI to automate compliant device reprovisioning through Intune.
UNISYS	★★★★★	★★★★★	Has developed a DaaS model integrating analytics, circular computing, and security. Has established innovation centers showcasing smart building and wayfinding capabilities.
UST	★★★	★★★	Has partnered with Yellow.ai to codevelop an AI-powered chatbot enablement framework. Leverages agentic AI to automate proactive endpoint remediation.
wipro	★★★★	★★★★	Partners with CrowdStrike to strengthen endpoint security across workspaces. Also partners with Cisco and Microsoft to standardize enterprise collaboration experiences.
YASH Technologies More than what you think.	★★★	★★	Has partnered with ServiceNow to upskill engineers in IT service management. Leverages generative AI to automate service desk triage.
zensar	★★★★	★★★	Operates an agentic AI lab enabling autonomous end-user support. Leverages AI to automate patch testing and proactive device refresh.

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Tech pioneer

Service provider	Key highlights
DELLTechnologies	Leverages AI to enable multilingual, self-service digital assistance. Partners with Citrix to deliver scalable enterprise virtual desktops.

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Supply-side trends

Output/transaction-based pricing leads at 32%, followed by hybrid pricing models at 26%

Organizations are moving away from traditional time-and-materials models to output-based pricing, which aligns costs with the value delivered.
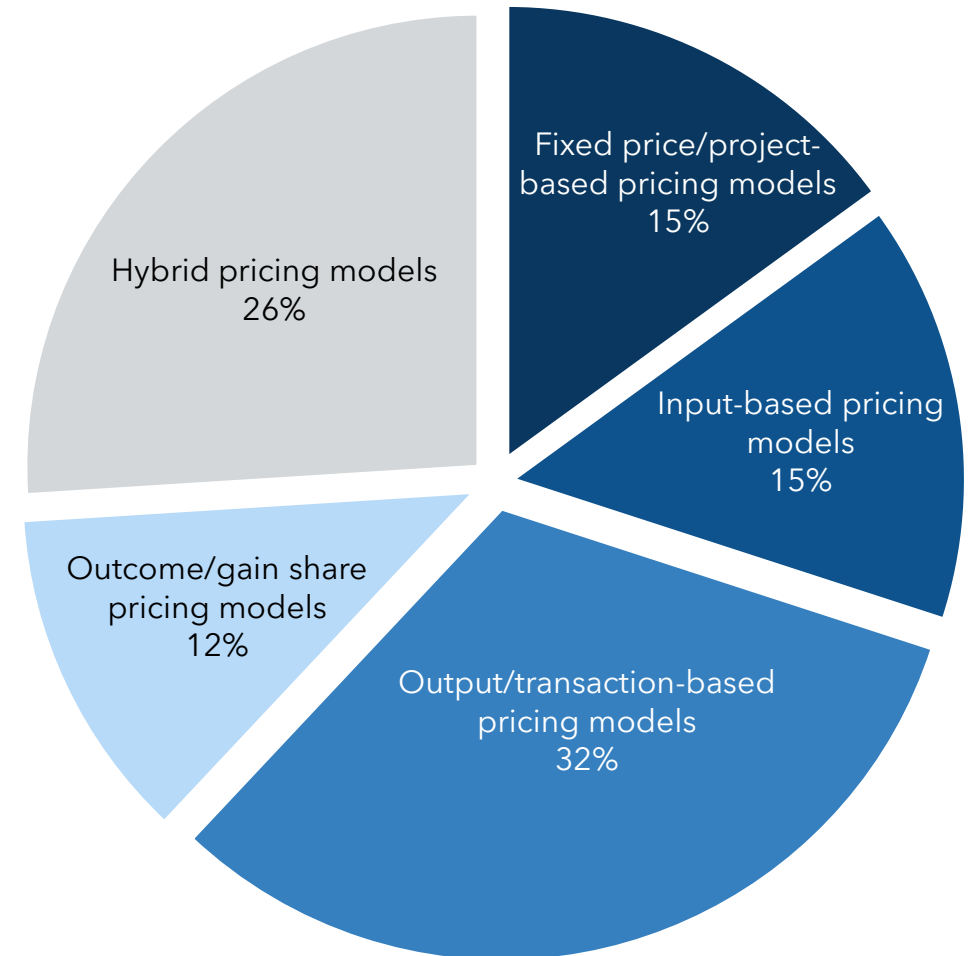
Output/transaction-based pricing models

Output/transaction-based pricing remains a preferred model for well-defined engagements.
- This pricing model is increasingly used to link commercials to measurable units such as tickets and devices, enabling consumption-aligned spend, scalability, and improved cost transparency through automation-led delivery.
- Service providers such as Genpact and ITC Infotech exemplify this approach through per-transaction and unit-based pricing constructs, supported by Gen AI-enabled service desks, SLA-tied pricing per asset, volume-based tiers, and as-a-service commercial frameworks.
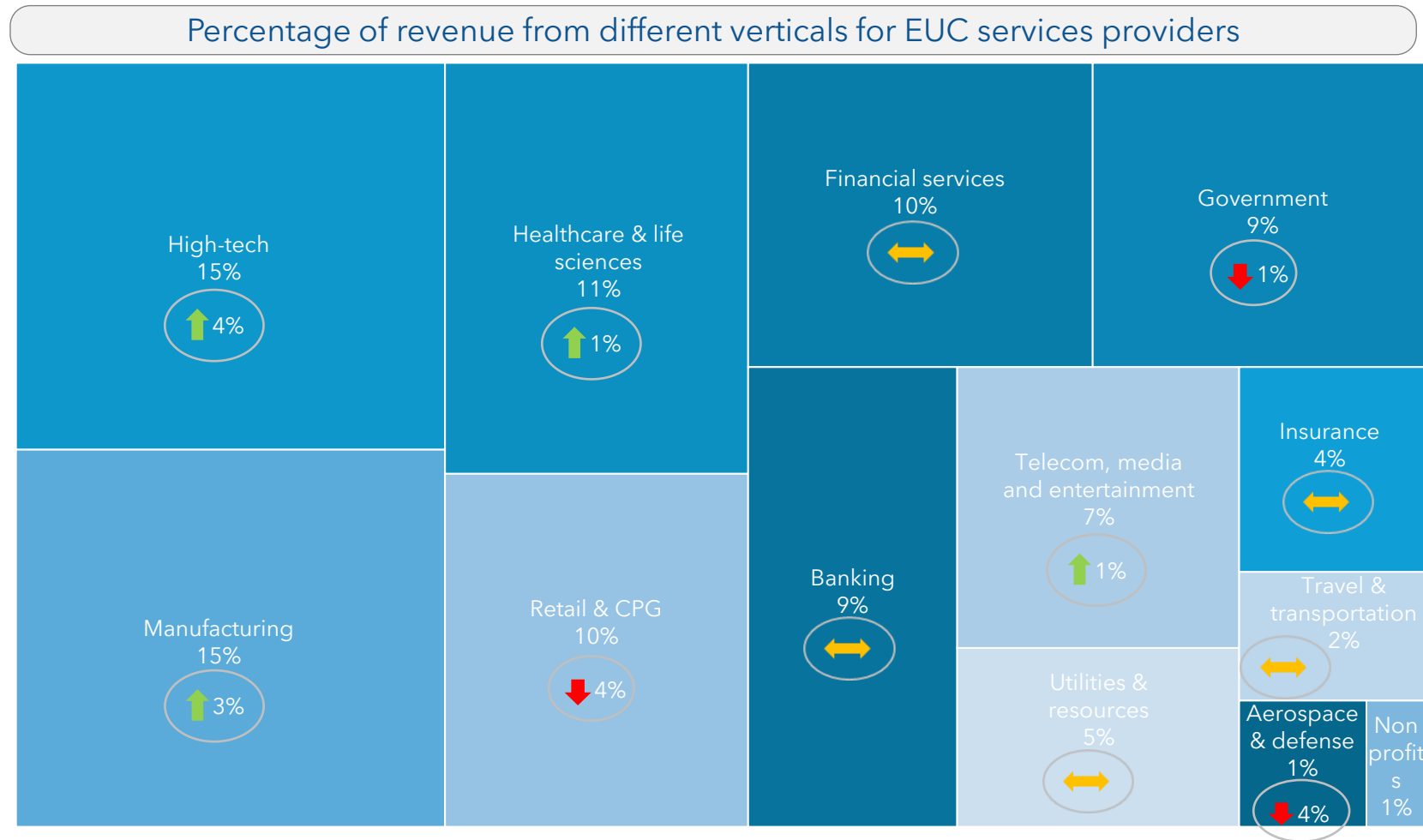
Hybrid pricing models

Hybrid pricing models hold a significant share, reflecting growing adoption of blended commercial structures within single contracts.
- Hybrid pricing models are increasingly used in large, long-term end-user computing engagements, combining fixed, input-, output-, and XLA-based constructs to balance cost predictability and outcome alignment, while supporting phased transformations and Gen AI-led scale-up from pilots to steady-state operations.
- Providers such as Tech Mahindra and UST illustrate this by combining fixed-price transformation with input- or transaction-based operations and XLA-linked constructs, anchoring commercials to user experience and measurable outcomes.

Hybrid pricing models
26%

Fixed price/project-based pricing models
15%

Input-based pricing models
15%

Outcome/gain share pricing models
12%

Output/transaction-based pricing models
32%

Source: End-User Computing Services RadarView Survey, July–September 2025

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High-tech and manufacturing sectors lead EUC services revenue at 15% each, fueled by cloud adoption and extensive security needs

Providers are seeing higher demand for EUC services, driven by faster device refresh cycles, adoption of cloud and hybrid workstations, and rising requirements for security, performance, and compliance among distributed users.

Percentage of revenue from different verticals for EUC services providers

High-tech
15%
↑ 4%

Manufacturing
15%
↑ 3%

Healthcare & life sciences
11%
↑ 1%

Retail & CPG
10%
↓ 4%

Financial services
10%
↔

Banking
9%
↔

Telecom, media and entertainment
7%
↑ 1%

Utilities & resources
5%
↔

Government
9%
↓ 1%

Insurance
4%
↔

Travel & transportation
2%
↔

Aerospace & defense
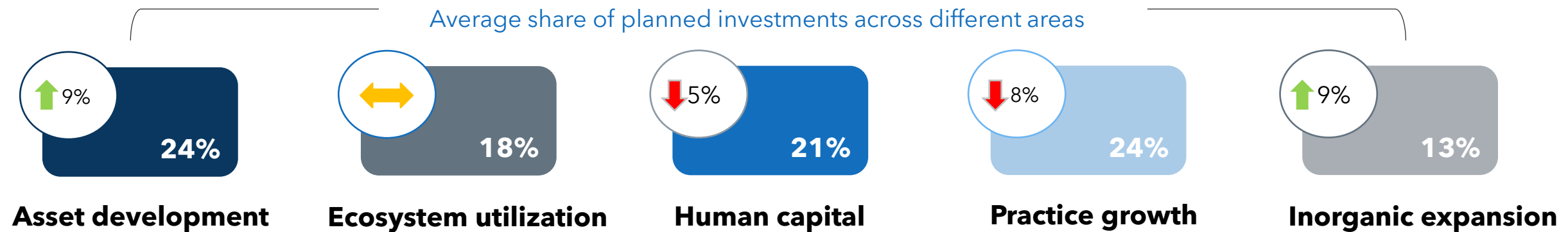1%
↓ 4%

Non profits
1%

Industries with rising EUC spend

High-tech: High-tech firms refresh end-user devices often to access new features and security, supporting rapid innovation and competitiveness, resulting in higher overall computing spend

Manufacturing: Manufacturers are increasing their EUC spend as cloud and hybrid workstations replace legacy virtual desktop infrastructures for performance-sensitive and shop floor users and distributed engineering.

Industries with cautious EUC spend

Retail & CPG: Retailers are adopting Bring Your Own Device policies, reducing the need for company-provided devices and the associated support and maintenance costs.

Aerospace & defense: These companies are prioritizing investments in advanced technologies such as AI, cloud computing, and cybersecurity over traditional EUC services.

Note: The remaining 1% is constituted by "Others", which includes industries such as education, professional services, real estate, and hospitality and leisure.
Source: End-User Computing Services RadarView Survey, July–September 2025

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Nearly 50% of investments are concentrated in asset development and practice growth, followed by talent development.

Average share of planned investments across different areas

↑9% **24%**	↔ **18%**	↓5% **21%**	↓8% **24%**	↑9% **13%**
Asset development	**Ecosystem utilization**	**Human capital**	**Practice growth**	**Inorganic expansion**

Asset development: Service providers are building proprietary EUC platforms, accelerators, and industry-specific assets, embedding AI to enable autonomous operations and zero-touch provisioning. Verticalized solutions and life cycle optimization tools are improving scalability and resilience.

ITC INFOTECH Business-friendly Solutions — Invests in EUC accelerators, AI-powered remote support bots, and industry-specific bundles, supported by advanced endpoint analytics and zero-touch provisioning.

HCLTech — Invests in verticalized AI and augmented and virtual reality solutions to expand frontline, industry-specific digital transformation, and device services.

Inorganic expansion: Service providers are pursuing targeted acquisitions and partnerships to strengthen their EUC and automation capabilities. These moves augment analytics, observability, and device-as-a-service, while improving speed-to-market, scalability, and enterprise integration.

genpact — Acquired XponentL to strengthen its data and AI foundation, which in turn enhances its EUC services through predictive operations, experience analytics, and automation.

LTIMindtree — Invested in Voicing.AI to strengthen its agentic AI portfolio, enhancing conversational automation across service operations, including service desk and support use cases.

Note: Examples from select end-user computing service providers.
Source: End-User Computing Services RadarView Survey, July–September 2025

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Gen AI and agentic AI are streamlining EUC operations to drive automation and improve service desk operations and device life cycle management

Gen AI and agentic AI applications across various maturity stages: POC, prototype, pilot, and production

Enhanced knowledge management	Autonomous service desk operations	Intelligent productivity and collaboration support	Agentic AI-driven end-user device operations
Service providers are using Gen AI to automate knowledge creation, ticket summarization, and article enrichment, improving root cause analysis and efficiency.	Gen AI is being embedded into service desks to automate common IT issues, improve self-service, and reduce manual support effort.	Agentic AI is being leveraged to enhance meetings, personalize support, and improve digital experience management across endpoints.	Service providers are embedding Gen AI and agentic AI to automate device operations, improve reliability, and optimize life cycle outcomes.
happiest minds — The Mindful IT Company — Born **Digital** . Born **Agile** Leverages SharePoint and ServiceNow workflows with Gen AI to enhance ticket context, summarization, and continuous knowledge article enrichment.	**UNISYS** Leverages Gen AI and ML to power service desks, enable chatbots, accelerate troubleshooting, and expand self-service resolution for end users.	**TECH mahindra** Uses Gen AI for persona mapping and intelligent meetings, embedding endpoint automation to improve collaboration productivity.	**ITC INFOTECH** — Business-friendly Solutions Leverages agentic AI and analytics to autonomously predict device failures, optimize patching cycles, and continuously improve enterprise capacity planning.
TECH mahindra Uses AI Studio and Microsoft Copilot to create and enrich knowledge bases, support root cause analysis, and improve user support.	**U·ST** Integrates Gen AI virtual agents into service desks to automate common issues, synthesize knowledge, and improve self-service resolution and guidance.	**HCLTech** Delivers multilingual agentic AI voice bots and AI-assisted meeting services to enhance frontline support operations and collaboration experiences.	**cognizant** Applies agentic AI and analytics to monitor usage, autonomously optimize licenses, and improve forecasting across the IT asset and device life cycle.

Note: Examples from select end-user computing service providers.
Source: End-User Computing Services RadarView Survey, July–September 2025

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Service provider profiles

Accenture: RadarView profile

accenture

AVASANT RADARVIEW™
LEADER
End-User Computing Services 2025–2026

Practice maturity ★★★★★

Future proofing ★★★★★

Partners with Tanium to enable real-time endpoint visibility and proactive security controls. Enables automated, energy-efficient endpoint patching with minimal user disruption.

Practice overview

- Practice size: N/A
- Active clients: N/A
- External certifications: N/A
- Delivery highlights: Has set up generative AI (Gen AI) labs in nine countries in South America and Asia

$69.7B	7%
Group revenue as of August 31, 2025	Group revenue growth as of August 31, 2025

Client case studies

- Delivered a connected worker solution to Petrofac, integrating wearable technology and real-time collaboration to support field teams. The solution enabled remote expert support, improved safety monitoring, and higher operational efficiency across offshore and onshore asset operations.
- Provided end-user computing services to an Asian financial services company, including service desk, asset and incident management, and patching support. The engagement enabled the rapid deployment of 100,000 devices within eight months and reduced operating costs by 30%.
- Offered comprehensive end-user computing services to a global resources organization managing laptops, mobile devices, and mailboxes. The program automated service requests, saving 5,300 hours per month, and delivered $4M in cost savings with improved operational efficiency.
- Implemented service desk and managed virtual desktop for a global lodging company supporting 680,000 users across 8,000 locations. The engagement resolved 30,000 inherited tickets within 12 weeks, ensuring operational stability and increasing customer satisfaction from 74% to 93%.

Key IP and assets

- myWizard®: A platform that integrates conversational AI, self-service, and self-healing to automate end-user support

Key partnerships

Platform/technology partners

Microsoft GENESYS

servicenow

TANIUM citrix

Google AVEVA

Hardware partners

Lenovo hp DELL

Sample clients

- Petrofac
- An Asian financial services company
- A global resources organization
- A global lodging company
- Walt Disney Studios' StudioLAB
- Queensland University of Technology
- NTT Digital
- Antares Capital
- ABB
- NHS
- Seattle Children's Hospital

Industry coverage

Banking
Financial services
Government
Healthcare & life sciences
High-tech
Insurance
Manufacturing
Nonprofits
Retail & CPG
Telecom, media & entertainment
Travel & transportation
Utilities & resources

Darker color indicates higher industry concentration: ●●●●

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Accenture: RadarView profile

Analyst insights

Practice maturity	★★★★★

- Accenture provides managed print services focused on print server consolidation, cloud-based print enablement, secure workflow enforcement, and sustainability reporting, enabling distributed enterprises to standardize print operations, improve compliance visibility, and optimize print infrastructure costs.
- It delivers industrialized image management, covering operating system and security update identification, testing, and deployment aligned to SLAs, with monthly patch cycles and standardized golden images supporting virtual desktop infrastructure (VDI) environments.
- It leverages its myWizard platform to embed conversational AI, self-service, and self-healing capabilities alongside monitoring of devices. The platform supports proactive issue detection, automated resolution, experience visibility, and continuous operational insight, enabling standardized and scalable management of digital environments with reduced manual intervention across distributed enterprise operations globally.
- It provides end-user support through tech hubs, service desks, and on-site and remote technical support, complemented by IT vending machines and digital lockers, enabling faster device access, reduced resolution times, and consistent support coverage across distributed enterprise environments.

