

Future of Work Services

A research guide to evaluate providers' strengths, challenges and differentiators in the modern workplace

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Technology is driving fundamental changes for Australian workers, with innovative employers driving productivity improvements

The workplace landscape is becoming increasingly human-centric and must support the constantly changing working methods. A cloud-first approach is key to benefit from future-of-work advancements. Additionally, replacing legacy applications can also unlock new levels of productivity and flexibility.

The future of work is moving towards an AI-driven, hyperpersonalised workplace that enables organisations and individuals to be productive, creative and purposeful. Service providers are developing new products and services to help humanise workplace experiences. They aim to build resilient and sentient enterprises that foster sustainability and amplify human potential using AI.

A generative workplace refers to a dynamic and collaborative work environment. It is a digital

workplace wherein the modern workforce, comprising human and non-human actors, collectively harnesses their capabilities to drive innovation, adaptability and value creation using generative platforms. Traditional workplaces must not only transition toward smarter and more efficient operations but also become more sustainable, foster inclusion and diversity, ensure device circularity and help meet organisational environment, social and governance (ESG) goals.

AI and analytics are critical to designing and operating digital workplace solutions that enable optimal performance and people engagement. An increased number of Australian enterprises now use AI for predictive analytics, risk assessment and supply chain optimisation. AI is also gaining importance in decision-making, process automation and customer engagement. Enterprises are leveraging the technology to enhance productivity and gain competitive advantage.

The future of work strategy should move away from persona profiling and advance towards optimising individual journeys. Businesses

An integrated strategy is essential to maximise employee value through technology.



today require a clear vision for future-of-work plans that must align with business objectives and industry contexts. The evolving future of work requires a platform-centric mindset, allowing businesses to leverage best-of-breed technologies and integrate them seamlessly into existing systems and processes.

Generative AI (GenAI) is significantly impacting the business landscape. Early adoption of GenAI tools such as Microsoft Copilot can give businesses a competitive edge by establishing an AI foundation, setting up responsible AI, assessing the work efficiency powered by assistants, and enhancing experiences and business outcomes.

Ergonomic and flexible workspaces are gaining importance. Enterprises are investing in modern office layouts that leverage cutting-edge technologies to enhance collaboration and employee well-being. Owing to the accelerated shift in customer behaviour and the rise of hybrid work, organisations must transform their workplaces into smart spaces to flexibly and effectively engage with customers and empower employees.

Next-generation collaboration platforms are becoming increasingly flexible and provide significant omnichannel support. There has been an increase in unified communication as a service (UCaaS) providers offering access to integrated contact centre tools and vice versa. Additionally, many businesses are partnering with IT service providers to ensure teams can connect all their essential tools in a single ecosystem.

Massive changes in managed workplace solutions and services are likely in the next few years due to various factors, including advancements in technologies (such as AI, ML, GenAI, advanced connectivity, and cloud and edge computing), rising geopolitical and economic pressures, and increasing work choices. Also, massive investments in ESG technologies will further accelerate technological disruptions in workplaces and workplace solutions and services. GenAI advancements in workplace solutions will include exploring the use of large language models (LLMs) in the service desk environment to improve agent onboarding

and productivity, and ticket resolution through AI recommendations, including zero-touch resolution.

Collaboration and next-generation experience services are now being driven by an AI-led future, where the primary focus remains on AR- and MR-led collaboration services, human-holographic presences, and AI-based personalised copilots and chatbots. This functionality is dramatically changing the way workplaces have been functioning thus far and is a definitive step ahead towards predictive analytics-driven tailored offerings.

Businesses seek seamless integration across various platforms and tools to allow employees to collaborate effortlessly and access business services in a seamless, unified user experience fashion. Such an integration fosters an ecosystem where different applications and services can work together, providing a cohesive user experience and enabling new forms of teamwork and communication.

In Australia, customer service and sales jobs continue to decline due to continued

automation in factories and warehouses. Thus, people in these declining job categories must be retrained. In the past, the jobs most impacted by technological innovation and automation were low-skilled office workers and manufacturing jobs. However, the impact will move onto other industries in developed countries, including Australia.

The shift towards hybrid work models has led to a greater focus on enabling seamless collaboration and experiences for remote and on-site employees. Enterprises are investing in tools and technologies that facilitate intelligent hybrid meetings, digital collaboration and flexible work arrangements, ensuring productivity and connectivity regardless of location.

Due to the ageing population, healthcare jobs continue growing in Australia and globally. Another growing category is science, technology, engineering and mathematics (STEM). Technology jobs in transportation, especially autonomous vehicles and the delivery and fulfilment aspects of e-commerce, are expected to grow strongly over the next five years.



