

### NEAT EVALUATION FOR UNISYS:

# Cognitive & Self-Healing IT Infrastructure Management

Market Segment: Overall

## Introduction

This is a custom report for Unisys presenting the findings of the 2025 NelsonHall NEAT vendor evaluation for *Cognitive & Self-Healing IT Infrastructure Management Services* in the *Overall* market segment. It contains the NEAT graph of vendor performance, a summary vendor analysis of Unisys for cognitive & self-healing IT infrastructure management services, and the latest market analysis summary.

This NelsonHall Vendor Evaluation & Assessment Tool (NEAT) analyzes the performance of vendors offering cognitive & self-healing IT infrastructure management services. The NEAT tool allows strategic sourcing managers to assess the capability of vendors across a range of criteria and business situations and identify the best performing vendors overall, and with specific capability in server-centric services, cognitive service desk, and AI.

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

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

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

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



Cognitive & Self-Healing IT Infrastructure Management 2025

Source: NelsonHall 2025

Ability to meet future client requirements

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

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

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



# Vendor Analysis Summary for Unisys

#### Overview

Unisys is a business-unit-led organization that aims to increase traction in selected markets and geographies. Its four business units are:

- Digital Workplace Solutions
- Cloud, Applications & Infrastructure Solutions
- Enterprise Computing Solutions
- Business Process Solutions.

Unisys' key capabilities within Cloud, Applications, & Infrastructure across advisory, transformation, implementation, management, and governance include modern application capabilities to refactor, rebuild, and rearchitect legacy applications for cloud environments. It is placing enhanced focus on Digital Platforms and Applications (DP&A) driven by repeatable offerings and models. This covers:

- Modern applications, including custom applications, COTS, SaaS-based industry offerings, and data lake/analytics
- Platform engineering, including DevSecOps and developer platform
- Hybrid and data center services, including intelligent operation and digital agility models
- Al-driven infrastructure, including Private AI on the data center floor, multi-cloud architectures, and a workload placement approach
- Cloud management automation to provision govern, monitor, and manage cloud environments to control costs and ensure compliance
- Hybrid infrastructure to shed legacy technology debt through modernizing the IT estate and migrating to the cloud
- Data analytics and AI to manage, migrate, and analyze, including data migration and modernization, modern data engineering, data analytics, and generative and core AI
- Cybersecurity capabilities, including zero trust readiness assessments and GRC advisory, attack surface discovery, cyber recovery and resiliency, managed digital identity, anaged detection and response, and threat and forensic analysis.

This is supported by advisory and professional services, including assessment, consulting, advisory, implementation, operation, governance, and audit. Unisys also includes organizational change management (OCM), transformation and implementation, governance and compliance, agile delivery, and security.

A key focus area is cloud security and compliance. This consists of the capability to ensure hybrid cloud security, whether from a cloud infrastructure perspective or cloud workloads, cloud instances, or on-premises workloads. This is enables by a combination of proactive security services, continuous compliance, micro-segmentation.

NelsonHall estimates Unisys has ~2.3k FTEs dedicated to cloud infrastructure management services, with the following hyperscaler capabilities: Microsoft ~806 FTEs, AWS ~468, and GCP ~37. It has ~1.3k FTEs holding multiple certifications.



The estimated resource split by geography is: North America 34%, EMEA 11%, Latin America 6%, India 44%, and APAC 5%.

Unisys has a dedicated AI CoE with locations in Bangalore, India, and the U.S. (PA, MN, CA), with FTEs developing IP and technology evaluation from POC to development and deployment. Through Unisys University, it has a CloudForte certification program. Unisys has created a dedicated Copilot lab to develop and execute a consistent approach to Copilot across the organization and in partnership with clients.

NelsonHall estimates Unisys has ~150 key clients across cognitive and self-healing IT infrastructure management services.

#### Financials

Unisys' CY 2023 revenues were ~\$2bn; of this, Cloud, Applications & Infrastructure Solutions services revenues were ~\$530m. NelsonHall estimates that ~30% (~\$160m) of these revenues relate to cognitive and self-healing IT infrastructure management services. NelsonHall further estimates revenues in this area for CY 2024 will be ~\$180m.

NelsonHall estimates the geographical breakdown of Unisys' cognitive and self-healing IT infrastructure management services revenues in CY 2023 were:

- North America: 45% (~\$72m)
- EMEA: 32% (~\$51m)
- APAC: 12% (~\$19m)
- Latin America: 11% (~\$18m).

NelsonHall estimates the vertical industry breakdown of Unisys' cognitive and self-healing IT infrastructure management services revenues in CY 2023 were:

- Financial Services: 33% (~\$53m)
- Public Sector: 32% (~\$51m)
- Commercial: 35% (~\$56m).