Future proofing	★★★★★

Partner ecosystem
- The expanded collaboration between Accenture and Microsoft enhances end-user computing (EUC) environments by modernizing security operations centers (SOCs), strengthening identity and access management (IAM), and improving endpoint visibility through unified security monitoring, automated threat response, and AI-driven identity and data protection controls across distributed user environments.
- Accenture and Tanium have partnered to codevelop endpoint and asset management solutions, enabling real-time visibility and proactive security controls.
- It partners with VMware to deliver managed VDI, enabling secure, scalable EUC environments without customer-owned infrastructure.

Investments and innovation
- Accenture embeds sustainability into end-user computing services by monitoring energy consumption across devices and facilities, automating reporting and alerts, and enabling data-driven optimization. This supports carbon footprint reduction, efficient EUC operations, and ESG compliance through continuous visibility and automated interventions at enterprise scale.
- It enables automated patching by remotely activating idle endpoints, deploying security and application updates through endpoint management tools, and restoring low-power states, supporting continuous compliance, user disruption reduction, and energy-efficient end-user computing operations.

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Atos: RadarView profile

Atos

AVASANT RADARVIEW™
INNOVATOR
End-User Computing Services 2025–2026

Practice maturity ★★★★

Future proofing ★★★★

Collaborates with Microsoft to standardize enterprise collaboration and productivity platforms. Partners with ServiceNow to integrate device life cycle and HR workflows.

Practice overview

- Practice size: N/A
- Active clients: N/A
- External certifications: Over 7,000 Microsoft certifications
- Delivery highlights: Over 5.2M end-user devices managed worldwide

| 99% Attacks prevented via MFA | 3,000 Teams meeting rooms supported |

Client case studies

- Delivered managed messaging and collaboration services to EDF, administering 180,000 mailboxes, 153,000 Teams, and 32,000 SharePoint sites. This enabled secure Azure Active Directory migration, improved data protection, and ensured efficient Microsoft security.
- Implemented a US-based, globally supported IT service desk for CNA using onshore, nearshore, and offshore teams. This enabled full self-service with AI chat, eliminated CNA-owned IT assets and software contracts, and improved scalability and operational efficiency.
- Provided a US-based aerospace company with an AI-enabled end-user computing support model, including AVA chatbot, Nexthink analytics, self-service automation, and digital device refresh. This improved user experience by 5% and reduced password tickets by 39%.
- Offered end-user computing services to RheinEnergie. The services included managed devices, secure collaboration, cloud-based access, and digital support services. This enabled flexible work, improved employee experience, and increased employee productivity.

Key IP and assets

- Intelligent Care Center: A platform delivering centralized, AI-driven IT support, automation, analytics, and proactive end-user care services

Key partnerships

Platform/technology partners

Google Microsoft Espressive citrix kore.ai intel servicenow

Hardware partners

DELL Lenovo

Sample clients

- EDF
- CNA
- A US-based aerospace company
- RheinEnergie
- Scottish Water
- NHS Trust
- Siemens Healthineers
- A multinational oil and gas engineering firm
- A global media and entertainment conglomerate

Industry coverage

Banking
Financial services
Government
Healthcare & life sciences
High-tech
Insurance
Manufacturing
Nonprofits
Retail & CPG
Telecom, media & entertainment
Travel & transportation
Utilities & resources

Darker color indicates higher industry concentration: ●●●●

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Atos: RadarView profile

Practice maturity ★★★★

- Atos positions device life cycle management as a structured, analytics-led capability, combining automated demand forecasting, refresh planning, and sustainability tracking. Its integrated life cycle platform improves balance-sheet predictability, enables scalable device provisioning, and supports a consistent employee experience through controlled, end-to-end device operations across hybrid work environments.
- It provides localized end-user computing support through on-site break-fix, smart hands, tech bars, and smart lockers. The approach enables 24/7 device provisioning and returns, improves asset traceability, and ensures consistent, in-person support aligned to employee work patterns.
- It strengthens endpoint security by integrating identity, access, and device controls, enabling continuous visibility, least-privilege enforcement, and threat detection. The approach reduces privilege misuse, improves compliance monitoring, and protects enterprise endpoints across distributed work environments.
- It aligns Microsoft 365 collaboration, Viva, Copilot, and managed meeting rooms into a unified service layer. By combining AI-assisted workflows with analytics-driven room management, it improves collaboration consistency, meeting reliability, and employee productivity across hybrid operating models.

Future proofing ★★★★

Partner ecosystem
- Atos and Microsoft jointly deliver collaboration and productivity services that streamline workflows, embed learning resources, and enable consistent employee experiences, helping organizations improve workforce effectiveness, adoption of digital tools, and measurable productivity outcomes at scale.
- It partners with ServiceNow to deliver integrated device life cycle management and HR services, aligning IT and employee workflows, improving asset visibility, automating joiner-mover-leaver processes, and enabling consistent service delivery across end-user computing and workforce operations.
- Through its partnership with Google, it delivers Google Workspace services, enabling AI-driven collaboration and improved workforce productivity.

Investments and innovation
- Atos embeds sustainability across its device-as-a-service strategy by applying circular economy principles, including device reuse, life extension, and responsible end-of-life management. This approach reduces electronic waste and carbon footprint, improves asset utilization, limits unnecessary procurement, and supports predictable, environmentally aligned end-user computing operations at scale.
- It leverages AI within its experience engagement platform to deliver conversational, self-learning user support, automating requests, personalizing assistance, accelerating resolution, reducing service desk volumes, and improving productivity through continuous insights and scalable enterprise operations.

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Birlasoft: RadarView profile

birlasoft

AVASANT RADARVIEW™ DISRUPTOR
End-User Computing Services 2025–2026

Practice maturity ★★★

Future proofing ★★★

Partners with ServiceNow to streamline EUC workflows, enhancing efficiency. Enables remote equipment fixes and legacy PC modernization to improve manufacturing stability.

Practice overview

- Practice size: 590+
- Active clients: 45+
- External certifications: 460+
- Delivery highlights: Over 150K devices managed

<$100M EUC* services revenue as of June 2025	20%–30% EUC services revenue growth as of June 2025

Client case studies

- Implemented a multilingual service desk for a global advertising company. This included omnichannel AI-enabled support, conversational tools, and on-call end-user assistance. This led to a 40% decrease in mean time to repair and resulted in over 35% savings in total cost of ownership.
- Delivered end-user support to a cement manufacturer, managing 17,000 devices across 500 sites through onsite/off-site operations and AR/VR field support. This resulted in a 25% reduction in total cost of ownership and over 20% reduction in tickets, as well as improved operational efficiency.
- Delivered Citrix and Azure Virtual Desktop virtualization, Microsoft Intune mobile device management, and patching for a natural gas services company. This reduced the total cost of ownership by over 30% and resulted in 99% patching compliance.
- Provided end-user computing services to a global drilling company, including service desk, device management, and Intune migration. This reduced the total cost of ownership by 35% and enhanced the user experience through the integration of AI and analytics.
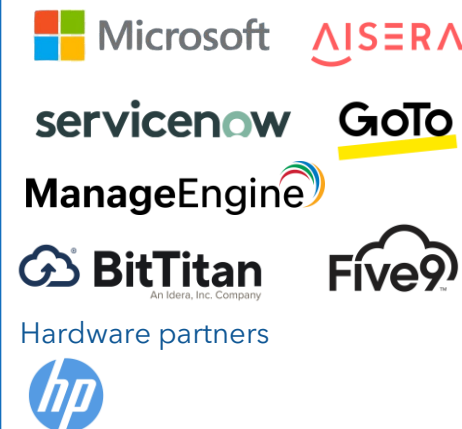
Key IP and assets

- BSecure: A solution that delivers unified endpoint protection with encryption, compliance, and rapid risk mitigation
- Sigma GenEX: A platform that applies AI to automate EUC tasks, enhance service management, and optimize endpoint performance

Key partnerships

Platform/technology partners

Microsoft   AISERA
servicenow   GoTo
ManageEngine
BitTitan   Five9

Hardware partners

hp

Sample clients

- A global advertising company
- A cement manufacturer
- A natural gas services company
- A global drilling company
- A Canadian conglomerate
- A welding and cutting equipment manufacturer
- A consumer product company
- A US-based automotive component manufacturer
- A public relations and earned media company
- A global appliances manufacturer

Industry coverage

Banking
Financial services
Government
Healthcare & life sciences
High-tech
Insurance
Manufacturing
Nonprofits
Retail & CPG
Telecom, media & entertainment
Travel & transportation
Utilities & resources

Darker color indicates higher industry concentration: ○○●●

*EUC: End-User computing

AVASANT

Birlasoft: RadarView profile

Analyst insights

Practice maturity	★★★

- Birlasoft delivers virtual desktop infrastructure (VDI) support across Citrix Desktop-as-a-Service, Microsoft Azure Virtual Desktop, and VMware Horizon. This enhances remote access through performance optimization, dynamic access revocation, multifactor authentication, zero-trust controls, and AI-driven automation, thereby strengthening security, efficiency, and the user experience.
- It offers structured software license management within its software asset management and hardware asset management framework. Services include license acquisition, distribution, life cycle management, and vendor contract administration. Using ServiceNow Software Asset Management and Flexera One, it supports cost control, compliance assurance, and efficient license utilization.
- Its BSecure solution provides endpoint security for desktops, laptops, and mobile devices, covering encryption, device management, antivirus, malware protection, endpoint detection and response, privilege control, threat intelligence, and vulnerability management. It supports Microsoft Defender for Endpoint, Palo Alto XDR, and CrowdStrike Falcon Insight for precise threat detection.

Future proofing	★★★

Partner ecosystem
- Microsoft and Birlasoft pursue a joint go-to-market strategy for key enterprise accounts, coordinating sales and marketing across manufacturing, life sciences, energy, and financial services. The partnership encompasses co-innovation programs, digital labs, hackathons, and experience centers, which demonstrate solutions and support customer education.
- It leverages its ServiceNow partnership to streamline EUC workflows through IT service management and IT asset management, improving incident resolution, asset visibility, and operational efficiency.

Investments and innovation
- Birlasoft is advancing manufacturing IT with BinARy for remote equipment troubleshooting to reduce repair time and visits. It is leveraging FieldX to modernize legacy production-connected PCs to improve system stability, performance, and life cycle management in industrial environments.
- It leverages generative AI to enhance support operations through natural language conversational assistance, automated ticket classification, prioritization and routing, and workflow automation for software provisioning and password resets. Its digital voice assistant integrates with interactive voice response (IVR) systems to streamline user interactions and reduce manual effort.

AVASANT

Capgemini: RadarView profile

Practice maturity ★★★★★

Future proofing ★★★★★

Partners with Citrix to enable secure, anywhere-access workspace platforms. Integrates sustainability into end-user services through carbon tracking and circular IT.

Practice overview

- Practice size: N/A
- Active clients: N/A
- External certifications: N/A
- Delivery highlights: Over 1.5M end-user devices managed

$3.3B Group revenue as of March 31, 2025	18M+ Tickets managed remotely

Client case studies

- Delivered Microsoft 365 Copilot to Navantia via a nationwide rollout with structured training and adoption support. The deployment improved collaboration, helped reach 91.7% license utilization, delivered 30 minutes of daily productivity gains per user, and supported data optimization.
- Provided a global service desk to a global luxury goods company, consolidating 24 brands and supporting 37,000 users. The solution enabled a single point of contact, standardized processes, and multichannel support, improving service consistency and operational efficiency.
- Implemented a 24/7 multilingual service desk for a multinational bottling company, supporting 25,000 users via voice, virtual assistants, chatbots, and self-service. This increased first contact resolution by 10% and improved incident response and operational efficiency.
- Delivered end-user services to a steel supplier, covering SCCM and Intune rollout, Citrix migration, and device management. The engagement enabled build-to-run efficiency, consolidated services under a single partner, and improved user experience while optimizing operational costs.

Key IP and assets

- Ask Adam: A platform that delivers AR-based remote assistance for frontline workers across industries
- BuddyBot: A chatbot that embeds GPT-powered agent copilot capabilities to automate intent detection, ticket classification, and real-time resolution guidance

Key partnerships

Platform partners

Microsoft GENESYS

servicenow CISCO

hemmersbach citrix

Google SIGNIFI

Hardware partners

Lenovo hp DELL

Sample clients

- Navantia
- A global luxury goods company
- A multinational bottling company
- A steel supplier
- Fresenius
- National Gas
- A German multinational life sciences company
- Bayer
- Disney
- A pharmaceutical company

Industry coverage

| Banking |
| Financial services |
| Government |
| Healthcare & life sciences |
| High-tech |
| Insurance |
| Manufacturing |
| Nonprofits |
| Retail & CPG |
| Telecom, media & entertainment |
| Travel & transportation |
| Utilities & resources |

Darker color indicates higher industry concentration: ●●●●

AVASANT

Capgemini: RadarView profile

Analyst insights

Practice maturity ★★★★★

- Capgemini's Connected Workspace portfolio integrates unified endpoint automation and device-as-a-service to improve endpoint visibility, optimize asset utilization, reduce operational costs, and enable scalable, consumption-based device life cycle management across diverse enterprise environments.
- It positions CHIP as an AI-powered virtual assistant that automates end-user queries, triage, and self-resolution, while its Smart Hands Support remains a distinct, human-led on-site service. Together, they create a hybrid support model that balances digital deflection with physical intervention, improving response times, workforce efficiency, and overall workplace support scalability.
- Its smart meeting rooms and huddle spaces integrate automation, collaboration, and usage analytics, while smart hot desks apply persona-based service catalogs to optimize space utilization, enhance employee experience, and enable data-driven environment design across hybrid work models.
- Its software license management service uses proprietary discovery and asset intelligence to turn compliance into actionable control, enabling continuous license optimization, risk reduction, and informed reallocation decisions through secure, business-aligned reporting rather than periodic audits.

Future proofing ★★★★★

Partner ecosystem
- Capgemini partners with Microsoft, Citrix, Google, Avaya, Slack, and Cisco to deliver a connected collaboration portfolio spanning cloud productivity suites, secure file sharing, enterprise voice, and low-code applications. This ecosystem-led approach supports standardized delivery, interoperability, and consistent collaboration experiences across distributed, multidevice enterprise environments.
- Its long-standing partnership with Citrix underpins its Workspace and MyWorkspace offerings, combining virtual desktops, application delivery, mobility management, and secure file sharing through a standardized, user-centric architecture that enables anywhere, any-device access for end users.

Investments and innovation
- Capgemini integrates sustainability into end-user services through employee adoption programs, embedded carbon tracking in operations, and circular device strategies. The model supports compliant CO_2 reporting, optimized hardware utilization, reduced environmental impact, and data-driven decision-making across service desk, device, and technology life cycle activities.
- Its latest innovation advances support maturity to autonomous, generative AI-driven operations, introducing agentic workflows, image-based actions, and predictive resolution. This shift enables proactive, employee-centric support, delivering over 80% zero-touch service outcomes.

AVASANT

Cognizant: RadarView profile

Practice maturity ★★★★★

Future proofing ★★★★★

Collaborates with Dell to deploy AI PCs for improved performance and productivity. Applies AI-driven personas to optimize hardware and software recommendations.

Practice overview

- Practice size: N/A
- Active clients: N/A
- External certifications: N/A
- Delivery highlights: WorkNEXT labs have been opened in Mesa, US, and Bangalore, India

$19.7B
Group revenue as of December 31, 2024

16K+
Applications packaged

Client case studies

- Implemented virtual desktop infrastructure (VDI) support for a pharmaceutical company. This included cloud-optimized VDI design, seamless migration, and automated monitoring. This improved logon time, application performance, management efficiency, and user satisfaction.
- Provided end-user remote support to a global technology company. This included a 24/7 centralized service desk, automated request handling, and agentic AI virtual agents. This reduced voice volume deflections, accelerated fulfilment cycles, and improved overall user experience.
- Implemented productivity and collaboration platforms support for a global medtech company. This included hybrid Office 365 management, Teams operations, and Copilot optimization. This reduced on-premise footprint and improved operational efficiency and end-user experience.
- Delivered end-user support to a global pharma company, including technician ramp-up, Nexthink-based remediation, and chatbot assistance. This improved user experience, reduced support effort, and saved a significant amount of time.

Key IP and assets

- Enterprise Voice Ops Platform: A platform that unifies multivendor collaboration environments with automation and centralized monitoring
- WorkNEXT ONE: A platform offering unified device, asset, and remote management for end-user support

Key partnerships

Platform/technology partners

GoTo   Lexmark   omnissa   jamf   Microsoft   citrix   AVAYA   cisco

Hardware partners

DELL   hp   Lenovo

Sample clients

- A pharmaceutical company
- A global technology company
- A global medtech company
- A global pharma company
- An airline company
- A global athletic shoes and apparel brand
- A US bank
- A global real estate firm
- A tractor manufacturer
- A global oil and gas company

Industry coverage

Banking
Financial services
Government
Healthcare & life sciences
High-tech
Insurance
Manufacturing
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Telecom, media & entertainment
Travel & transportation
Utilities & resources

Darker color indicates higher industry concentration:

AVASANT

Cognizant: RadarView profile

Analyst insights

Practice maturity	★★★★★

- Cognizant's INTELLIFactory provides a structured EUC operations model featuring multitechnology expertise, centralized governance, and common platform tools. It supports automated endpoint provisioning, operating system and application migrations, and autopatch workflows, enabling consistent service delivery, improved operational efficiency, and measurable cost and effort optimization across EUC environments.
- It leverages the WorkNEXT Enterprise Voice Ops platform to centralize multivendor collaboration management with automation, performance monitoring, and role-based access control, improving operational visibility and enabling productivity gains through streamlined provisioning and self-service capabilities.
- StoreNEXT is its retail-focused solution that gives store managers a mobile view of asset and application health, supports one-click issue resolution, and provides AR-based self-guidance with integrated escalation workflows to improve in-store operational responsiveness and reduce support dependencies.
- Its field and depot services deliver structured support across dispatch management, depot operations, virtual tech bars, smart lockers, and AR-based guidance, enabling standardized device life cycle workflows, improved troubleshooting efficiency, and consistent user support across onsite and remote environments.