Executive Summary

GenAI is rapidly beginning to transform the traditional workplace. It can automate routine and complex tasks, speed up processes and generate output in seconds to increase productivity. Early adoption of GenAI tools such as Microsoft 365 Copilot and Google Gemini can give businesses a competitive advantage. Companies should adopt a streamlined and accelerated approach to harness the GenAI tools' full potential.

The emergence of Gen-AI tools has opened an increasing number of possibilities to enhance collaboration experiences in the modern workplace. Leaders recognise the importance of maximising employee well-being, engagement and satisfaction. Personalised services, customised learning paths and adaptive environments based on individual needs are also becoming increasingly common.

Traditional workspace solutions are unable to scale to the demands of hybrid working. Workspace transformation is needed now, more than ever, to deliver superior business outcomes while providing employees with a better work experience. With the increasing adoption of remote and hybrid work models,

businesses seek collaboration solutions that enable seamless communication across dispersed teams. Therefore, virtual meeting rooms, asynchronous communication and mobile-first experiences are in high demand.

The growth of the end-user computing market in Australia is driven by cloud computing's ability to provide a flexible and scalable infrastructure for users to access their applications and data anytime and anywhere. Australian organisations are shifting towards collaborative hybrid workplaces that are experience-led and persona-based. GenAI and intelligent automation technologies are transforming digital workplace services. These workplaces can cater to specific industries and enable collaborative hybrid work environments.

Practical experience, device and application monitoring and management solutions that seamlessly integrate with existing organisation ecosystems continue to be crucial for Australian organisations. Companies are embracing the paradigm shift in workspace design, focusing on flexible, adaptable and mobile environments that leverage extended, virtual and AR for unique roles.

Concerns regarding data security persist for end-user computer services. Organisations are focusing on the need for robust, full-proof holistic security measures to protect sensitive information and ensure compliance.

Enterprises are experiencing a paradigm shift in employee expectations from a modern workplace. The transition towards a single, unified platform for interdepartmental communication is gaining momentum. It streamlines collaboration and enhances help desk metric control to have a cohesive view of operations.

With the evolving technology landscape, there has been a significant shift in client and end-user expectations from workplace services and service desks. Focus has shifted from pure cost reduction and service delivery to improving user productivity and providing a consumer-grade experience that is intuitive, proactive and personalised, with a range of support channels driving user empowerment and expertise.

To improve workforce productivity, organisations must face new challenges, including dealing with the large amount of end-

user computing data generated by endpoint devices in enterprises. Organisations can leverage this data via workplace analytics tools to improve worker productivity and reduce inadvertent setbacks.

Businesses leverage advanced analytics to monitor collective human performance and real-time service desk efficiency. This approach helps organisations proactively address issues, optimise workflows and ensure continuous productivity, thus improving operational efficiency and employee experience (EX).

Automation is becoming the cornerstone of service desk operations. Adopting AI-led automation to streamline routine tasks, accelerate response times and free up service desk agents to focus on more sophisticated issues is gaining traction. Data provides deep insights into remote working and employee productivity and can be used by various organisational stakeholders. It also helps employees align their personal goals with the organisation's, including how an employee can manage work-life balance.



Executive Summary

While Australia has lagged behind many developed nations before, the country has recently focused strongly on renewable energy and sustainability. Companies are investing in solar power, energy-efficient buildings and sustainable design principles to reduce carbon footprints and minimise environmental impact. These initiatives include smart workplace solutions incorporating energy management systems, smart lighting and IoT devices to support sustainable practices and lower operating costs.


Companies are tackling sustainability challenges from both environmental and social perspectives, and they recognise their role in addressing global issues such as climate change and social inequality. Flexible work arrangements continue to drive demand for tools and services that enhance collaborative work, including online meetings, AR/VR and co-created solutions. Analytics and AI remain essential for clients to fast-track automation benefits and user adoption.

Categories that will significantly impact innovation over the next five years include jobs with high levels of on-site customer interaction,

typically low-wage frontline service jobs. These include the retail industry in leisure and travel segments, restaurants and hotels. It also includes indoor production and warehousing jobs such as computer-based office work and factory jobs. Previously, technology minimally impacted these job categories; however, with the rapid evolution of GenAI technologies such as ChatGPT, some white-collar professional jobs will also be affected.


As technology adoption and innovations accelerate, along with fundamental shifts in employee and enterprise behaviour, workplaces will transform regardless of industry and organisation size.