#### Strengths

- Extensive IP and accelerators, including CloudForte InteliOps, CloudForte AIOps, ITOps automation, hybrid cloud automation, self-healing automation, zero-touch patching, business and apps process automation, FinOps, Intelligent OCM, and Unisys cybersecurity capabilities
- Bringing in GenAI capabilities and LLMs to drive AI-infused offerings and capabilities
- Investing in AI-ready infrastructure, including LLMOps, MLOps and AI-led observability
- Increasing focus on AI-enabled consulting capabilities in support of AI-ready enterprise, and also client-focused assessment and advisory services
- Focused on AI-first engineering with Unisys Intelligent Smart Agent (Copilot) and Copilot lab to co-create GenAI capabilities across the organization and with clients. Also, improving developer experience with GitHub Copilot



- Dedicated hybrid cloud business office and supporting resources across architecture, digital product, DevSecOps, SRE, and hybrid/native managed services delivery, monitoring, FinOps, and security
- Client-objective-based transformation, transition, and implementation with migration to automated management
- Investing in industry solutions platforms and industry clouds across the public sector, travel and transport, and higher education
- DevSecOps and an SRE culture-based approach to drive modernization
- Increasing digital reskilling across the organization, including AI-specific training for all employees
- Increasing GTM capabilities and use cases with hyperscalers
- AI/ML capabilities of the cybersecurity offering, including AI-infused continuous monitoring and threat exposure management.

#### Challenges

- Need to continue to build AIOps use cases
- Driving AI modernization across the legacy client base will take time
- Ramping dedicated automation resources and cloud certifications
- Expanding innovation centers and CoEs in support of cloud and AI services
- A limited number of business consultants.

#### Strategic Direction

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

#### Investing in AI capabilities

- Expanding Al-ready infrastructure, including Al observability, MLOps, LLMOps, private Al on the data center floor, and Al-ready multi-cloud platform
- Al-enabled consultative capability enhancements, including ROI measurement, rapid deployment, Al-ready enterprise, Al infused application and data modernization, linked to OCM and automated operations
- Al-infused continuous monitoring and threat exposure management and hybrid/private cloud platform for Al as a service.

#### Investing in and developing IP and accelerators

- Investing in Unisys Intelligent Smart Agent/Copilot and Copilot to develop and execute across the organization and in collaboration with clients
- Expediting client onboarding for AIOps with a SaaS platform to provide an automated deployment model; real-time data ingestion for the Azure environment with connectors for multiple data sources (Azure, AWS, and ServiceNow connectors)

- Enhancing AIOps operations to achieve zero ops incidents, zero-touch patching, and selfhealing capabilities
- Integrating LogWatchAI detection and noise reduction powered by Unisys GenAI into AIOps with integration into systems including ServiceNow
- Automating predictive insights from Intelligent Capacity Management and including additional metrics to drive additional recommendations
- Automating tracking and reporting on the savings achieved, including right-sizing recommendations and integrating operational data insights into strategy and managed analytics services to unlock insights, drive performance, and enable continuous LLM learning
- Observability enhancements to improve insight-driven recommendation and automated DevSecOps with GenAI-driven hot fix deployment
- Predictive intelligence alerting with AI models to identify abnormalities in operational data and predictively alert ITO and CloudOps teams for potential SLA impact
- Accelerating deployment of Cloud Business Office concepts and workshops
- Cloud management: monitoring, governance, cloud FinOps, native observability, sustainability, and embedded security
- Focused solutions to enable industry use cases, including microservices, containers, serverless, sustainability, and sovereign clouds.

#### Talent and reskilling

- Unisys' five persona-based AI internal certifications. Foundation level (P1 and P2) across 16,200 Unisys employees
- Increasing the supporting skillsets across AI and cloud architects, data scientists, AI/ML engineers, and automation engineers. This includes full adoption of the SRE model and increased focus on automation
- Deploying cloud business office at accounts, CCoE resources talent/upskill
- Enhancing Unisys University (CloudForte certifications) to drive upskilling and reskilling, including ecosystem and provider-specific training and cloud certifications
- Maximizing partner ecosystem specializations, competencies and programs for innovation and service delivery excellence; for example, AWS, Azure and GCP.

#### Outlook

Unisys is focused on achieving client business outcomes supported by its agile platforms and applications, next-generation services, core AI and GenAI, and an intelligent enterprise and operations approach. It is also expanding its AI-enabled consulting services to support clients' transition to an AI-ready enterprise. It will need to continue ramping up its consulting and advisory resources to support this.

Unisys continues to invest in its CloudForte asset suite, enabling development teams to focus on different components without impacting others. It also uses its CloudForte framework to integrate partner and client tools where required. A key focus is its InteliOps 3.0 intelligent automation platform and automation suite, which includes core AI/GenAI integration. It is also increasing its investments in CloudForte AIOps, including support for zero-ops incidents, zerotouch patching, and self-healing automation capabilities. This includes infusing GenAI into AIOps, including its LogWatchAI detection and noise reduction capability.

Unisys has developed its Cloud Business Office (CBO) to support intelligent operations. It adopts a consulting-led approach with clients to understand specific business needs and build solutions to support the design, build, and run of cloud transformation phases across its accounts. The team will also drive, track, and report on the strategy implementation, assess the risk, and implement mitigation plans.