Future proofing	★★★★★

Partner ecosystem
- Cognizant and ManageEngine jointly offer WorkNEXT Lite as a unified platform for IT service management, asset management, device management, application distribution, and endpoint security. The solution provides automated identity life cycle management, zero-touch provisioning, unified service workflows, security analytics, and experience monitoring to standardize operations and improve digital workplace efficiency.
- It is collaborating with Dell to develop use cases that leverage AI-enabled PCs for enhanced performance and operational efficiency. The partnership focuses on creating solutions that utilize device-embedded AI capabilities to improve enterprise productivity and end-user experiences.

Investments and innovation
- Cognizant's AI approach progresses from assisted to augmented and autonomous models, enabling structured intelligence, automation, and self-resolution. Its multistack, platform-agnostic framework combines in-house builds, cobuilt hybrid platforms, and targeted point-solution purchases, integrating cloud, infrastructure, and conversational AI partners to support scalable, host-agnostic enterprise AI deployment.
- It applies AI-driven personas and automated software and hardware recommendations to address dynamic user needs and optimize computing environments.
- It implements AI-first support using agentic AI, automated troubleshooting and autonomous IT lounges with integrated provisioning.

AVASANT

Computacenter: RadarView profile

Practice maturity ★★★

Future proofing ★★★

Partners with HP to standardize endpoint procurement and life cycle operations. Integrates Tanium for unified endpoint security and remediation.

Practice overview

- Practice size: N/A
- Active clients: N/A
- External certifications: N/A
- Delivery highlights: Over 4.2M users supported

2.1M+ Devices configured per year	100+ On-site tech centers

Client case studies

- Delivered comprehensive EUC services to a European car manufacturer. This included 24/7 multilingual service desk, Windows 11 pre-provisioning, and on-site tech centers. This resulted in proactive issue prevention and faster device readiness.
- Consolidated licenses and provided multichannel IT support to an NHS Trust, including walk-in tech bars across hospital sites. This improved clinician access to digital tools, accelerated issue resolution in time-critical settings, reduced software costs, and increased digital efficiency.
- Provided device life cycle management to a European bank. This included centralized procurement, zero-touch deployment, and secure end-of-life recovery. This resulted in improved availability, faster refresh cycles, and reduced TCO.
- Delivered device life cycle management and service desk support to a global telecom provider, including device provisioning, deployment, and 24/7 user support. This improved endpoint availability, reduced downtime, and enhanced user satisfaction across the organization.

Key IP and assets

- TechCenter: A platform hosted on Computacenter Now to support tech center experience

Key partnerships

Platform/technology partners

Microsoft · CISCO · logitech · Google · Lexmark · citrix · vmware · Jabra GN

Hardware partners

DELL · HP · Lenovo

Sample clients

- Bezirksregierung Düsseldorf
- BayWa
- SoCura
- Credit Suisse
- A European car manufacturer
- An NHS Trust
- A European bank
- A global telecommunications provider
- UGAP

Industry coverage

Banking
Financial services
Government
Healthcare & life sciences
High-tech
Insurance
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Nonprofits
Retail & CPG
Telecom, media & entertainment
Travel & transportation
Utilities & resources

Darker color indicates higher industry concentration:

Computacenter: RadarView profile

Analyst insights

Practice maturity ★★★

- Computacenter manages device life cycles using persona-based forecasting, buffered inventory, zero-touch provisioning, and circular recovery. This delivers predictable availability, faster refresh cycles, reduced downtime, and optimized cost-to-serve for distributed enterprise workforces globally at scale.
- It delivers software asset management through license discovery, entitlement reconciliation, usage analytics, and compliance governance. The approach reduces audit risk, optimizes software spend, improves license utilization, and aligns software portfolios with evolving business and contractual requirements.
- It provides a centralized service desk integrating self-service portals, IVR, chat, and multilingual virtual assistants, with defined handoff to live agents. The setup standardizes request handling, improves response times, and supports consistent IT support across user locations and time zones.
- It offers adoption and change management services that combine user segmentation, communication planning, training, and usage analytics to support workspace transformations. The approach aligns technology rollouts with behavioral change, improves feature adoption and proficiency, reduces resistance, and helps organizations realize measurable value from collaboration and productivity investments.

Future proofing ★★★

Partner ecosystem
- Computacenter integrates Tanium to provide unified endpoint security covering asset discovery, real-time detection and response, vulnerability and configuration remediation, data risk visibility, and managed platform operations, enabling faster containment, consistent posture enforcement, and control.
- It partners with HP to support enterprise device strategies through integrated procurement, imaging, zero-touch deployment, life cycle support, and secure end-of-life services. The collaboration enables standardized HP device estates, consistent user experience, controlled refresh cycles, and operational scalability across distributed workplace environments.

Investments and innovation
- Computacenter embeds sustainability across the IT life cycle through circular services, extending device life via redeployment, remarketing, and secure recycling. In 2024, it avoided 208,000 tons of carbon and aimed to recover one device per sale.
- It supports enterprise adoption of AI PCs built on Snapdragon platforms through readiness assessments, application compatibility validation, provisioning, and life cycle services. The approach enables deployment of on-device AI capabilities with predictable performance, security controls, and operational consistency, while supporting Windows 11 migration, patching, and ongoing optimization across large, managed endpoint environments at enterprise scale globally.

AVASANT

Compucom: RadarView profile

Practice maturity ★★

Future proofing ★★

Partners with Apple to deliver enterprise life cycle, endpoint, and AppleCare services. Has partnered with T-Mobile for Business to deliver managed 5G-connected laptops.

Practice overview

- Practice size: N/A
- Active clients: N/A
- External certifications: N/A
- Delivery highlights: Over 19M devices managed

4M+
Service contracts managed per year

19
Languages supported

Client case studies

- Provided RSA token inventory and program management to a customer relationship management solutions provider, extending site support into security operations. This closed reorganization gaps, improved visibility and controls, and stabilized authentication services.
- Delivered endpoint analytics to VSP, improving asset intelligence, security compliance, and device health. Outcomes included 98% patch compliance, improved endpoint stability, reduced ticket volume, faster resolution, and proactive issue avoidance through automation.
- Provided deskside support to SE Grocers, integrating L1 and remote L2 resolution across the life cycle. Results included higher first-call resolution rates, fewer dispatches, faster ticket closure, lower reassignment rates, and actionable insights supporting informed capital planning.
- Executed a nationwide store technology refresh for Target, upgrading 570 locations via a 24/5 delivery model. The program met schedule and budget targets, achieved high daily SLA compliance, limited revisits, and secured follow-on store deployments due to consistent execution.

Key IP and assets

- FLO framework: A framework that unifies device life cycle data, enabling AI-driven insights, automation, and proactive IT operations

Key partnerships

Platform/technology partners

CISCO   Hewlett Packard Enterprise

Microsoft   T·Mobile

AMD   intel

Hardware partners

DELL   Lenovo   🍎

Sample clients

- A customer relationship management solutions provider
- VSP
- SE Grocers
- Target
- A retail company

Industry coverage

Banking
Financial services
Government
Healthcare & life sciences
High-tech
Insurance
Manufacturing
Nonprofits
Retail & CPG
Telecom, media & entertainment
Travel & transportation
Utilities & resources

Darker color indicates higher industry concentration: ●●●●

Compucom: RadarView profile

Analyst insights

Practice maturity	★★

- Compucom positions device life cycle services as a business enabler by unifying vendor-neutral sourcing, zero-touch provisioning, experience-led support, and compliant asset recovery. Its consumer-grade onboarding, rapid swap capabilities, and circular disposition model help enterprises extend device value, control life cycle costs, reduce operational friction, and advance sustainability outcomes across distributed workforces.
- It repositions managed print as a governed service, using analytics-led fleet rationalization, secure authentication, and automated replenishment, to cut waste, improve uptime, strengthen compliance, and enable data-driven refresh and repair decisions and enterprise-wide visibility.
- It differentiates field support by unifying experience-led onsite services with centralized triage, automated parts logistics, and performance analytics. Its dense certified technician footprint enables faster resolution, predictable costs, and tailored support models across hybrid and distributed enterprise environments.
- It leverages its FLO framework to unify device life cycle data across IT tools, applying machine learning–based insights and automation for proactive issue resolution, compliance enforcement, asset intelligence, and experience optimization, reducing ticket volume while improving operational performance.

Future proofing	★★

Partner ecosystem
- Compucom partners with Apple as an authorized service, managed services, and value-added reseller. The collaboration enables enterprise Apple deployments through integrated endpoint management, life cycle services, and AppleCare support across North America.
- It partners with Hewlett Packard Enterprise and OpsRamp to support its FLO framework, consolidating IT operations, end-user support, compliance, and experience data into a single dashboard. Analytics and automation generate life cycle visibility, operational insights, and prioritized recommendations.
- It has partnered with T-Mobile for Business to deliver 5G-connected laptops with life cycle management, support, services, and automation.

Investments and innovation
- Compucom leverages generative AI to deliver digital assistants and virtual agents for end-user support. The solution enables conversational self-service, step-by-step issue resolution, ticket creation and tracking, and contextual knowledge retrieval, improving resolution efficiency, reducing service desk workload, and standardizing user support experiences across enterprise environments.
- It delivers sustainability-focused asset disposition through zero-waste resale and recycling. Its compliant approach supports corporate sustainability goals, having recycled over three million pounds of e-waste across two decades, including over 400 tons in a single year.

AVASANT

Dell: RadarView profile

DELL Technologies

AVASANT RADARVIEW™
TECH PIONEER
End-User Computing Services 2025–2026

Leverages AI to enable multilingual, self-service digital assistance. Partners with Citrix to deliver scalable enterprise virtual desktops.

Practice overview

- Practice size: N/A
- Active clients: N/A
- External certifications: N/A
- Delivery highlights: Has offices across 60+ countries

$95.6	8%
Group revenue as of January 31, 2025	Group revenue growth as of January 31, 2025

Case studies

- Delivered VDI services to UTSA using VMware Cloud Foundation, enabling secure virtual desktops for students, faculty, and staff. The solution improved campus access, reduced infrastructure costs, and enhanced IT efficiency.

Key IP and assets

Dell Lifecycle Hub Suite: A platform that unifies device provisioning, repairs, and secure life cycle visibility

Key partnerships

vmware by Broadcom   **citrix**
Microsoft   **cisco**

Sample clients

- University of Texas at San Antonio (UTSA)
- AVK
- Purdue University
- City of Amarillo

Industry coverage

Banking
Financial services
Government
Healthcare & life sciences
High-tech
Insurance
Manufacturing
Nonprofits
Retail & CPG
Telecom, media & entertainment
Travel & transportation
Utilities & resources

Analyst insights

- Dell Lifecycle Hub Suite addresses device fleet complexity through integrated provisioning, forecasting, repair, and secure end-of-life services. Persona-based deployment, predictable pricing, and real-time visibility reduce operational friction, improve day-one readiness, and align IT and finance by shifting device management from reactive logistics to proactive life cycle governance.
- It provides standardized Windows operating system images with limited preinstalled software, enabling faster device provisioning, simplified image maintenance, consistent configurations, and improved deployment efficiency for distributed enterprise environments.
- Its video conferencing room solutions for Microsoft Teams rooms combine validated hardware, software, and life cycle services to standardize meeting room deployments. Readiness and implementation services reduce configuration risk, ensure tenant alignment, and enable scalable, reliable collaboration experiences across diverse room types and enterprise locations.
- It strengthens its virtual desktop infrastructure (VDI) portfolio through partnerships with Microsoft Azure Virtual Desktop, Citrix, and VMware. Validated architectures enable flexible virtual desktop deployments, simplify management, and support scalable, enterprise-grade VDI across on-premises and hybrid environments.
- It leverages AI to deliver multilingual digital assistants that personalize interactions, automate IT self-service tasks, and enhance customer engagement by enabling faster query resolution, guided navigation, and consistent support across digital touchpoints.

Darker color indicates higher value chain coverage through digital services ●●●●

AVASANT

DXC Technology: RadarView profile

IMPOSSIBLE. DELIVERED.

AVASANT RADARVIEW™
INNOVATOR
End-User Computing Services 2025–2026

Practice maturity ★★★★

Future proofing ★★★★

Collaborates with Espressive and 1E to integrate self-service and endpoint analytics. Plans to apply AIOps across EUC environments to extend PC life cycles.

Practice overview

- Practice size: N/A
- Active clients: N/A
- External certifications: N/A
- Delivery highlights: Over 6.9M devices under management

$12.9B Group revenue as of March 31, 2025	1M+ Virtual desktops under management

Client case studies

- Delivered a device as a service model to Bridgestone in Latin America, managing laptops, desktops, tablets, and phones for 4,000 employees. The engagement lowered IT equipment costs by 10%, reduced refresh cycles, and improved productivity through faster provisioning of devices.
- Automated Windows 11 deployment and delivered a Microsoft 365 Copilot pilot to DHSC, UK. The program standardized devices, reduced IT friction, accelerated issue resolution, and demonstrated average productivity gains of 29 minutes per user per day through AI usage.
- Delivered AI-enabled end-user computing support to Textron, deploying chatbots, DXC UPtime™ self-service, and AI/ML monitoring. The initiative reduced service desk tickets by 20%, improved resolution speed, and increased support consistency across regulated global operations.
- Provided comprehensive EUC services to Nissan, managing 40,000 devices with device health monitoring and on-site support. The program improved resolution speed, achieved 95% user satisfaction, and increased employee productivity across flexible, global operations.

Key IP and assets

- DXC UPtime™: A platform that centralizes end-user computing services with AI-driven personalization, support, and sentiment insights
- Field Tech Accelerator: A platform that equips field engineers with device-agnostic, real-time, scan-enabled ticket management

Key partnerships

Platform partners

DELL Technologies   1E

Microsoft   vmware

Espressive   citrix

servicenow

Hardware partners

hp   Apple

Sample clients

- Bridgestone
- The Department of Health and Social Care (DHSC), UK
- Textron
- Nissan
- Toyo Engineering Corporation
- NHS Supply Chain
- O-I Glass
- A department of Australian federal government
- A UK-based defense company
- Alstom

Industry coverage

- Banking
- Financial services
- Government
- Healthcare & life sciences
- High-tech
- Insurance
- Manufacturing
- Nonprofits
- Retail & CPG
- Telecom, media & entertainment
- Travel & transportation
- Utilities & resources

Darker color indicates higher industry concentration: ●●●●

AVASANT

DXC Technology: RadarView profile

Practice maturity	★★★★

- DXC Technology's hardware asset management service provides end-to-end governance across procurement, inventory, warranty, refresh, and disposal. By integrating asset data with service operations, it improves accuracy of life cycle tracking, reduces financial leakage from under-utilized devices, strengthens audit readiness, and enables data-driven refresh and device-as-a-service decisions at enterprise scale.
- Its software asset management centralizes license, software as a service, and usage intelligence to identify compliance gaps, optimize entitlements, and control software spend. Integrated analytics support audit readiness, vendor negotiations, and data-driven decisions across hybrid and cloud software environments.
- It leverages its UPtime™ platform to centralize end-user computing services, delivering AI-driven personalization, proactive support, and sentiment analytics across devices, helping IT improve user experience, service consistency, and productivity for distributed users.
- Its Field Tech Accelerator provides device-agnostic, real-time access to multiple IT service management platforms, enabling scan-enabled ticket handling, gesture- and voice-based updates, and faster on-site resolution, supporting improved SLA adherence and operational efficiency for distributed field teams.

Future proofing	★★★★

Partner ecosystem
- DXC partners with HP to standardize enterprise device estates across PCs, laptops, and peripherals, integrating procurement, deployment, life cycle support, and refresh services to improve device reliability, user productivity, and operational consistency within end-user computing environments.
- It collaborates with Espressive and 1E within DXC UPtime™ to integrate virtual agent–based self-service with endpoint performance analytics. This combination supports automated issue detection, guided remediation, and ticket deflection, improving visibility, response consistency, and operational efficiency across large-scale end-user computing environments.

Investments and innovation
- DXC's sustainable services connect ESG goals with end-user computing by embedding device life cycle optimization into assessment, improvement, and reporting. The portfolio links emissions insights, modern workplace refresh strategies, and circular device practices with cloud efficiency and ESG data governance, enabling enterprises to measure device-related impact, reduce carbon intensity, and operationalize sustainability across distributed IT.
- It plans to apply AIOps-driven automation across end-user computing to extend PC life cycles, reduce incident volumes, and improve resolution speed. Partnerships with Intel and other original equipment manufacturers support automated life cycle services and sustainability-focused delivery models.

AVASANT

Fujitsu: RadarView profile

Practice maturity ★★★

Future proofing ★★★

Partners with Citrix to deliver managed hybrid virtual desktop services. Operates a CoE enabling rapid Microsoft release deployment and optimization.

Practice overview

- Practice size: N/A
- Active clients: N/A
- External certifications: N/A
- Delivery highlights: Over 9M service desk users supported

18,000+	7
Desktop technicians	Global delivery centers

Client case studies

- Delivered an AI-enabled service portal, interactive voice response automation, and DIVA augmented reality support to McDonald's Canada, reducing voice tickets, improving first-contact resolution to 91.1%, and lowering operational costs across 1,000 restaurant locations.
- Implemented 24/7 service desk for Schneider Electric, supporting 81,000 users globally, improving configuration management database visibility across 800 sites, reducing incident resolution time by 50%, achieving 90% ticket accuracy, and lowering outage risk.
- Provided endpoint management with auto-heal and self-heal capabilities for the Government of Alberta, reducing service desk call volumes, improving resolution speed, enabling thousands of automated fixes, lowering support effort, and restoring over 40 business days of user productivity.
- Offered a centralized service desk and end-user support model to Mizuho Bank, standardizing IT reporting, enabling 24/7 support, improving resource utilization, reducing costs, increasing first-contact resolution above 85%, and improving customer satisfaction by over 10%.