 Provider Positioning


	Workplace Strategy and Enablement Services	Collaboration and Next-gen Experience Services	Managed End-user Technology Services	Continuous Productivity Services (including Next-gen Service Desk)	Smart and Sustainable Workplace Services
Accenture	Leader	Leader	Product Challenger	Product Challenger	Leader
ASG Group	Not In	Contender	Contender	Not In	Contender
Atos	Contender	Contender	Product Challenger	Contender	Product Challenger
Brennan IT	Contender	Contender	Product Challenger	Contender	Contender
Capgemini	Leader	Leader	Leader	Leader	Leader
CDRU	Not In	Not In	Not In	Contender	Not In
CGI	Contender	Contender	Contender	Not In	Contender
Coforge	Not In	Contender	Contender	Contender	Not In
Cognizant	Product Challenger	Product Challenger	Product Challenger	Not In	Market Challenger



 Provider Positioning


	Workplace Strategy and Enablement Services	Collaboration and Next-gen Experience Services	Managed End-user Technology Services	Continuous Productivity Services (including Next-gen Service Desk)	Smart and Sustainable Workplace Services
Data#3	Contender	Contender	Product Challenger	Not In	Contender
Datacom	Not In	Leader	Leader	Rising Star ★	Market Challenger
Deloitte	Not In	Not In	Not In	Not In	Leader
DXC Technology	Product Challenger	Product Challenger	Leader	Leader	Market Challenger
EY	Leader	Not In	Not In	Not In	Product Challenger
Fujitsu	Market Challenger	Leader	Leader	Leader	Leader
HCLTech	Leader	Leader	Leader	Leader	Leader
Hexaware	Not In	Not In	Not In	Contender	Not In
HPE	Contender	Contender	Not In	Not In	Not In



 Provider Positioning

	Workplace Strategy and Enablement Services	Collaboration and Next-gen Experience Services	Managed End-user Technology Services	Continuous Productivity Services (including Next-gen Service Desk)	Smart and Sustainable Workplace Services
Infosys	Leader	Leader	Leader	Leader	Leader
ITC Infotech	Not In	Not In	Not In	Contender	Not In
Kinetic IT	Contender	Not In	Contender	Contender	Contender
KPMG	Product Challenger	Not In	Not In	Not In	Product Challenger
Kyndryl	Market Challenger	Product Challenger	Leader	Product Challenger	Product Challenger
Leidos	Not In	Contender	Product Challenger	Product Challenger	Not In
Lenovo	Contender	Product Challenger	Rising Star ★	Contender	Product Challenger
Logicalis	Not In	Contender	Contender	Contender	Contender
LTIMindtree	Contender	Contender	Contender	Product Challenger	Contender



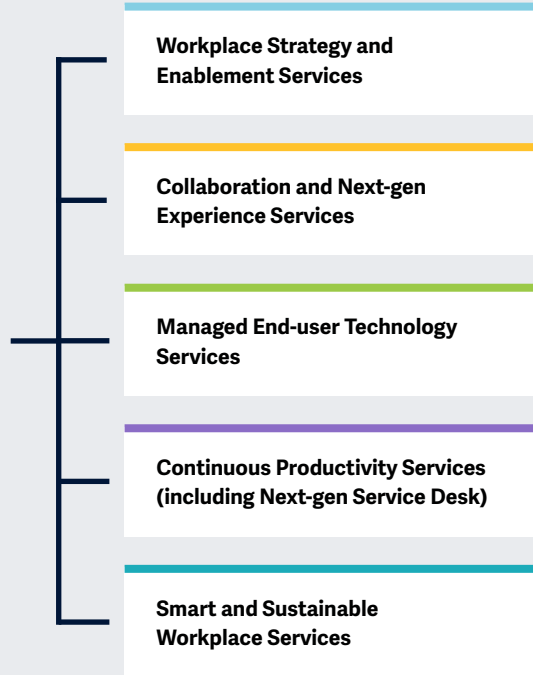
 Provider Positioning

	Workplace Strategy and Enablement Services	Collaboration and Next-gen Experience Services	Managed End-user Technology Services	Continuous Productivity Services (including Next-gen Service Desk)	Smart and Sustainable Workplace Services
Microland	Not In	Not In	Contender	Not In	Not In
NTT DATA	Leader	Leader	Leader	Leader	Market Challenger
Orange Business	Not In	Not In	Contender	Not In	Contender
PwC	Product Challenger	Not In	Not In	Not In	Leader
TCS	Leader	Leader	Leader	Leader	Leader
Tech Mahindra	Product Challenger	Product Challenger	Product Challenger	Product Challenger	Product Challenger
Telstra	Not In	Contender	Market Challenger	Market Challenger	Not In
Unisys	Market Challenger	Leader	Leader	Leader	Leader
UST	Not In	Not In	Contender	Not In	Not In
Wipro	Rising Star ★	Leader	Leader	Leader	Leader



This study evaluates providers' capabilities in delivering key **Future of Work services** across different regions.