This includes DevSecOps and automation enablement across the entire lifecycle, including an agile, SRE-enabled model, where it will need to continue ramping up its SRE resources to support this. In addition, it includes ready-state operations across service delivery and monitoring, service reporting, security and compliance, cost optimization, FinOps, automation, and AIOps through hybrid/native managed services. Another key element includes AI-enabled OCM, which will resonate with clients as they seek to increase digital adoption across the enterprise. In addition, its focus on FinOps will also appeal as clients are increasingly looking to drive cost optimization across hybrid multi-cloud environments.

Other key investments include AI across core and GenAI with an AI framework for developing, deploying, and operating AI systems. It has developed several AI-first solutions in support of AI for business outcomes and AI-ready enterprise and Copliot services. For example, it has developed Unisys Intelligent Smart Agent utilizing Copilot to support engineering and GitHub Copilot to enhance developer productivity. It also invests in AI-ready infrastructure, including MLOps, LLMOps, private AI capabilities, and data engineering and modernization. Unisys takes an agnostic plug-and-play approach that will resonate with clients as they aim to orchestrate the GenAI capabilities across multiple partner tools to drive their business outcomes. We expect to see more Unisys GenAI POCs moving into production environments.

Another key focus area includes talent and reskilling, underpinned by its Cloud CoE and skill sets that support its agile squads. This includes SREs, data scientists, AI/ML engineers, cloud architects, and automation engineers, plus internal AI certification across all employees. Unisys will need to continue ramping up its capabilities across these areas to increase cloud-certified, data analytics, AI, and automation SMEs. Its CBO and Copilot labs will further support this approach.

Unisys is also investing in GTM with hyperscalers and its partner ecosystem in critical use cases, and is developing industry-specific AI capabilities (e.g., AI cargo capabilities in the transport sector). We expect it may also look for bolt-on acquisitions that provide geo, technology, or niche capabilities across cloud and automation services.



# Cognitive & Self-Healing IT Infrastructure Management Market Summary

#### Overview

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

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

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

### Buy-Side Dynamics

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

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

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

### Market Size & Growth

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

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

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

#### Success Factors

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

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

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

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

### Outlook

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

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



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



# NEAT Methodology for Cognitive & Self-Healing IT Infrastructure Management

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

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

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

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

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

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

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



#### Exhibit 1

### 'Ability to deliver immediate benefit': Assessment criteria

Assessment Category	Assessment Criteria
Offering	Cognitive & self-healing IT infrastructure management capability Cognitive IT infrastructure remediation capability and self-healing of assets
	Cognitive and self-healing IT infrastructure server and cloud management capability
	Cognitive IT service desk capability
	AlOps capabilities
	Monitoring and observability services
	Al including GenAl capabilities
	Advanced analytics, cognitive and ML capabilities
Delivery	North America delivery capabilities
	EMEA delivery capabilities
	APAC delivery capabilities
	LatAm delivery capabilities
	Dedicated SREs, automation architects, engineers, hyperscaler- certified, and SMEs
	Dedicated automation/AI CoEs, experience centers and innovation hubs
	Ability to provide IP and accelerators in support of cognitive and self-healing IT infrastructure management
	Ability to incorporate DevSecOps and agile methodologies in support of cognitive and self-healing
	Extent of third-party and hyperscaler partnerships in support of cognitive and self-healing Ability to enact AI-enabled service desk, utilize AI agents and drive zero-touch automation
Presence	Scale of Ops – Overall
	Scale of Ops – North America
	Scale of Ops – EMEA
	Scale of Ops – APAC
	Scale of Ops – LatAm
	Number of clients overall
Benefits Achieved	Improved server availability
	Level of cost savings achieved
	Reduced service outages
	Increased end-user/business satisfaction
	Improved speed of problem resolution

#### Exhibit 2

### 'Ability to meet client future requirements': Assessment criteria

Assessment Category	Assessment Criteria
Overall Future Commitment to Cloud Infrastructure Management Services	Financial rating Commitment to cognitive and self-healing IT infrastructure management services Commitment to innovation in cognitive and self-healing IT infrastructure management services
Investments in Cloud Infrastructure Management Services	<ul> <li>Investment in IP and platforms in support of cognitive and self-healing IT infrastructure management</li> <li>Investment in support of cognitive and self-healing IT infra remediation</li> <li>Investment in cognitive and self-healing IT infra server and cloud management</li> <li>Investment in support of cognitive IT service desk</li> <li>Investment in AlOps capabilities and move to NoOps</li> <li>Investment in support of monitoring and observability services</li> <li>Investment in Al capabilities including GenAl</li> <li>Investment in analytics, cognitive and ML services</li> </ul>
Ability to Partner and Evolve Services	Key partner Ability to evolve services

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



#### **Sales Inquiries**

NelsonHall will be pleased to discuss how we can bring benefit to your organization. You can contact us via the following relationship manager: Darrin Grove at darrin.grove@nelson-hall.com

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