Key IP and assets

- Fujitsu DIVA: A tool that enables remote, augmented reality-assisted support, accelerating resolution and improving outcomes

Key partnerships

Platform partners

Microsoft | CISCO
NUTANIX | vmware
Symantec | citrix
servicenow

Hardware partners

Lenovo

Sample clients

- McDonald's Canada
- Schneider Electric
- Government of Alberta
- Mizuho Bank
- Tokio Marine
- Australia Post
- Centrica plc
- Westpac

Industry coverage

Banking
Financial services
Government
Healthcare & life sciences
High-tech
Insurance
Manufacturing
Nonprofits
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Utilities & resources

Darker color indicates higher industry concentration: ●●●●

*EUC: End-User computing

Fujitsu: RadarView profile

Practice maturity	★★★

- Fujitsu stands out with proactive, zero-ticket endpoint management across platforms, using performance intelligence to anticipate issues, personalize experiences, and continuously elevate reliability, productivity, service quality, and employee satisfaction at enterprise scale.
- Its PC-as-a-Service delivers end-to-end device life cycle coverage, including persona-based device selection, pre-deployment configuration, rollout, in-life support, and secure recycling. The modular model allows enterprises to adopt selectively, standardize device operations, improve life cycle visibility, and align costs with actual usage while supporting sustainability objectives.
- It provides application packaging and distribution with centralized license management, enabling standardized deployments, compliance monitoring, and usage visibility, helping organizations control software estates, reduce operational complexity, and gain clearer oversight across diverse enterprise environments.
- It integrates onsite and dispatch technical support within its service model to address incidents requiring physical intervention, ensuring continuity where remote resolution is insufficient, reducing mean time to repair, and maintaining consistent service levels across geographically distributed user locations.

Future proofing	★★★

Partner ecosystem
- Fujitsu partners with Citrix to deliver managed hybrid desktop services that combine virtual and traditional desktops. The offering strengthens edge security, supports distributed workforces, improves employee experience, enables flexible access across devices, and optimizes cloud utilization through scalable, usage-based deployment models.
- It partners with Cisco to deliver communications solutions covering design, integration, migration, and operations, enabling enterprises to modernize collaboration platforms while leveraging existing infrastructure, ensuring interoperability, scalability, and consistent service quality across global environments.

Investments and innovation
- Fujitsu North America highlights include zero-ticket operations enabled by device and AI tooling, agentless service desk models, DIVA-based augmented reality support, Intune and Autopilot-led transformations, XLA-driven service governance, and Copilot enablement, applied across hybrid delivery models for public sector and enterprise environments.
- It operates a CoE that monitors Microsoft releases, guiding rapid feature deployment while working with delivery teams to analyze operational analytics, improve service performance, and provide organizations with an always current, secure, experience-led modern workplace platform globally consistently.

AVASANT

Genpact: RadarView profile

Practice maturity ★★★

Future proofing ★★★

Leverages GINA and GenNow to enable AI-driven self-healing and automation. Partners with MobileIron to enable standardized policy enforcement and improved inventory accuracy.

Practice overview

- Practice size: 12+
- Active clients: 35+
- External certifications: 12+
- Delivery highlights: Over 3.5M devices managed

<$100M EUC* services revenue as of June 2025	10%–20% EUC services revenue growth as of June 2025

Client case studies

- Provided zero-touch provisioning, automated patching, endpoint protection, and shift-left enablement to Norgine. This reduced manual effort by up to 80%, resulted in 95% accuracy in the configuration management database, and improved service desk and productivity.
- Deployed on-prem and cloud virtual desktop infrastructure, automated patching and templates, and enabled AI-driven optimization, monitoring, and endpoint security with remote support for Otsuka. This resulted in 85% automation, improved compliance, lower support costs, and higher productivity.
- Implemented patching support for CDK Global. This included SCCM and Endpoint Central MSP automation, pre- and post-deployment workflows, patch dashboards, and SCCM agent remediation, all integrated with IT service management. This improved compliance and reduced manual effort.
- Implemented end-user remote support for Heineken. It leveraged BeyondTrust-based secure L2 and L3 resolution, AI-led self-healing, proactive monitoring, and chatbot self-service with VIP SLAs. This improved user experience, increased automation, and ensured stronger compliance.

Key IP and assets

- GenNow: An accelerator that streamlines ServiceNow with preconfigured workflows, automation, self-service, and compliance features

Key partnerships

Platform/technology partners

servicenow   citrix

vmware   aws

Microsoft   Google

AUTOMATION ANYWHERE

Sample clients

- Norgine
- Otsuka
- CDK Global
- Heineken
- TCCC

Industry coverage

Banking

Financial services

Government

Healthcare & life sciences

High-tech

Insurance

Manufacturing

Nonprofits

Retail & CPG

Telecom, media & entertainment

Travel & transportation

Utilities & resources

Darker color indicates higher industry concentration: ● ● ● ●

*EUC: End-User computing

Genpact: RadarView profile

Practice maturity	★★★

- Genpact provides end-to-end device life cycle services covering procurement, warehousing, migration, break/fixes, and decommissioning. This standardizes asset tracking and governance, enabling predictable costs, smoother refresh cycles, and consistent compliance across enterprise device environments.
- It provides policy-driven, multitenant patch management using Endpoint Central MSP and Ivanti, with defined testing, approval, scheduling, and notification workflows. Integrated IT service management governance and compliance dashboards offer controlled visibility, ensuring standardized, secure operating systems and third-party update deployment across global enterprise environments.
- It delivers advisory and operational support to implement and optimize email, Microsoft 365, SharePoint, Teams, and other SaaS collaboration platforms. Services focus on configuration, governance, migration, issue resolution, and usage optimization to ensure stable, compliant, and efficient collaboration environments.
- It leverages GINA, GenNow, and the InReach app to provide AI-driven self-healing, automated workflows, and omnichannel support across chat, email, phone, and virtual agents. The framework enables approximately 40% Level 0 ticket resolution, lowering manual intervention and improving operational efficiency.

Future proofing	★★★

Partner ecosystem
- Genpact partners with ServiceNow to deliver standardized IT service management workflows, centralized ticketing, and SLA tracking. The platform enables governed incident routing, consistent resolution processes, and unified performance visibility across enterprise service desk operations.
- It partners with MobileIron to support endpoint integration, centralized asset management, and configuration management database (CMDB) connectivity. The setup enables standardized device enrollment, consistent policy application, and accurate configuration data mapping, resulting in improved governance and inventory accuracy across enterprise environments.

Investments and innovation
- In the short term, Genpact is prioritizing automation, AI-driven diagnostics, and persona-based models to improve efficiency and user experience. Near-term actions include zero-touch provisioning, self-healing via Nexthink and IntelliGen, shift-left support, AR-enabled remote assistance, and more governed patching and license management for reduced downtime.
- It provides a structured framework to measure and monitor Scope 1–3 emissions, leveraging analytics, automation, and AI to set baselines, deliver real-time insights, and guide reduction planning while integrating with broader sustainability services to strengthen reporting accuracy and environmental performance.

AVASANT

Happiest Minds: RadarView profile

happiest minds
The Mindful IT Company
Born **Digital** . Born **Agile**

AVASANT RADARVIEW™
CHALLENGER
End-User Computing Services 2025–2026

Practice maturity ★★

Future proofing ★★

Collaborates with ServiceNow to deliver AI-driven, industry-specific workflow automation. Partners with VMware to resell and implement endpoint security solutions.

Practice overview

- Practice size: 210
- Active clients: 28
- External certifications: 41
- Delivery highlights: N/A

<$100M EUC* services revenue as of June 2025	10%–20% EUC services revenue growth as of June 2025

Client case studies

- Delivered Azure Virtual Desktop to a real estate firm, enabling centralized virtual desktop interface management. The solution centralized desktop and application control, streamlined user provisioning and deprovisioning, and optimized infrastructure costs.
- Centralized application packaging and management for a professional services company using Microsoft Endpoint Manager and Flexera AdminStudio, reducing deployment failures by 95%, accelerating application delivery, improving compliance, and enabling seamless installations.
- Implemented 24/5 service desk and provided deskside support to a warehouse software solutions provider. The standardized support model enhanced knowledge management and improved IT service management workflows, reducing incident resolution times by 30%.
- Provided a standardized operating environment to an EdTech company by defining uniform supplier policies and managing Windows Defender across customer-owned devices, minimizing security risks from inconsistent configurations and improving endpoint protection.

Key IP and assets

- ELLIPSE: A platform that integrates hardware and software asset management modules for enterprises
- DJ Bot: An AI-enabled service desk and customer support chatbot that automates IT service management interactions across Microsoft ecosystems

Key partnerships

Platform/technology partners

Microsoft   vmware

servicenow

ManageEngine

Google   BitTitan
An Idera, Inc. Company

Sample clients

- A real estate firm
- A professional services company
- A warehouse software solutions provider
- An EdTech company
- A pharma company

Industry coverage

| Banking |
| Financial services |
| Government |
| Healthcare & life sciences |
| High-tech |
| Insurance |
| Manufacturing |
| Nonprofits |
| Retail & CPG |
| Telecom, media & entertainment |
| Travel & transportation |
| Utilities & resources |

Darker color indicates higher industry concentration: ●●●●

*EUC: End-User computing

AVASANT

Happiest Minds: RadarView profile

Practice maturity ★★

- Happiest Minds delivers application packaging and life cycle management using Microsoft Endpoint Configuration Manager, scripting, and installer tools, standardizing deployments, strengthening security, enabling hybrid Intune integration, and improving endpoint consistency across enterprise environments.
- It provides outcome-driven on-site support at critical locations, combining resident engineers with remote service desks to resolve complex endpoint, network, and collaboration issues, support VIP users, manage assets, and accelerate incident recovery through coordinated, hands-on operations.
- It has built DJ Bot, an AI-enabled service desk and customer support chatbot on the Azure Bot Framework, integrating IT service management and Microsoft collaboration platforms to automate interactions, accelerate resolution, enhance user experience, and enable scalable per-user licensing for enterprises.
- ELLIPSE is its managed services platform integrating hardware and software modules to deliver IT asset management visibility, compliance, and governance.
- It enables comprehensive endpoint security by integrating endpoint detection and response and vulnerability management tools, protecting devices, enforcing policy compliance, reducing attack surfaces, and enabling threat detection, response, and risk visibility across enterprise environments.

Future proofing ★★

Partner ecosystem
- Happiest Minds collaborates with ServiceNow to develop IT and industry-specific workflows, embedding generative and agentic AI to automate processes, improve service efficiency, and enable scalable, outcome-driven enterprise operations.
- Through its partnership with Microsoft, it develops Azure AI–based solutions for IT, functional, and industry workflows, enabling intelligent automation, data-driven insights, and scalable execution to improve operational efficiency and consistency across enterprise environments.
- It leverages its partnership with VMware to resell and implement endpoint security solutions, strengthening endpoint protection and operational resilience.

Investments and innovation
- Happiest Minds' short-term plan focuses on expanding end-user computing delivery capacity through targeted hiring and upskilling, introducing a hybrid virtual desktop infrastructure, and automated Windows migrations, strengthening cloud partnerships, integrating acquisitions, and investing in ELLIPSE-aligned generative AI capabilities to improve delivery efficiency and achieve annual revenue growth of 35%.
- It leverages generative AI to enhance knowledge management (KM) by integrating SharePoint and ServiceNow workflows, enabling ticket context enrichment, automated summarization, and KM improvements. This has been successfully piloted for a large travel industry client to validate feasibility and impact.

AVASANT

HCLTech: RadarView profile

HCLTech

AVASANT RADARVIEW™ LEADER
End-User Computing Services 2025–2026

Practice maturity ★★★★★

Future proofing ★★★★★

Partners with SOTI to unify rugged, IoT, and mobile device management. Has expanded FlexSpace integrating 5G and AI PC services.

Practice overview

- Practice size: 31,200+
- Active clients: 494
- External certifications: 17,000
- Delivery highlights: Over 14.1M devices managed

>$1B EUC* services revenue as of June 2025	<10% EUC services revenue growth as of June 2025

Client case studies

- Delivered device life cycle management to an Australian agriculture company. This included zero-touch deployment for rugged and point-of-sale devices using Microsoft Intune. This resulted in faster provisioning of devices and improved endpoint performance visibility.
- Provided virtual desktop infrastructure support to a marine engineering company. This included migrating a complex Azure Virtual Desktop environment across domains, replicating personas, and provisioning over 10 host pools. This improved user experience with consistent virtual desktops.
- Offered collaboration platforms support to a US-based insurance company. This included a Microsoft 365 Copilot proof of concept for 100 users, adoption enablement through CoE setup and end-user training. This improved readiness to scale Copilot deployment to 1,000 users.
- Delivered end-user remote support to a building materials company. This included persona-aligned service desk, proactive endpoint monitoring, and AI-driven self-healing capabilities. This resulted in 25% proactive remediation for plant devices and 20% higher remote resolution.

Key IP and assets

- WorkBlaze™: A platform that applies AI-driven endpoint telemetry and self-healing to improve support efficiency
- Intellizone™: An interactive walk-in zone that automates device provisioning, asset tracking, and rapid IT issue resolution
- DRYiCE Lucy: An AI-powered cognitive assistant that automates enterprise workflows through conversational intelligence

Key partnerships

Platform/technology partners

Microsoft, ZEBRA, poly, yellow.ai, SIGNIFI, GoTo, citrix, servicenow

Hardware partners

DELL, HP, Lenovo

Sample clients

- An Australian agriculture company
- A marine engineering company
- A US-based insurance company
- A building materials company
- A global aluminum manufacturer
- A global high–tech company
- A British multinational pharmaceutical and biotechnology company
- An American multinational medical insurance company
- An American BFSI company

Industry coverage

Banking
Financial services
Government
Healthcare & life sciences
High-tech
Insurance
Manufacturing
Nonprofits
Retail & CPG
Telecom, media & entertainment
Travel & transportation
Utilities & resources

Darker color indicates higher industry concentration: ●●●●

*EUC: End-User computing

AVASANT

HCLTech: RadarView profile

Analyst insights

Practice maturity	★★★★★

- HCLTech offers FlexSpace 5G as an EUC service that integrates 5G-enabled devices, unified provisioning, and managed support to standardize endpoint performance, enhance device availability, and deliver a scalable, consistently governed workspace model for distributed users.
- Its Rendezvous offers a 360-degree view of multivendor unified communication environments, enabling unified monitoring, diagnostics, and governance across multicloud and on-premises deployments.
- It provides a verticalized manufacturing offering that includes the Plant WorkBlaze platform, rugged device-as-a-service model, smart industrial assistant training tools, and AR/VR-based support to improve plant operations, device management, workforce readiness, and issue resolution.
- Its Secure Shield uses AI-driven, webcam-based monitoring to identify external physical security risks in hybrid work setups, helping organizations strengthen compliance controls and address human-originated threats that traditional endpoint or network security tools typically overlook.
- Its IntelliZone provides lounge-based IT access with self-service vending machines, enabling quick peripheral provisioning and on-demand end-user support.

Future proofing	★★★★★

Partner ecosystem
- HCLTech partnered with Logitech to integrate Logi Sync application programming interfaces into Rendezvous, improving meeting-room monitoring, device visibility, uptime management, and proactive support.
- It expanded FlexSpace by integrating 5G and AI PC services with Verizon and onboarding Proximus to scale connected workspace adoption in Europe.
- It is the exclusive GSI partner of choice for Samsung Electronics, strengthening its enterprise mobility transformation capabilities.
- It partnered with SOTI to enable unified management and monitoring of rugged, IoT, and mobile devices through an integrated platform.

Investments and innovation
- HCLTech leverages generative AI to automate runbook creation, support multilingual conversational agents, streamline knowledge retrieval, and deliver real-time sentiment and quality insights, strengthening operational efficiency and experience management across EUC environments.
- Its short-term strategy centers on enhancing end-user experience through live XLA tracking, advancing homegrown collaboration IP, integrating industry 4.0 and IoT capabilities from Quest Informatics, and expanding sector-specific offerings, including frontline productivity and rugged device management services.
- It provides an enterprise sustainability framework enabling centralized reporting, behavior change management, and workplace resource usage tracking.

AVASANT

HP: RadarView profile

Practice maturity ★★★

Future proofing ★★★

Partners with Absolute to enable persistent firmware-based endpoint security. Embeds sustainability via recycled materials, energy efficiency, and circular life cycle practices.

Practice overview

- Practice size: N/A
- Active clients: N/A
- External certifications: N/A
- Delivery highlights: Provides services in over 170 countries

$53.6B Group revenue as of October 31, 2024	163 Fortune 500 customers

Client case studies

- Delivered end-user support and provisioning services to Wrexham AFC, enabling rapid device onboarding, proactive issue detection, and analytics-driven support. This improved device reliability, reduced downtime, and ensured staff productivity across flexible work locations.
- Provided managed print services to Carlsberg, enabling authenticated pull printing across the print fleet. The solution reduced unclaimed print jobs, improved document security, increased print visibility, lowered paper waste and costs, and supported centralized policy enforcement.
- Offered device provisioning services to a global beverage company, enabling zero-touch deployment, role-based app provisioning, and rapid remote onboarding. The solution reduced IT effort, improved security, and facilitated Windows 11 migration.
- Deployed an endpoint security solution for a Swedish municipal IT organization, protecting 6,500 PCs from phishing and ransomware. The deployment reduced device reimaging support calls by 90% and strengthened security without impacting user productivity.

Key IP and assets

- HP Secure Print: A platform that enables authenticated pull printing, reducing document exposure and print waste

Key partnerships

Platform/technology partners

Microsoft   Google

ABSOLUTE   nexthink

servicenow   citrix

Sample clients

- Wrexham AFC
- Carlsberg
- A global beverage company
- A Swedish municipal IT organization
- Mazenod College
- Compurent
- Northern Alberta Institute of Technology (NAIT)
- Renzo Costa
- Imperial College London
- Vancouver Film School

Industry coverage

Banking

Financial services

Government

Healthcare & life sciences

High-tech

Insurance

Manufacturing

Nonprofits

Retail & CPG

Telecom, media & entertainment

Travel & transportation

Utilities & resources

Darker color indicates higher industry concentration: ●●●●

AVASANT

HP: RadarView profile

Analyst insights

Practice maturity	★★★

- HP provides factory-based image and software configuration services, delivering preconfigured PCs aligned to enterprise standards. This reduces imaging effort, deployment time, and variability while enabling faster rollouts and predictable readiness across distributed user environments worldwide consistently.
- It delivers factory-based hardware configuration services that standardize device models, firmware, and integrated components, including third-party hardware, reducing post-delivery configuration effort, minimizing deployment variability, and ensuring devices meet predefined enterprise build specifications at scale.
- It leverages its Secure Print capabilities to enable authenticated pull printing, requiring user verification at release. This reduces unclaimed documents, enhances print data security, enforces policy-based access, and supports controlled, auditable print operations across enterprise environments.
- To provide virtual desktop infrastructure (VDI) support, it leverages the HP Workforce Experience Platform (WXP) to deliver centrally managed VDI with secure user access, session isolation, policy-based provisioning, image management, and performance monitoring across cloud and on-premises environments.
- It offers device support services combining predictive analytics, automated ticketing, remote expertise, and onsite repair to minimize downtime.

Future proofing	★★★

Partner ecosystem
- HP and Absolute jointly deliver firmware-embedded endpoint security by integrating Absolute's Persistence® technology into HP commercial devices. The partnership ensures continuous device visibility, self-healing security controls, remote recovery, and policy enforcement, strengthening endpoint protection and resilience across distributed enterprise environments at scale.
- To enhance endpoint analytics, it leverages its partnership with Nexthink to integrate real-time device and workspace telemetry, automated issue detection, and actionable insights, improving IT visibility and proactive troubleshooting across distributed endpoint environments.

Investments and innovation
- HP is embedding AI across its solutions portfolio to apply predictive analytics, automation, and on-device intelligence for device health monitoring, issue detection, and support workflows. These capabilities enable proactive remediation, reduced downtime, improved operational efficiency, and scalable management of enterprise PC environments.
- It embeds sustainability across product design and operations by increasing recycled material usage, improving energy efficiency, extending device life through refurbishment, and enabling responsible take-back and recycling programs to reduce life cycle emissions and material waste at scale.

AVASANT

Infosys: RadarView profile

Practice maturity ★★★★★

Future proofing ★★★★

Partners with HP delivering persona-based devices with layered pricing options. Leverages generative AI to streamline self-service and service desk workflows.

Practice overview

- Practice size: N/A
- Active clients: N/A
- External certifications: N/A
- Delivery highlights: Over 19.7M devices managed

$19.49B Group revenue as of March 31, 2025	3.5M+ Microsoft 365 seats managed every year

Client case studies

- Delivered virtual desktop infrastructure support to a European electric utility company using Citrix virtual apps and desktops for over 12,000 users across 12 countries, enabling centralized desktop hosting, secure remote access, and simplified management across geographies.
- Implemented a Windows evergreen operating environment for an Australian bank, supporting over 65,000 end-user devices. Automated rollouts enabled continuous operating system updates, strengthened the security posture, maintained productivity, and reduced operational disruptions.
- Provided mobile device-as-a-service to a luxury vehicle manufacturer, managing 130,000 mobile devices across 48 countries. The engagement standardized device types, simplified fleet management, optimized device spending models, and strengthened the security posture.
- Migrated 15,000 sites from Jive to Microsoft 365 for a Japanese electronics company. The engagement reduced licensing costs, shortened migration timelines by 25% through automation, and supported productivity improvements via structured Microsoft 365 adoption.

Key IP and assets

- Infosys Cortex: A platform that uses AI to transform service interactions into actionable operational insights
- Infosys Workplace Suite: A framework that simplifies Microsoft 365 management through automation, governance, reporting, and self-service

Key partnerships

Platform/technology partners

Hardware partners

Sample clients

- A European electric utility company
- An Australian bank
- A luxury vehicle manufacturer
- A Japanese electronics company
- A Spanish wind engineering company
- A hi-tech manufacturing company
- A specialty chemicals company
- A multinational semiconductor manufacturer
- An American multinational chemicals company
- An engine manufacturer

Industry coverage

- Banking
- Financial services
- Government
- Healthcare & life sciences
- High-tech
- Insurance
- Manufacturing
- Nonprofits
- Retail & CPG
- Telecom, media & entertainment
- Travel & transportation
- Utilities & resources

Darker color indicates higher industry concentration: ●●●●

AVASANT

Infosys: RadarView profile

Analyst insights

Practice maturity	★★★★★

- Infosys' Global Device-as-a-Service offering standardizes enterprise endpoint operations by combining life cycle services, vendor ecosystem management, and usage-based pricing. Centralized analytics, policy-driven refresh cycles, and integrated support enable tighter cost control, improved device availability, reduced operational complexity, and scalable governance across geographically distributed workforces.
- It enables application delivery through MSIX (Windows app packaging format) packaging, secure containerized updates, and deployment via Intune, on-premises tools, and Windows virtual desktop, supporting scalable VDI-enabled app publishing, and simplified enterprise application life cycle management.
- It delivers integrated endpoint threat protection by unifying device, identity, app, and data security, leveraging cloud-based detection and real-time heuristics to strengthen Windows-native controls, enable proactive threat mitigation, and ensure a consistent enterprise-wide security posture.
- It leverages its AI-driven Cortex platform to analyze employee and agent interaction data, deliver real-time operational insights, and provide decision-support tools that improve service desk productivity, resolution consistency, and overall employee service experience.

Future proofing	★★★★

Partner ecosystem
- Infosys partners with HP to deliver a device-as-a-service model with per-seat monthly pricing, covering persona-based configuration, deployment, monitoring, and refresh, enabling predictable device life cycle management, reduced downtime, and a consistent user experience at enterprise scale.
- Through partnerships with Hemmersbach and ADSL, it delivers global dispatch, depot, and field services, supporting end-user device life cycle management, on-site assistance, and scalable IT bar and smart locker end-user support models.
- In partnership with Jamf, it delivers proactive Mac device management, asset optimization, and day-one patching through Apple Business Manager.

Investments and innovation
- Infosys embeds sustainability into end-user computing through green IT principles, life cycle-driven device management, and analytics-based ESG reporting. By linking endpoint operations with energy efficiency, asset reuse, and transparent governance, the approach supports measurable reductions in device-related emissions while maintaining security, user experience, and operational consistency across distributed work environments.
- It leverages generative AI to enable guided self-service through chatbots and provides agent assist capabilities that automate call summaries and recommend actions, improving resolution consistency, reducing after-call effort, and enhancing service desk productivity through automation.

AVASANT

Insight: RadarView profile

AVASANT RADARVIEW™ CHALLENGER — End-User Computing Services 2025–2026

Practice maturity ★★★

Future proofing ★★

Embeds sustainability across device life cycles through efficiency and recycling. Partners with HP to enable AI PCs that support on-device productivity.

Practice overview

- Practice size: N/A
- Active clients: N/A
- External certifications: N/A
- Delivery highlights: Over 1.2M devices configured in a year

$8.7B Group revenue as of December 31, 2024	-5.4% Revenue growth as of December 31, 2024

Client case studies

- Refreshed the devices of Walthamstow School by replacing over 500 Windows 10 desktops nearing end-of-support with energy-efficient devices. The program reduced power consumption by 66%, lowered costs by two-thirds, and supported sustainable recycling objectives.
- Delivered Microsoft migration services, a temporary service desk, and deskside support to a public utility provider. The engagement helped migrate over 8,500 mail, fileshare, and Skype users, transition device management from AirWatch to Intune, and improve end-user support.
- Provided managed service desk, field support, and Office 365 services to an insurance company to standardize end-user support across locations. The engagement improved cost control, increased user satisfaction, and reduced answer and resolution times.
- Offered end-to-end device life cycle management services to a global insurer. The engagement enabled automated operations, seamless transition, and rapid deployments, driving operational efficiency and an estimated $350K in savings while scaling mobility.

Key IP and assets

- myInsight: A platform that centralizes software license management, renewals, IT procurement, and employee purchase requests

Key partnerships

Platform/technology partners

Microsoft, Cisco, vmware, logitech, Lexmark, Citrix, Google, Jabra GN

Hardware partners

Lenovo, HP, Dell

Sample clients

- Walthamstow School
- A public utility provider
- An insurance company
- A global insurer
- A mobility company
- A global sustainability conglomerate

Industry coverage

- Banking
- Financial services
- Government
- Healthcare & life sciences
- High-tech
- Insurance
- Manufacturing
- Nonprofits
- Retail & CPG
- Telecom, media & entertainment
- Travel & transportation
- Utilities & resources

Darker color indicates higher industry concentration:

AVASANT

Insight: RadarView profile

Analyst insights

Practice maturity	⭐⭐⭐

- Insight's Flex for Devices positions device-as-a-service as a life cycle-oriented operating model rather than a standalone pricing construct. IT service management integration, automation-driven fulfillment, device performance metrics, and structured life cycle communications support operational predictability, refresh planning, and sustainability objectives. The per-device bundling aims to reduce complexity, standardize user experience, and improve cost governance.
- Its virtual desktop infrastructure offering focuses on centralized management of cloud-based virtual desktops, covering image and application management, and experience monitoring. The service emphasizes operational consistency, simplified administration, and performance visibility to support workforce productivity.
- It delivers software asset management services focused on license visibility, compliance, and life cycle control. The offering combines data platforms, monitoring, and advisory services to support accurate entitlement management, cost optimization, and governance across cloud and on-premises software environments.
- It leverages its myInsight platform to centralize software license utilization tracking, agreement renewals, and IT purchasing. The platform supports employee requisitions, standardizes hardware and service configurations, and provides consolidated visibility across software usage and procurement activity.

Future proofing	⭐⭐

Partner ecosystem
- Insight partners with Cisco to support standardized home office setups using collaboration endpoints and intelligent video and audio devices. The offering focuses on secure connectivity, consistent meeting performance, centralized control, and resilient access, enabling remote employees to operate within corporate security and experience standards.
- In collaboration with HP, it provides AI PCs equipped with local AI capabilities and companion tools that accelerate workflow automation, document summarization, and personalized user assistance. These devices support enhanced productivity and real-time intelligent features directly on the endpoint.

Investments and innovation
- Insight enables automated patch testing through ring-based deployment models across Windows and macOS environments. Early-stage rings validate updates before wider release, reducing the risk of failure. Agent-based delivery, application onboarding requests, and outcome reporting support controlled rollout, consistent patch quality, and structured governance across large, distributed endpoint estates.
- It embeds sustainability across device life cycle services by combining energy-efficient platforms, data-driven optimization, and responsible asset disposition. The approach focuses on reducing resource consumption, lowering emissions, minimizing e-waste, and enhancing operational efficiency.

AVASANT

ITC Infotech: RadarView profile

Practice maturity ★★★

Future proofing ★★★

Partners with Samespace to provide multilingual Tier 0 and Tier I support and achieve deflection. Has expanded its CoE to embed Gen AI in EUC automation, enabling proactive support.

Practice overview

- Practice size: 470+
- Active clients: 45+
- External certifications: 470+
- Delivery highlights: Over 3.3M devices managed

<$100M EUC* services revenue as of June 2025	20%–30% EUC services revenue growth as of June 2025

Client case studies

- Provided end-user remote support to an Indian conglomerate, offering a consolidated service desk with nationwide deskside support. This resulted in faster troubleshooting and quicker fault isolation through unified IT infrastructure management.
- Delivered end-user remote support to a UAE government entity, encompassing remote transition and deskside support to enhance service levels. This resulted in improved continuity, higher first-call resolution rates, and reduced ticket backlog through automation.
- Offered end-user remote support to a European roof tile manufacturer. This included a multilingual service desk and an IT service management solution based on ServiceNow. This led to improved experience levels and higher efficiency with reduced manpower cost.
- Delivered application management support to a European hospitality firm. This included automated SCCM packaging, Windows Autopilot deployment, and bulk account provisioning. This resulted in streamlined operations and proactive management of the application life cycle.

Key IP and assets

- Evergreen IT dashboard: A platform that uses generative AI to prioritize patches and automate change communications for smoother adoption

Key partnerships

Platform/technology partners

Sample clients

- An Indian conglomerate
- A UAE government entity
- A European roof tile manufacturer
- A European hospitality firm
- A US-based healthcare company
- An Australian credit union
- A global metal packaging company
- A US-based energy firm
- An insurance provider
- A financial services company

Industry coverage

| Banking |
| Financial services |
| Government |
| Healthcare & life sciences |
| High-tech |
| Insurance |
| Manufacturing |
| Nonprofits |
| Retail & CPG |
| Telecom, media & entertainment |
| Travel & transportation |
| Utilities & resources |

Darker color indicates higher industry concentration: ● ● ● ●

*EUC: End-User computing

AVASANT

ITC Infotech: RadarView profile

Analyst insights

Practice maturity	★★★

- ITC Infotech provides AI-driven device life cycle orchestration, zero-touch provisioning across operating systems, factory imaging, remote reprovisioning, automated device recovery, structured warranty break-fix with field support, and compliant e-waste tracking to standardize enterprise device operations.
- It leverages the Evergreen IT dashboard to automate patching across operating systems, firmware, applications, and drivers, using vulnerability-based prioritization, zero-day deployment with rollback, ring-based rollout planning, and real-time compliance dashboards to deliver continuous update management.
- It uses structured journey mapping, AI-generated insights, multilingual virtual agents, and self-healing mechanisms to standardize end-user computing support. AR-based remote assistance and persona-specific concierge desks extend targeted service delivery, driving measurable improvements in mean time to repair, sentiment scores, productivity, and support efficiency across user groups.
- It provides endpoint security with real-time endpoint telemetry, automated threat containment, full-disk encryption, credential guard controls, adaptive multifactor authentication, behavioral data loss prevention actions, phishing defense, and isolation workflows to enforce consistent endpoint security and compliance.

Future proofing	★★★

Partner ecosystem
- ITC Infotech partners with Samespace, Moveworks, Yellow.ai, and Microsoft to deploy an integrated voice-and-chat assistant framework. The solution provides contextual, multilingual Tier 0 and Tier I support across client environments; it has produced a 28% ticket-deflection rate within six months.
- It creates hybrid work go-to-market bundles integrating GoTo for remote support, ServiceNow for workflow automation, and Microsoft for unified endpoint management. It leveraged experience-focused webinars and senior executive roundtables to generate measurable contributions to the pipeline. Consequently, several large client pursuits now use jointly aligned value propositions.

Investments and innovation
- ITC Infotech expanded its CoEs to embed generative AI across end-user computing workflows, incorporating large language model-based decisioning into Microsoft, UiPath, and Automation Anywhere automation stacks. Its ServiceNow and Nexthink labs support proactive experience orchestration and XLA-driven automation, helping improve resolution consistency, streamline support processes, and enhance overall employee experience through predictive insights.
- It aims to strengthen end-user support by scaling zero-touch field services through tech bars, digital lockers, and self-heal kiosks while expanding device-as-a-service offerings with ESG compliance, e-waste management, and multi–original equipment manufacturer bundles to streamline device life cycle operations.

AVASANT

Kyndryl: RadarView profile

Practice maturity ★★★★

Future proofing ★★★

Partners with Five9 to codevelop cloud contact center solutions. Has launched Microsoft Acceleration Hub to operationalize Copilot across EUC workflows.

Practice overview

- Practice size: N/A
- Active clients: 600+
- External certifications: N/A
- Delivery highlights: Served clients across 50+ countries

$15.1B	50
Group revenue as of March 31, 2025	Languages supported

Client case studies

- Delivered collaboration platforms support to a global financial services company, including proactive monitoring, compliance updates, and end-to-end Microsoft 365 support, resulting in 90% user satisfaction, improved security performance, and automated compliance resolution.
- Provided device life cycle management to an international software developer. This included migrating 4,500 devices to Microsoft Intune, standardizing device management, and implementing Microsoft 365 controls. This resulted in lower operating costs and improved security posture.
- Delivered productivity and collaboration platforms support to Belfius Bank. This included shifting from a centralized on-prem workplace to direct Microsoft 365 access on corporate devices. This resulted in improved workforce mobility and reliable collaboration in hybrid work environments.
- Offered device life cycle management to a US-based multicategory retailer. This included procurement, deployment, and centralized management of Zebra devices across stores. This resulted in higher inventory accuracy, improved productivity, and increased store-level revenue.

Key IP and assets

- AskIT: A platform that centralizes IT support, automates ticketing, and enables contextual self-service through integrated virtual assistance
- Kyndryl Consult: A platform that structures continuous modernization across assessment, design, implementation, and ongoing optimization

Key partnerships

Platform/technology partners

Microsoft   CISCO

Five9   servicenow

vmware   ZEBRA

Google

Hardware partners

Lenovo

Sample clients

- A global financial services company
- An international software developer
- Belfius Bank
- A US-based multicategory retailer
- An industrial products manufacturer
- A national integrated energy company
- A data analytics and brand consulting company

Industry coverage

Banking
Financial services
Government
Healthcare & life sciences
High-tech
Insurance
Manufacturing
Nonprofits
Retail & CPG
Telecom, media & entertainment
Travel & transportation
Utilities & resources

Darker color indicates higher industry concentration: ●●●●

Kyndryl: RadarView profile

Analyst insights

Practice maturity	★★★★

- Kyndryl delivers device procurement and deployment as an integrated operating layer, centralizing sourcing, configuration, and logistics. The model reduces onboarding friction, improves asset visibility, and enables consistent life cycle control across workforces without expanding internal IT operations capacity.
- It positions managed desktop virtualization as an AI-enabled operating model, combining agentic automation with Microsoft and AWS platforms to standardize secure access, accelerate desktop-as-a-service adoption, and reduce operational complexity across hybrid workforce environments.
- It delivers Microsoft 365 Copilot readiness through assessments, planning workshops, and migration services, covering on-premises to cloud transitions. The approach aligns architecture, governance, and deployment of Copilot, SharePoint, Teams, etc, within standardized enterprise collaboration environments.
- It provides contact center modernization through a managed contact center-as-a-service model, combining AI analytics, generative AI, and compliance-focused architecture with best-of-breed platforms to reduce operational complexity, lower TCO, and enable scalable, experience-driven customer engagement across channels.

Future proofing	★★★

Partner ecosystem
- Kyndryl partners with Lenovo to advance sustainability by combining circular device life cycle models with ThinkAgile platforms, helping enterprises reduce environmental impact while delivering scalable, high-performance EUC services.
- It leverages its partnership with ServiceNow to deliver EUC services across IT service management, IT operations management, and IT asset management, integrating workflow automation, AIOps, and asset life cycle management to improve service resilience, operational visibility, and employee productivity across complex enterprise environments.

Investments and innovation
- Kyndryl launched the Microsoft Acceleration Hub to help enterprises operationalize Copilot and agentic AI across collaboration and support use cases. The initiative complements core EUC services by accelerating AI-led productivity, experience optimization, and modernization using Microsoft platforms.
- It introduced interactive AI for service desks to shift end-user support from reactive ticket handling to conversational, AI-assisted resolution. The capability combines generative AI, guided self-service, and agent augmentation to improve first-contact resolution, reduce L1 workload, and deliver more consistent support experiences across enterprise workplace environments, including Microsoft-based ecosystems.

AVASANT

LTIMindtree: RadarView profile

LTIMindtree

AVASANT RADARVIEW™
INNOVATOR
End-User
Computing Services
2025–2026

Practice maturity ★★★★

Future proofing ★★★

Partners with Citrix to deliver standardized, secure, and scalable VDI solutions. Has invested in Voicing.AI to advance multilingual, human-like conversational automation.

Practice overview

- Practice size: 2,500+
- Active clients: 90+
- External certifications: 1,000+
- Delivery highlights: Over 750K devices managed

1.35M+ Microsoft 365 seats managed per year	25 Languages supported

Client case studies

- Implemented ServiceNow Software Asset Management Professional for a professional services firm to centralize software discovery, entitlements, and request workflows. This resulted in standardized license management, resulting in 75% enhanced visibility and a 15% reduction in software spend.
- Delivered productivity and collaboration platforms support to a US-based mass media firm. This included staged migration to Exchange Online and 24/7 Office 365 support. This resulted in standardized collaboration, improved user experience, and faster request resolution.
- Provided end-user remote support for a US-based manufacturer. This included deploying an AI chatbot and integrating the Mosaic resolution suite with IT service management. This resulted in 35% CAPEX reduction, fewer user issues, and higher self-service adoption.
- Delivered device life cycle management support to a US-based financial institution by assessing region-specific hardware, defining persona-based models, and enabling offshore L1 operations in India, reducing maintenance effort and enabling transition of L1 operations to India.

Key IP and assets

- Retail360: A solution accelerator that automates point-of-sale monitoring, self-healing, and system integrations for retail operations
- MigExpress: A framework that orchestrates Microsoft 365 migrations with assessment, automation, cost optimization, and experience-led, secure end-user environment transformation

Key partnerships

Platform/technology partners

Microsoft · CISCO · AUTOMATION ANYWHERE · yellow.ai · servicenow · citrix · ManageEngine

Hardware partners

Lenovo · HP · DELL

Sample clients

- A professional services firm
- A US-based mass media firm
- A US-based manufacturer
- A US-based financial institution
- A global managed travel company
- A Nordic design company
- A Nordic retailer company
- A US-based manufacturing company
- A Saudi-based energy company

Industry coverage

| Banking |
| Financial services |
| Government |
| Healthcare & life sciences |
| High-tech |
| Insurance |
| Manufacturing |
| Nonprofits |
| Retail & CPG |
| Telecom, media & entertainment |
| Travel & transportation |
| Utilities & resources |

Darker color indicates higher industry concentration: ● ● ● ●

AVASANT

LTIMindtree: RadarView profile

Practice maturity	★★★★

- LTIMindtree's connected device services deliver end-to-end life cycle management across laptops, desktops, mobiles, tablets, and VDIs. They standardize provisioning, configuration, compliance, and retirement while enabling secure roaming profiles to improve user experience and manage asset costs.
- It provides software asset management by deploying ServiceNow SAM Pro to centralize entitlement, usage, and contract data, automating reconciliation and compliance tracking. The solution improves software visibility, reduces manual effort, and enables more accurate licensing decisions across the client's multivendor application environment.
- It delivers a global end-user services model with 24/7 offshore remote desktop support for incident management, complemented by onsite deskside services and multilingual service desk operations to standardize workflows and improve support efficiency.
- Its unified workspace virtualization solution accelerator leverages Infrastructure as Code to automate and standardize VDI build and provisioning. It improves configuration consistency, enables secure and scalable deployment, and supports operational efficiency with up to 20% reduction in TCO.

Future proofing	★★★

Partner ecosystem
- LTIMindtree leverages its partnership with Citrix to deliver on-premises and cloud VDI solutions, providing standardized virtualization, secure remote access, and scalable workspace deployment to support consistent performance, centralized control, and operational efficiency across client environments.
- Its collaboration with Dell integrates APEX PC-as-a-service into its digital-as-a-service and FollowMeIT offerings, unifying hardware and consumption models. The partnership streamlines PC life cycle management, optimizes IT resources, and enhances end-user support efficiency and experience.
- It uses its Yellow.ai partnership to deploy AI-driven bots and automation that streamline end-user support and accelerate issue resolution.

Investments and innovation
- LTIMindtree has established an experience center at its Bengaluru office, enabling clients to explore modern workplace innovations, advanced device solutions, and emerging AI-powered digital experience capabilities.
- It made a strategic investment in Voicing.AI to enhance its agentic AI capabilities. The partnership enables integration of multilingual, human-like voice interfaces with contextual and emotional intelligence, supporting the development of advanced conversational automation across its digital and AI solution portfolio.

AVASANT

Microland: RadarView profile

Practice maturity ★★★

Future proofing ★★

Embeds sustainability through device life extension, reuse, and certified disposal. Partners with Intel to enable out-of-band remote device remediation.

Practice overview

- Practice size: N/A
- Active clients: N/A
- External certifications: N/A
- Delivery highlights: Over 550K devices managed

4M	1M
Service contacts managed per year	Microsoft 365 seats managed per year

Client case studies

- Implemented an AI-powered service desk and automated the endpoint management for a UK-based property consultant. Using virtual agents, predictive analytics, and Windows Autopilot, the solution reduced L1 effort, prevented disruptions, and standardized device setup.
- Provided device-as-a-service to a Middle Eastern bank, including deskside support, spare parts logistics, break-fix centers, and device analytics for over 50,000 devices. The program increased service availability by 25%, reduced operating costs by 25%, and maintained 99% SLAs.
- Offered end-user services, including desktop management and desk-side support, to a global oncology company across Australia, China, India, Mexico, Romania, and the United States. This increased the first-call resolution to 80%, a 12%-point improvement over the previous baseline.
- Implemented an AI-driven global IT service operations model for a global law firm, supporting 24/7 service desk workflows across 18 service lines, 33 offices, and 7,800 users. This improved resolution consistency and generated approximately USD 1.4 million in cost savings over five years.

Key IP and assets

- Intelligeni Bots: A platform that automates ticket remediation, housekeeping tasks, and recurring issue resolution at scale

Key partnerships

Platform/technology partners

Microsoft, Cisco, vmware, citrix, servicenow, Nutanix, Google

Sample clients

- A UK-based property consultant
- A Middle Eastern bank
- A global oncology company
- A global law firm
- An aircraft engine manufacturer
- A public services provider
- A consulting and advisory company
- A global aviation services company

Industry coverage

Banking
Financial services
Government
Healthcare & life sciences
High-tech
Insurance
Manufacturing
Nonprofits
Retail & CPG
Telecom, media & entertainment
Travel & transportation
Utilities & resources

Darker color indicates higher industry concentration: ●●●●

Microland: RadarView profile

Practice maturity ★★★

- Microland's device-as-a-service provides an end-to-end operating model for managing enterprise endpoints across their life cycle. The offering integrates device sourcing, life cycle services, managed desktop operations, and analytics through a single platform, enabling standardized processes, predictable cost structures, centralized control, and consistent device governance across hybrid end-user computing environments.
- Its virtual desktop infrastructure services enable centralized application and desktop delivery, keeping data within secure data centers. Encrypted pixel streaming limits endpoint exposure, reduces breach risk, supports low-bandwidth access, and simplifies operational management.
- It leverages its Intelligeni Bots platform to support end-user operations through automated ticket remediation and scheduled housekeeping tasks. An automation-driven core reduces manual intervention, minimizes human error, and improves IT operational efficiency by proactively resolving recurring incidents.
- It combines real-time video support, IoT-enabled touchless services, and digital lockers to shift break-fix activities remotely, accelerating issue diagnosis, reducing onsite dependency, optimizing support costs, and improving onboarding and user experience at scale.
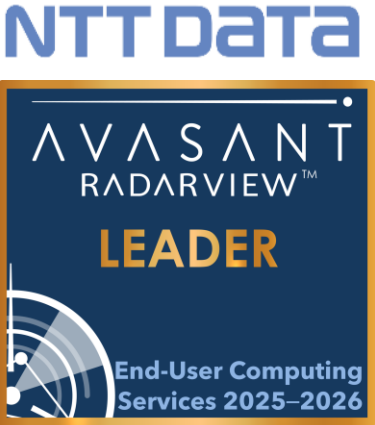
Future proofing ★★

Partner ecosystem
- Microland's unified endpoint management is built on partnerships with Microsoft, Citrix, and VMware. Leveraging Intune, Citrix endpoint management, and Workspace ONE, the service enables secure device control, and life cycle consistency. The approach reduces operational overhead, standardizes endpoint governance, and supports scalable management across heterogeneous device environments for enterprises with distributed workforces.
- It partners with Intel to leverage vPro out-of-band capabilities, enabling remote hardware and software remediation without device access. The approach expands remote support coverage, reduces on-site visits by 50%, and improves device availability for workforces.

Investments and innovation
- Microland embeds sustainability into device life cycle management by emphasizing device life extension, structured refresh planning, reuse and redeployment, and certified end-of-life disposal. Its device-as-a-service model aligns procurement, operations, and asset recovery to reduce electronic waste and support enterprise environmental objectives.
- It leverages its Intelligeni platform's generative AI-driven capabilities to support end-user computing services. Autonomous bots and virtual agents enable issue detection, ticket remediation, and workflow automation, reducing manual effort and improving support consistency across endpoint environments.

AVASANT

NTT DATA: RadarView profile

NTT DATA

AVASANT RADARVIEW™ LEADER
End-User Computing Services 2025–2026

Practice maturity ★★★★★

Future proofing ★★★★

Delivers sustainable device-as-a-service through OEMs and platform partnerships. Has extended Smart AI Agents into autonomous, compliant end-user support.

Practice overview

- Practice size: N/A
- Active clients: N/A
- External certifications: N/A
- Delivery highlights: Over 7.2M devices managed

93% First call resolution achieved	29+ Languages supported

Client case studies

- Provided a suite of EUC services to a global financial services firm. This included Citrix virtual workspaces, service desk, and virtual agents on the Nucleus platform to support hybrid work. This resulted in 43% productivity gains, 80% higher device availability, and 30% lower overhead costs.
- Provided end-user remote support to an airline company. This included agentic AI–enabled service desk, and experience level agreement-driven operations for crew. This resulted in 35% fewer service desk contacts, faster resolutions, and improved crew experience and on-time performance.
- Provided EUC services to a transportation company. This included Windows 11 upgrades, modern device management, and ServiceNow-led request orchestration. This resulted in over 80% automation of requests and £250k cost savings through a Microsoft-first tooling approach.
- Provided productivity and collaboration platforms support to a technology company. This included Microsoft 365 Copilot and Teams integration, and call-quality audits using NTT DATA's Nucleus platform. This improved collaboration among employees and reduced cost by 27%.

Key IP and assets

- Nucleus virtual agent: A platform that enables real-time employee self-service for ticketing, updates, and status inquiries
- Syntphony Employee Intranet: A platform that centralizes communications, integrates Microsoft collaboration, and supports intranet governance

Key partnerships

Platform/technology partners

Microsoft, CISCO, citrix, GoTo, servicenow, SIGNIFI, vmware, jamf

Hardware partners

DELL, hp, Lenovo

Sample clients

- A global financial services firm
- An airline company
- A transportation company
- A technology company
- An energy and mining company
- A biotechnology company
- A consumer products goods company
- A North American local government authority
- Trinity Industries
- Independent Health

Industry coverage

- Banking
- Financial services
- Government
- Healthcare & life sciences
- High-tech
- Insurance
- Manufacturing
- Nonprofits
- Retail & CPG
- Telecom, media & entertainment
- Travel & transportation
- Utilities & resources

Darker color indicates higher industry concentration: ●●●●

AVASANT

NTT DATA: RadarView profile

Analyst insights

Practice maturity	★★★★★

- NTT DATA leverages its Nucleus for Workplace platform to unify service desk and field services, embedding conversational AI, device automation, and analytics to standardize end-user support, improve asset control, and enable proactive, outcome-driven workplace operations.
- It defines its organizational change management as a continuous, human-centered capability, using AI-driven analytics and feedback loops to monitor adoption, adjust interventions in real time, and support sustained change across EUC transformations at scale.
- It offers "Classroom in a Box" and "Perfect Store" as verticalized solutions for the education and retail sectors, integrating collaboration platforms, AR/VR, IoT, and smart AI agents to support education delivery and retail operations with standardized workflows, real-time visibility, and persona-specific user experiences.
- It delivers end-user support through integrated physical and remote channels, including tech bars, kiosks, device lockers, AR/VR-assisted guidance, and field services, enabling faster device fulfillment, remote expert resolution, and consistent hardware and software support across campus and distributed work environments.

Future proofing	★★★★

Partner ecosystem
- NTT DATA, in partnership with Cisco, delivers Webex Go as a managed cloud voice solution, extending enterprise calling to mobile devices with location-based numbering, SLA-backed operations, and advisory-led integration for scalable, compliant telephony.
- It delivers sustainable device-as-a-service through an ecosystem of original equipment manufacturers and platform partnerships, integrating procurement, automated provisioning, asset life cycle management, and support with Microsoft, ServiceNow, and device vendors to enable standardized operations, consistent user experience, and sustainable device refresh and refurbishment at enterprise scale.

Investments and innovation
- NTT DATA has extended its Smart AI Agent™ ecosystem into end-user support, enabling autonomous ticket triage, compliance validation, fraud detection, and workflow resolution, while converting legacy bots into intelligent agents to deliver assured outcomes and scalable support efficiency.
- It structures its EUC services investments across IP and platforms, workforce enablement, industry solutions, partner alliances, academic collaboration, ESG initiatives, and go-to-market execution. The approach focuses on developing reusable assets, strengthening delivery capabilities, expanding ecosystem integration, and supporting scalable, sustainable deployment of workplace solutions across regions and industries.

AVASANT

Stefanini: RadarView profile

stefanini GROUP

AVASANT RADARVIEW™
CHALLENGER
End-User Computing Services 2025–2026

Practice maturity ★★★

Future proofing ★★

Partners with Ivanti to unify endpoint, service, and asset management. Partners with Aternity to deliver proactive, analytics-driven endpoint performance management.

Practice overview

- Practice size: N/A
- Active clients: N/A
- External certifications: N/A
- Delivery highlights: Has opened an AI CoE in Southfield to develop new solutions across services, including EUC

41	35
Offices worldwide	Language supported in-service desk

Client case studies

- Standardized deskside and help desk support for CNH Industrial across multiple European countries, consolidating vendors into a single delivery model. This improved incident resolution times, support consistency, operational visibility, and end-user experience.
- Delivered productivity and collaboration support to Evonik through preventive, predictive, and corrective maintenance of telecommunication systems. This engagement consolidated vendors, reduced operating costs, and improved user experience.
- Provided ServiceNow-based end-user support to Nordzucker, enabling a 24/7 incident management and multilingual support via SophieX voice-enabled translation. The solution improved support accessibility, bridged language barriers, and enhanced user satisfaction.
- Delivered an IT asset management solution to a credit card company, standardizing asset tracking, procurement, and life cycle processes for internal users. The initiative improved visibility and forecasting accuracy, reduced manual effort, and optimized asset utilization.

Key IP and assets

- SophieX: An AI assistant that enables human-like interactions through continuous learning and natural language processing

Key partnerships

Platform/technology partners

Aternity · Microsoft

ivanti · ManageEngine

GoTo · servicenow

CROWDSTRIKE

Sample clients

- CNH Industrial
- Evonik
- Nordzucker
- A credit card company
- PZ Cussons
- N1 IT

Industry coverage

Banking
Financial services
Government
Healthcare & life sciences
High-tech
Insurance
Manufacturing
Nonprofits
Retail & CPG
Telecom, media & entertainment
Travel & transportation
Utilities & resources

Darker color indicates higher industry concentration: ●●●●

AVASANT

Stefanini: RadarView profile

Analyst insights

Practice maturity	⭐⭐⭐

- Stefanini leverages its SophieX adaptable AI assistant to deliver natural-language, human-like interactions, continuously learning from enterprise knowledge to improve self-service, multilingual support, resolution accuracy, and overall user experience across IT and business workflows globally at scale.
- It provides structured on-site support through tech bars, self-service kiosks, permanent IT service management agents, scheduled field visits, and smart lockers. This approach improves access to in-person support, reduces wait times, standardizes device distribution, supports non-standard work hours, and ensures consistent, brand-aligned service delivery across distributed workforces.
- It offers endpoint and server patch management, mobility management, and device packaging services to manage, secure, configure, and ship enterprise devices. The offering ensures timely updates, consistent performance, secure mobility, and efficient end-to-end device provisioning across the endpoint life cycle.
- It delivers end-to-end virtual desktop infrastructure managed services across cloud platforms, covering assessment, migration, and optimization. The model centralizes desktop delivery, enhances security, modernizes legacy environments, and enables scalable, predictable operations for distributed enterprise users.

Future proofing	⭐⭐

Partner ecosystem
- Stefanini partners with Aternity to apply device analytics that monitor endpoint health and performance from the end-user perspective, enabling proactive issue detection, automated remediation, reduced device downtime, and data-driven optimization of enterprise endpoint environments at scale.
- Through its partnership with Ivanti, it delivers integrated endpoint, service, and asset management capabilities, unifying IT service management and security controls to enhance endpoint visibility, policy enforcement, automation, and life cycle governance across enterprise IT environments.
- It leverages GoTo's cloud communication and remote support platforms to strengthen collaboration, accelerate issue resolution, and maintain continuity.

Investments and innovation
- Stefanini embeds sustainability across asset life cycle services by prioritizing responsible sourcing, extended device usage, reuse, and partnerships with accredited recyclers for compliant end-of-life disposal. This life cycle-led approach helps enterprises reduce electronic waste, meet environmental obligations, and align IT operations with broader climate and sustainability objectives globally.
- It leverages its AI platforms, Stefanini AI, to enhance end-user computing services through intelligent automation, predictive insights, and personalized support, improving service efficiency, accelerating issue resolution, and enabling experience-led workplace operations across enterprise environments.

AVASANT

TCS: RadarView profile

Practice maturity ★★★★★

Future proofing ★★★★★

Partners with Intel to co-evaluate AI PCs and on-device neural processing unit workloads. Also partners with Hammersbach to deliver global on-site break-fix support.

Practice overview

- Practice size: 21,000
- Active clients: 450+
- External certifications: N/A
- Delivery highlights: Over 8M endpoints managed

$30B Group revenue as of March 31, 2025	30+ Innovation centers

Client case studies

- Deployed a virtual desktop infrastructure (VDI) for a UK-based company by implementing Citrix across on-prem and Google Cloud, enabling single sign-on, and migrating VDI images using Azure AD. This resulted in reduced administrative effort and optimized infrastructure costs.
- Delivered EUC services to a US-based multinational conglomerate. It included modernized endpoint management using Intune, Autopilot, enabling zero-touch provisioning, shift-left support, reduced field staffing, higher remote resolution, and measurable cost efficiencies.
- Provided IT service desk support to a UK-based professional services firm using an omnichannel, generative AI-enabled virtual agent. This enabled self-service and automation, resulting in 12% ticket elimination, 31% non-human resolution, and 33% service desk headcount reduction.
- Delivered field support to an American food manufacturer across 1,400 locations. TCS operated a single-vendor model with local field services, asset reuse, and proactive monitoring, handling 12,000 tickets monthly and delivering over $2M annual savings with standardized support.

Key IP and assets

- TCS Cognix™: A platform that delivers resilient, end-to-end IT services using automation, analytics, and contextual business insights
- Snow software management: A tool that supports software license tracking, control, and compliance management

Key partnerships

Platform/technology partners

Microsoft   jamf   eG Innovations   vmware   citrix   Google   SIGNIFI

Hardware partners

Lenovo   DELL

Sample clients

- A UK-based company
- A US-based multinational conglomerate
- A UK-based professional services firm
- An American food manufacturer
- A major oil company
- A global energy company
- An American food corporation
- A French pharmaceutical company
- An American services company
- An electric utility company

Industry coverage

Banking

Financial services

Government

Healthcare & life sciences

High-tech

Insurance

Manufacturing

Nonprofits

Retail & CPG

Telecom, media & entertainment

Travel & transportation

Utilities & resources

Darker color indicates higher industry concentration: ●●●●

AVASANT

TCS: RadarView profile

Analyst insights

Practice maturity	★★★★★

- TCS operationalizes a tiered end-user computing (EUC) model by integrating observability, AI-led auto-heal, generative AI virtual agents, and persona-based service desks, achieving high ticket elimination and deflection. This approach shifts EUC operations from reactive support to autonomous, experience-driven delivery while reserving human expertise for complex, business-critical incidents.
- It adopts a reimagined application life cycle management approach that standardizes intake, packaging, testing, deployment, and patching across platforms, using Intune and ServiceNow to reduce manual effort, improve release consistency, and maintain policy-compliant application delivery at scale.
- It provides tech-enabled onsite support by shifting provisioning, asset management, and VIP services from fully onsite to predominantly remote, using observability, AR-assisted support, and automation to reduce dispatches, improve response times, and optimize field resource utilization.
- It provides end-to-end software asset management (SAM) services spanning advisory, transformation, and managed operations, led by proprietary SAM and FinOps frameworks, broad publisher coverage, and automation to improve license compliance, cost control, operational efficiency, and sustainability outcomes.

Future proofing	★★★★★

Partner ecosystem
- TCS maintains a partnership with Intel, co-evaluating next-generation client processors and piloting AI workloads to offload compute to on-device neural processing units and graphics processing units, shaping early enterprise adoption of AI PCs.
- It collaborates with eG Innovations as a global partner to monitor Citrix virtual desktop environments, providing centralized visibility, proactive performance monitoring, faster issue identification, and accelerated resolution for IT helpdesks and administrators across complex, distributed environments.
- It partners with Hammersbach to deliver end-user break-fix and hands-and-feet support services globally in on-site operations.

Investments and innovation
- TCS has delivered multiple AI agent types, including procurement assistants, HR agents, market intelligence and compliance checkers, conversational chatbots, and Copilot-based analytics agents. These solutions integrate with enterprise systems to support data retrieval, compliance validation, and workflow execution, with several use cases deployed in production environments.
- It advances sustainable workspace initiatives by applying experience analytics to end-user devices, using digital nudges and automation to reduce energy consumption, influence employee behavior, avoid device-related costs, and lower EUC carbon emissions through measurable key performance indicators.

AVASANT

Tech Mahindra: RadarView profile

Practice maturity ★★★★

Future proofing ★★★★

Has partnered with GoTo and streamline unified, precise endpoint support workflows. Leverages agentic AI to automate compliant device reprovisioning through Intune.

Practice overview

- Practice size: 2,400+
- Active clients: 150+
- External certifications: 1,000+
- Delivery highlights: Over 1.1M devices managed

$100M–250M EUC* Services revenue as of June 2025	<10% EUC Services revenue growth as of June 2025

Client case studies

- Delivered end-user on-site support to a semiconductor manufacturer. This included deskside support, application support, and PC deployment/refresh to address deployment delays and compliance gaps. This resulted in improved inventory recovery and $500K in annual savings.
- Implemented IT analytics, tech bars, smart lockers, Windows Autopilot onboarding, and proactive user experience monitoring for a Finnish construction company. These capabilities improved device life cycle performance and enabled management across 4,100 devices.
- Offered end-user remote support to a US-based insurance company. This included implementing a 13/5 service desk, providing shift-left remote desktop and application support, as well as installation and monitoring of Office 365.
- Provided multilingual deskside support to a Finnish manufacturer across the Americas and EMEA. This improved service consistency, expanded coverage, and enhanced operational efficiency across regions.

Key IP and assets

- FLEX Print: A framework that enables secure, serverless, Azure AD-integrated printing with automated, sustainable operations
- FLEX Assist: A tool that uses generative AI for automated L1 resolution, contextual guidance, and workflow acceleration

Key partnerships

Platform/technology partners

Microsoft | intel

GENESYS | AVAYA

GoTo | CISCO

Hardware partners

Lenovo | hp | DELL

Sample clients

- A semiconductor manufacturer
- A Finnish construction company
- A US-based insurance company
- A Finnish manufacturer
- A global beverages company
- A chemical manufacturer
- A global logistics company
- A marine and energy company
- A Swedish specialty chemical manufacturer
- An American industrial semiconductor manufacturer

Industry coverage

Banking

Financial services

Government

Healthcare & life sciences

High-tech

Insurance

Manufacturing

Nonprofits

Retail & CPG

Telecom, media & entertainment

Travel & transportation

Utilities & resources

Darker color indicates higher industry concentration: ●●●●

*EUC: End-User computing

AVASANT

Tech Mahindra: RadarView profile

Analyst insights

Practice maturity	★★★★

- Tech Mahindra's FLEX Assist provides integrated remote and on-site support using omnichannel access, voice analytics, AR/VR guidance, and proactive resolution tools. This includes structured desk-side and field services covering hardware break-fix, VIP assistance, and defined on-site troubleshooting activities.
- Its FLEX Collaborate offering provides end-to-end Microsoft Teams room services, including design, deployment, configuration, and life cycle management, standardizing hybrid meeting spaces for consistent performance, scalable operations, and policy-aligned collaboration across distributed workplaces.
- It applies automation and enterprise mobility tools to standardize enrollment for corporate, bring your own device, and mobile devices. It provides self-service provisioning, custom and golden images, multiformat application packaging, and managed print optimization to support uniform configuration and deployment across end-user environments.
- Its hybrid virtual workspace model uses virtualization, enterprise mobility, and context-aware security to deliver standardized workspaces with multicloud support, persona configurations, contextual insights, and cloud-managed graphics workloads for consistent end-user controls.

Future proofing	★★★★

Partner ecosystem
- Tech Mahindra partnered with GoTo to codevelop an integration with Intel, enabling a single console for in-band and out-of-band device support. The collaboration provides precise remote management capabilities and streamlines support workflows for endpoint operations.
- It leverages its Cisco partnership to deliver a comprehensive collaboration portfolio spanning Webex Calling (on-premises, cloud, and DI), Webex Meetings, team collaboration, and both on-premises and cloud contact centers, enabling standardized communication and scalable customer engagement environments for enterprise clients.

Investments and innovation
- Tech Mahindra plans to enhance help desk operations by modernizing ticketing platforms, implementing a tiered support structure, and expanding self-service tools. Concurrently, broader virtual desktop infrastructure adoption is expected to improve scalability and secure remote access over the next 12–18 months.
- It leverages agentic AI to automate Intune-based device refresh by validating user and device context, triggering a Windows Autopilot reset through Microsoft Graph API, and completing reprovisioning with Azure Active Directory and Intune registration, reducing manual intervention and ensuring consistent, compliant device recovery.

AVASANT

Unisys: RadarView profile

UNISYS

AVASANT RADARVIEW™ LEADER
End-User Computing Services 2025–2026

Practice maturity ★★★★★

Future proofing ★★★★★

Has developed a DaaS model integrating analytics, circular computing, and security. Has established innovation centers showcasing smart building and wayfinding capabilities.

Practice overview

- Practice size: 6,400+
- Active clients: 850+
- External certifications: 6,300+
- Delivery highlights: 22+ on-site tech cafés

$500M–$1B EUC* services revenue as of June 2025	<10% EUC services revenue growth as of June 2025

Client case studies

- Delivered patching support to a financial services company, including addressing third-party application vulnerabilities and integrating Patch My PC with existing SCCM or Intune workflows. This resulted in optimized patch coverage and more efficient update management.
- Provided endpoint security services to a global client. This included configuring basic input/output system (BIOS)-level secure agents, geofencing, and remote lock-and-wipe controls. This ensured device misuse prevention and $185,000 in annual savings due to improved asset recovery.
- Delivered remote technical assistance to a multinational engineering company, enabling device swaps via smart lockers and round-the-clock assistance, which minimized staff downtime. This resulted in faster issue resolution, improved productivity, and fewer dispatch-related emissions.
- Offered end-user support to Heineken. This included standardizing IT operations, automating support workflows, and using Unisys field services and service desk for efficient ticket triage. This resulted in 50% fewer on-site visits and 93% customer satisfaction.

Key IP and assets

- Intelligent PC Refresh: A tool that predicts optimal PC replacement timing to cut costs and improve experience
- Ubelong: A platform that unifies employee signals to deliver personalized onboarding and daily support
- Smart Building Framework: A framework that standardizes wayfinding, digital signage, kiosks, and space-use guidance for offices

Key partnerships

Platform/technology partners

Microsoft   APPSPACE

servicenow

GENESYS   SIGNIFI Solutions Inc.

ready works

Hardware partners

Lenovo   DELL

Sample clients

- A multinational engineering company
- A hospital chain
- Henkel
- Heineken
- A financial services company
- A global client
- A global pharmaceuticals company
- A global home appliances brand
- A medical equipment manufacturer
- A European chemical company

Industry coverage

Banking
Financial services
Government
Healthcare & life sciences
High-tech
Insurance
Manufacturing
Nonprofits
Retail & CPG
Telecom, media & entertainment
Travel & transportation
Utilities & resources

Darker color indicates higher industry concentration: ●●●●

*EUC: End-User computing

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Unisys: RadarView profile

Practice maturity	★★★★★

- Unisys offers Intelligent PC Refresh, which uses detailed telemetry on device health, operating system behavior, and application performance to determine when a device no longer meets a user's needs. This data-driven approach optimizes refresh timing, reduces unnecessary replacements, and extends the device's overall utility.
- Its virtual desktop infrastructure (VDI) offering provides persona-based virtual desktops through hybrid datacenter infrastructure and cloud-native platforms such as Azure and AWS. This supports consistent cost cycles, cloud bursting, AI-driven performance insights, automated scaling, and embedded security controls to maintain a reliable and optimized virtual workplace delivery.
- It has updated its field services model by introducing smart lockers, just-in-time staging, AI-driven routing, and virtual tech cafés. These additions broaden device support delivery options and streamline information technology infrastructure library-based demand fulfillment across its global operations.
- It leverages its Smart Building Framework to outline the tools offices need as people return onsite, including wayfinding, digital signage, kiosks, evacuation processes, and hoteling guidance, to help organizations create clearer, safer, and easier-to-navigate workplace experiences.

Future proofing	★★★★★

Partner ecosystem
- Unisys, Dell, and Lenovo built a device-as-a-service subscription integrating experience management, device tracking and wiping, asset planning, persona-based device mapping, edge AI options, circular computing, and intelligent refresh to extend device life, meet performance requirements, and strengthen security.
- Freshworks, EasyVista, and Unisys run a joint account marketing program supported by trained IT service management consulting and implementation teams. The initiative targets the mid-market enterprise service management sector, with an emphasis on the US state and local government, the education sector, and the LATAM and APAC regions.

Investments and innovation
- Unisys, with Appspace and Signifi, established innovation centers showcasing joint capabilities in smart building and wayfinding solution technologies.
- It plans to expand its service scope to include smart building capabilities, such as managed meeting rooms and hoteling, while improving employee productivity through digital signage, wayfinding tools, air quality monitoring, and EV charging support across on-site and remote environments.
- It leverages generative AI to enhance end-user support by integrating AI-driven service desks, automated knowledge curation, conversational chatbots, and guided troubleshooting, improving resolution efficiency across on-site and remote device support environments.

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UST: RadarView profile

Practice maturity ★★★

Future proofing ★★★

Has partnered with Yellow.ai to codevelop an AI-powered chatbot enablement framework. Leverages agentic AI to automate proactive endpoint remediation.

Practice overview

- Practice size: 3,300+
- Active clients: 68
- External certifications: 75
- Delivery highlights: Over 160K devices managed

<$100M EUC* services revenue as of June 2025	10%–20% EUC services revenue growth as of June 2025

Client case studies

- Delivered device life cycle management to a global home improvement retailer. This included centralized stock control, integrated Smart Locker-ServiceNow workflows, and Windows 11 migration support. This reduced onsite effort and improved cost efficiency.
- Provided end-user remote support to a US-based healthcare organization. This included structured SLAs, shift-left adoption, real-time monitoring, and enhanced service desk processes. This resulted in improved first contact resolution and notable cost savings.
- Offered virtual desktop infrastructure support to a non-banking financial company. This included readiness assessment, image optimization, secure remote access, and continuous monitoring. This resulted in improved performance, scalable cost savings, and stronger security and governance.
- Delivered application management support to a global materials engineering firm. This included standardized packaging, automated deployment pipelines, and centralized version control. This resulted in faster rollouts, fewer compatibility issues, and improved productivity.

Key IP and assets

- UST SmartOps: An automation platform that consolidates enterprise signals, applies ML-based triage, and automates incident workflows
- AI virtual agent accelerator: An accelerator that provides pretrained AI agents to resolve common IT issues autonomously

Key partnerships

Platform/technology partners

Microsoft AISERA GENESYS yellow.ai servicenow citrix vmware jamf

Hardware partners

Lenovo hp DELL

Sample clients

- A global home improvement retailer
- A US-based healthcare organization
- A non-banking financial company
- A global materials engineering firm
- A wealth and asset management firm
- A global technology company
- A public services company
- A healthcare services provider
- A retail company

Industry coverage

| Banking |
| Financial services |
| Government |
| Healthcare & life sciences |
| High-tech |
| Insurance |
| Manufacturing |
| Nonprofits |
| Retail & CPG |
| Telecom, media & entertainment |
| Travel & transportation |
| Utilities & resources |

Darker color indicates higher industry concentration: ●●●●

*EUC: End-User computing

AVASANT

UST: RadarView profile

Analyst insights

Practice maturity	★★★

- UST applies persona mapping, usage analytics, and real-time sentiment and telemetry monitoring to identify friction points and align EUC delivery to defined experience-level targets. It supplements this with in-app guidance and structured change-enablement frameworks to improve adoption and measurable workplace key performance indicators.
- It provides architecture design, migration execution, governance configuration, and adoption support for Microsoft 365, SharePoint, and Teams. It uses analytics to track usage, identify feature gaps, and refine adoption plans, improving collaboration efficiency, license utilization, security posture, and compliance alignment.
- It leverages its pretrained AI virtual agent accelerator to provide chat- and voice-based assistance for routine IT issues, enabling faster self-service resolution, lowering L1 ticket volumes, and standardizing responses across frequently occurring end-user support scenarios.
- It defines endpoint experience using a device experience score built from telemetry on responsiveness, login times, app performance, and crash patterns, enabling targeted remediation, proactive patching, and data-driven refresh planning by correlating device health with user roles and application dependencies.

Future proofing	★★★

Partner ecosystem
- UST partnered with Yellow.ai, Hyro, and Aisera to codevelop an AI-powered chatbot enablement framework that integrates conversational AI, generative AI summarization, and digital adoption capabilities. The solution accelerates workplace copilot deployment across large Microsoft 365 environments and improves frequently asked questions automation, ticket resolution efficiency, and service desk deflection.
- It partnered with ServiceNow to cross-certify over 100 engineers in platform configuration, workflow automation, and AI-driven incident prediction, strengthening its ability to rapidly deploy integrated service desks, automation bots, and experience level agreement-aligned end-user support solutions.

Investments and innovation
- UST's investments focus on three areas: a centralized EUC CoE with standardized solution blueprints and industry-aligned offerings; an execution model incorporating transformation credits, structured playbooks, and proactive support; and intelligent platforms integrating workplace AI, copilots, self-healing capabilities, and experience analytics to support domain-specific use cases.
- It leverages agentic AI to deliver autonomous remediation that detects anomalies, resolves device issues proactively, and guides users through contextual self-help. This reduces ticket generation, accelerates issue closure, and enhances overall endpoint experience quality across distributed environments.

AVASANT

Wipro: RadarView profile

Practice maturity ★★★★

Future proofing ★★★★

Partners with CrowdStrike to strengthen endpoint security across workspaces. Also partners with Cisco and Microsoft to standardize enterprise collaboration experiences.

Practice overview

- Practice size: 23,500+
- Active clients: N/A
- External certifications: N/A
- Delivery highlights: Over 13.5M devices managed

$10.5B	1,000+
Group revenue as of March 31, 2025	VDI specialists

Client case studies

- Delivered Virtuadesk™ virtual desktop interface (VDI) to a European media group, consolidating multiple Citrix farms into a centralized platform. The solution migrated 4,000 users, enabled rapid provisioning, improved stability, reduced TCO by 25%, and ensured secure business continuity.
- Provided VDI support to a UK-based energy company, migrating 4,000 users from Windows XP to Windows 7 within three months. The solution consolidated desktop images, virtualized applications, cut provisioning time to hours, and reduced TCO by 25%.
- Offered a generative AI-enabled end-user support platform to a technology company, supporting 330,000 employees with auto-remediation, virtual agents, and AI copilots. The solution reduced incidents proactively, accelerated resolution, and scaled multilingual support globally.
- Provided comprehensive end-user computing support to Tenneco, covering device management, remote desktop support, patching, and application packaging and distribution. The services standardized operations and improved reliability across 40,000 devices globally.

Key IP and assets

- WaaS360: A platform that centralizes device procurement, provisioning, life cycle management, analytics, and end-user support
- Virtuadesk™: A platform that delivers managed virtual desktops with secure access, centralized control, and scalable operations

Key partnerships

Platform partners

Microsoft   CISCO

CROWDSTRIKE

NUTANIX   GENESYS

servicenow

Hardware partners

DELL

Sample clients

- A European media group
- A UK-based energy company
- A technology company
- Tenneco
- A food and beverage company
- An Indian conglomerate
- A global energy company
- An airline company
- An oil and gas exploration company
- A UK-based bank

Industry coverage

Banking

Financial services

Government

Healthcare & life sciences

High-tech

Insurance

Manufacturing

Nonprofits

Retail & CPG

Telecom, media & entertainment

Travel & transportation

Utilities & resources

Darker color indicates higher industry concentration: ●●●●

*Revenue is calculated assuming Rs. 90/$

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Wipro: RadarView profile

Analyst insights

Practice maturity	★★★★

- Wipro's WaaS360 consolidates catalog-led device procurement, automated provisioning, field services, life cycle analytics, and secure end-of-life processes, enabling enterprises to standardize device operations, improve cost visibility, and govern refresh, inventory, and user experience across distributed workforces.
- Its virtuadesk™ is a patent-backed VDI platform integrating cloud infrastructure, automation-led monitoring, and as-a-service delivery to enable secure bring your own device access, multiple operating system usage, rapid scaling, and cost-controlled management of globally distributed virtual desktop environments.
- Its Unified Clinical Desk is a healthcare-specific support platform delivering persona-based, predictive assistance, centralized electronic health record and device visibility, domain-led clinical support, and AI-driven analytics to improve clinician productivity, compliance handling, and issue resolution across environments.
- It positions AI PCs as vertical-specific productivity enablers. In banking and financial services, they support secure onboarding, risk analytics, and compliance workloads. In life sciences and healthcare, AI PCs accelerate data processing, clinical decision support, and research security. In manufacturing and energy, they enable predictive maintenance, advanced design rendering, and energy efficiency modeling through on-device AI capabilities.

Future proofing	★★★★

Partner ecosystem
- Wipro partnered with CrowdStrike to extend AI-powered unified security into end-user computing environments. The collaboration integrates endpoint telemetry, identity protection, and managed detection and response to secure distributed devices, support zero-trust workplaces, reduce incident response times, and simplify security operations across modern workspace estates.
- It partners with Cisco and Microsoft to deliver integrated internal meeting and events solutions, combining video conferencing, room systems, monitoring, and analytics to standardize collaboration experiences across global meeting rooms and enterprise workplaces.

Investments and innovation
- Wipro AI Live Workspace™ is an agentic AI platform that enables enterprises to deploy role, function, and industry-specific AI agents using centralized orchestration, workflow automation, and a unified data fabric. This integrates observability, performance analytics, and governance to support controlled scaling, cross-agent coordination, and operational use of AI across workspace and business processes.
- It has invested in a Gen AI Copilot Innovation Hub and the Wipro Innovation Network to cocreate custom copilots with global clients, accelerating adoption of agentic and embodied AI through structured partnerships, rapid prototyping, and scalable deployment aligned to future-of-work priorities.

AVASANT

YASH Technologies: RadarView profile

Practice maturity ★★★

Future proofing ★★

Has partnered with ServiceNow to upskill engineers in IT service management. Leverages generative AI to automate service desk triage.

Practice overview

- Practice size: N/A
- Active clients: N/A
- External certifications: N/A
- Delivery highlights: Over 160K devices managed

| 160K+ Microsoft 365 seats managed per year | 150K+ Service contracts managed per year |

Client case studies

- Delivered endpoint management services, including Azure virtual desktop infrastructure, Windows 10 migration, automation, and security, to a Fortune 500 enterprise. This improved endpoint security, reduced IT costs, and accelerated user onboarding.
- Consolidated SBD's fragmented service desks into a single, global 24/7 multilingual desk with integrated IT service management and AI ticket automation, resulting in 35% higher SLA compliance, 28% improved first-call resolution, and 25% reduced mean time to recovery.
- Migrated over 25,000 endpoints to Microsoft Intune and Autopilot for zero-touch provisioning, centralized policy management, and automated patching of SCB. This accelerated provisioning by 70% and enhanced security posture by 30%.
- Provided a centralized device consumption and life cycle program to Fred's Pharmacy, covering procurement, install-move-add-change services, and recycling. This reduced refresh costs by 20%, cut procurement cycles by 50%, and improved asset utilization.

Key IP and assets

- Asset discovery and inventory tools: A set of tools that automate asset discovery, enabling accurate inventory visibility, compliance, and cost optimization

Key partnerships

Platform/technology partners

Microsoft · CISCO · AUTOMATION ANYWHERE · UiPath · servicenow · citrix · Google

Hardware partners

hp · DELL

Sample clients

- A Fortune 500 enterprise
- SBD
- SCB
- Fred's Pharmacy
- Caterpillar
- Skyline Construction
- Monotype
- Veoneer
- Charles River Laboratories
- Americhem

Industry coverage

- Banking
- Financial services
- Government
- Healthcare & life sciences
- High-tech
- Insurance
- Manufacturing
- Nonprofits
- Retail & CPG
- Telecom, media & entertainment
- Travel & transportation
- Utilities & resources

Darker color indicates higher industry concentration: ○ ○ ○ ●

YASH Technologies: RadarView profile

Analyst insights

Practice maturity	★★★

- YASH Technologies delivers device life cycle management with zero-touch deployments, covering software distribution, image and patch management, application packaging, asset tracking, and endpoint security. The offering supports PC, laptop, and Mac estates, reducing operational complexity, standardizing device configurations, improving security posture, and enabling consistent management across enterprise environments.
- It provides Microsoft 365 consulting, migration, and support across Windows 10, Office 365, and Teams/Skype. Services include assessments, implementation, and ongoing support, enabling standardized collaboration, access, and business continuity for hybrid and distributed enterprise users.
- It offers end-user device support across office and remote locations, covering install, move, add, and change activities, along with printer and Wi-Fi access point support. The services reduce support costs, minimize downtime, and ensure consistent infrastructure operations across distributed enterprises.
- It leverages its asset discovery and inventory tools to automatically identify endpoints, applications, and licenses, delivering accurate visibility and usage insights. This supports compliance monitoring, capacity planning, cost optimization, and risk reduction across distributed enterprise IT environments.

Future proofing	★★

Partner ecosystem
- YASH Technologies partnered with Microsoft to accelerate Copilot and M365 E5 adoption in large enterprises, conducting joint workshops in North America and EMEA. It introduced an AI-readiness assessment and codeveloped industry-specific proposals to address evolving digital workplace requirements.
- It partnered with ServiceNow to upskill over 80 engineers in IT service management and virtual agent modules. The initiative included certifications and live labs through ServiceNow Education Services, enabling enhanced support for ServiceNow-based digital workplace transformation projects.
- It partners with Nexthink to deliver device analytics, capturing endpoint experience insights and sentiment signals across user personas.

Investments and innovation
- YASH Technologies leverages generative AI to deliver AI-infused service desk capabilities, using large language model–powered chatbots for Level 1 triage, ticket summarization, and knowledge generation, reducing live-agent volumes, improving first-call resolution, and increasing customer satisfaction.
- Over the past 36 months, it has expanded end-user computing services through organic growth, targeted talent acquisition, and partnerships with Microsoft, Citrix, VMware, and ServiceNow. These initiatives have strengthened service delivery, enabled proprietary EUC accelerators, embedded AI-led automation, improved endpoint management efficiency, enhanced support scalability, and delivered consistent user experience across distributed enterprise environments.

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Zensar: RadarView profile

AVASANT RADARVIEW™
INNOVATOR
End-User Computing Services 2025–2026

Practice maturity ★★★★

Future proofing ★★★

Operates an agentic AI lab enabling autonomous end-user support. Leverages AI to automate patch testing and proactive device refresh.

Practice overview

- Practice size: 1,790+
- Active clients: N/A
- External certifications: N/A
- Delivery highlights: Over 2.76M devices managed

$5.2B	12+ years
Group revenue as of March 31, 2025	Average customer engagement

Client case studies

- Delivered end-to-end asset management to a global pharmaceutical corporation, managing devices for over 2,000 sales representatives. Services included setup, imaging, break-fix, and logistics, reducing provisioning time from 12 to 4 days and lowering TCO by over 30%.
- Offered a suite of EUC services to a global financial services firm, spanning Windows 10 migration, Office 365 support, IT service management, enabling low-risk transitions, higher productivity, software license optimization, improved return on investment, and sustained cost savings.
- Provided Office 365 migration services to a US-based company, migrating over 100,000 mailboxes and providing 24/7 L1–L3 support, resulting in standardized collaboration tools and reduced operating costs through centralized management.
- Offered AI-enabled end-user computing services for a UK-based bank, enabling Microsoft Copilot, an omnichannel agentic service desk, and automated device management. The solution achieved 100% Microsoft Autopilot–based zero-touch provisioning and faster issue resolution.

Key IP and assets

- WorkMate: A virtual assistant that delivers omnichannel support, automates fulfillment, and improves employee experience
- Zen11: A solution accelerator that assesses Windows 11 readiness and accelerates enterprise rollout timelines

Key partnerships

Platform partners

Microsoft, Cisco, Automation Anywhere, Jamf, VMware, Citrix, Google, ServiceNow

Hardware partners

Lenovo, Dell, HP

Sample clients

- A global pharmaceutical corporation
- A global financial services firm
- A US-based company
- A UK-based bank
- A pharma company
- A development bank
- A technology communication company
- A power material manufacturer
- A US-based lighting solution company

Industry coverage

Banking
Financial services
Government
Healthcare & life sciences
High-tech
Insurance
Manufacturing
Nonprofits
Retail & CPG
Telecom, media & entertainment
Travel & transportation
Utilities & resources

Darker color indicates higher industry concentration: ● ● ● ●

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Zensar: RadarView profile

Analyst insights

Practice maturity	★★★★

- Zensar leverages its ZenPrintex to deliver a software as a service, platform-agnostic, serverless print management platform supporting pull, push, mobile, guest, and follow-me printing with Bluetooth authentication, enabling centralized, secure print operations across geographies.
- ZenXR is its end-user computing (EUC) platform for managing extended reality devices and smart wearables, enabling centralized provisioning, security governance, cross-technology support, and user experience optimization across distributed enterprise workplaces and business use cases.
- It provides a platform-agnostic EUC framework that standardizes application packaging, deployment, and life cycle management across desktop and mobile environments, enabling zero-touch provisioning, controlled rollouts, automated patching, and consistent security governance at enterprise scale.
- Its zero-trust security framework standardizes identity, endpoint, and access controls across enterprise devices, enforcing conditional access, role-based governance, encryption, and automated patching through unified endpoint management to maintain consistent security posture across distributed user environments.

Future proofing	★★★

Partner ecosystem
- Zensar leverages global original equipment manufacturers' partnerships to deliver flexible EUC commercial models, including device as a service, enabling faster device fulfillment, predictable costs, compliant procurement, and efficient device life cycle management across environments.
- Its IT service management lab and ZenLabs enable co-innovation with ecosystem partners, applying generative AI to ticket categorization, routing, and agent assistance. Partner-aligned certifications across Microsoft, ServiceNow, Intune, and Nexthink strengthen delivery capability, ensuring scalable, standardized, and next-generation EUC services across enterprise environments.

Investments and innovation
- Zensar operates an agentic AI lab that demonstrates autonomous end-user support using enterprise knowledge and digital experience insights, enabling self-resolution, contextual assistance, and intelligent ticket escalation to appropriate resolver groups when required.
- It leverages AI to automate patch testing and device refresh by simulating patch impact across end-user environments, enabling ring-based deployments and rollback safeguards, while predictive algorithms assess device health, forecast failure risks, trigger proactive refresh cycles, and support scalable device-as-a-service aligned life cycle operations.

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Appendix:
About RadarView

The End-User Computing Services 2025–2026 RadarView assesses service providers across the following dimensions

Practice maturity

- This dimension considers the current state of a provider's end-user computing services practice in terms of its strategic importance for the provider, the maturity of its offerings and capabilities, and client engagement.
- The crucial aspects in this dimension are the width and depth of the client base, usage of proprietary/outsourced tools and platforms, and quality of talent and execution capabilities.

Future proofing

This dimension evaluates how the provider is preparing for the future by combining initiatives across domain/partner ecosystem and investments and innovations defined below:

- *Domain/Partner Ecosystem:* This dimension assesses the nature of the provider's partner ecosystem, the objectives of the partnerships (codevelopment and co-innovation), and engagement with solutions providers, startup communities, and industry associations. Vital aspects in this dimension are joint development programs around offerings, go-to-market approaches, and the overall depth of partnerships.
- *Investment and Innovation:* This dimension measures the strategic direction of the provider's investments and resultant innovations in the offerings and commercial model and how it aligns with the future direction of the industry. The critical aspects of this dimension include both organic and inorganic investments toward capability and offering growth, technology development, and human capital development, along with innovative solutions developed with strategic partners.

Note: As innovation becomes a critical provider selection criteria for enterprises, we have also included an "Innovation Index" in the RadarView representation. This index is derived from the provider's investments in IP, technology partnerships, domain partnerships, service and model changes, and training and development. It also incorporates market feedback about the provider's innovative approaches during engagements.

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Research methodology and coverage

Avasant based its analysis on several sources:

Public disclosures	Publicly available information from sources such as Securities and Exchange Commission filings, annual reports, quarterly earnings calls, and executive interviews and statements
Market interactions	Discussions with enterprise executives leading digital initiatives and influencing service provider selection and engagement
Provider inputs	Inputs collected through an online questionnaire and structured briefings in June–November 2025

Of the 41 service providers assessed, the following are the final 29 featured in the *End-User Computing Services 2025–2026 RadarView*:

Note: Assessments for Atos, Capgemini, Computacenter, Compucom, Dell Technologies, DXC Technology, HP, Infosys, Insight, Kyndryl, LTIMindtree, Microland, Stefanini, Wipro, and YASH Technologies were conducted based on public disclosures and market interactions only.

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Reading the RadarView

Avasant has recognized service providers in five classifications:

AVASANT RADARVIEW™ LEADER — End-User Computing Services 2025–2026

Leaders show consistent excellence across all key dimensions of the RadarView assessment (practice maturity and future proofing) and have had a superior impact on the marketplace. These providers have shown true creativity and innovation and have established trends and best practices for the industry. They have proven their commitment to the industry and are recognized as thought leaders in their space, setting the standard for the rest of the industry to follow. Leaders display a superior quality of execution and a reliable depth and breadth across verticals.

AVASANT RADARVIEW™ INNOVATOR — End-User Computing Services 2025–2026

Innovators show a penchant for reinventing concepts and avenues, changing the very nature of how things are done from the ground up. Unlike leaders, innovators have chosen to dominate a few select areas or industries and distinguish themselves through superior innovation. These radicals are always hungry to create pioneering advancements in the industry and are actively sought after as trailblazers, redefining the rules of the game.

AVASANT RADARVIEW™ DISRUPTOR — End-User Computing Services 2025–2026

Disruptors enjoy inverting established norms and developing novel approaches that invigorate the industry. These providers choose to have a razor-sharp focus on a few specific areas and address those at a high level of granularity and commitment, which results in tectonic shifts. While disruptors might not have the consistent depth and breadth across many verticals like leaders or the innovation capabilities of innovators, they exhibit superior capabilities in their areas of focus.

AVASANT RADARVIEW™ CHALLENGER — End-User Computing Services 2025–2026

Challengers strive to break the mold and develop groundbreaking techniques, technologies, and methodologies on their way to establishing a unique position. While they may not have the scale of the providers in other categories, challengers are eager and nimble and use their high speed of execution to great effect as they scale heights in the industry. Challengers have a track record of delivering quality projects for their most demanding Global 2000 clients. In select areas and industries, challengers might have capabilities that match or exceed those of the providers in other categories.

AVASANT RADARVIEW™ TECH PIONEER — End-User Computing Services 2025–2026

Tech Pioneers are tech-first providers reshaping services through technologies, ecosystem orchestration, and long-term bets. These providers demonstrate strong future-proofing capabilities, marked by significant investments in next-gen technologies, differentiated IP, and deep innovation pipelines. Tech Pioneers exert influence through their ability to shape customer road maps, catalyze new service models, and accelerate market transitions. While their service delivery maturity may still be evolving, their impact lies in their role as catalysts, introducing new paradigms, enabling rapid experimentation, and driving early adoption of transformative capabilities.

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