Simplified Illustration Source: ISG 2024



Definition

The future of work is constantly evolving, with enterprises either mandating employees' return to offices or adopting hybrid working models. The advancements in generative AI (GenAI) and the need to assimilate new business models to meet dynamic customer demands also contribute to the evolving future of work.

Enterprises no longer partner with service providers to provide laptops, mobiles, Wi-Fi and service desks and allow employees to work as they want. Instead, they embrace a flexible workplace open to new technological possibilities.

A continuum extends from traditional, low-tech approaches to sustainability-focused agendas, incorporating AI, XR and immersive experiences into EX. Experience parity is becoming a significant differentiator in the market. Thus, workplaces must deliver seamless EX regardless of location or customer interaction.

Employees seek the freedom to select both their workspace and the required technology. They need ubiquitous access to devices,

applications, data, workflow, documents and processes, irrespective of location. These requirements demand security, entailing established platforms, protocols and access rights.

Collaboration and communication are equally critical, involving internal and external tools such as AR, VR and XR. However, enterprises face challenges when integrating pre-pandemic infrastructure with post-pandemic capabilities.

GenAI opens new avenues for increased employee productivity and efficiency. It allows enterprise IT to better manage back-end workplace technologies. Still, enterprises need expert help strategising, implementing and adopting this technology.

This report focuses on the approaches where next-generation thinking changes the future workplace landscape.



ISG's Future of Work Framework

- Encapsulates what enterprises are doing to design new ways of working plus the Future of Work / Workplace models and helps connect them to digital solutions
- Represents convergence of supply and demand within the market
- Inner tiles represent themes of enterprise objectives
- Outer tiles represent initiatives
- Behind each outer tile is a specific set of capabilities with unique market-leading providers and solutions



Scope of the Report

This ISG Provider Lens™ quadrant report covers the following five quadrants for services:

- Workplace Strategy and Enablement Services
- Collaboration and Next-gen Experience Services
- Managed End-user Technology Services
- Continuous Productivity Services (including Next-gen Service Desk)
- Smart and Sustainable Workplace Services

This ISG Provider Lens™ study offers IT decision-makers:

- Transparency on the strengths and weaknesses of relevant providers
- A differentiated positioning of providers by segments (quadrants)
- Focus on the regional market

Our study serves as the basis for important decision-making by covering providers' positioning, key relationships and go-to-market considerations. ISG advisors and enterprise clients also use information from these reports to evaluate their existing vendor relationships and potential engagements.

Provider Classifications

The provider position reflects the suitability of providers for a defined market segment (quadrant). Without further additions, the position always applies to all company sizes classes and industries. In case the service requirements from enterprise customers differ and the spectrum of providers operating in the local market is sufficiently wide, a further differentiation of the providers by performance is made according to the target group for products and services. In doing so, ISG either considers the industry requirements or the number of employees, as well as the corporate structures of customers and positions providers according to their focus area. As a result, ISG differentiates them, if necessary, into two client target groups that are defined as follows:

- **Midmarket:** Companies with 100 to 4,999 employees or revenues between \$20 million and \$999 million with central headquarters in the respective country, usually privately owned.
- **Large Accounts:** Multinational companies with more than 5,000 employees or revenue above \$1 billion, with activities worldwide and globally distributed decision-making structures.

The ISG Provider Lens™ quadrants are created using an evaluation matrix containing four segments (Leader, Product & Market Challenger and Contender), and the providers are positioned accordingly. Each ISG Provider Lens™ quadrant may include a service provider(s) which ISG believes has strong potential to move into the Leader quadrant. This type of provider can be classified as a Rising Star.

- **Number of providers in each quadrant:** ISG rates and positions the most relevant providers according to the scope of the report for each quadrant and limits the maximum of providers per quadrant to 25 (exceptions are possible).





Provider Classifications: Quadrant Key

Product Challengers offer a product and service portfolio that reflect excellent service and technology stacks. These providers and vendors deliver an unmatched broad and deep range of capabilities. They show evidence of investing to enhance their market presence and competitive strengths.

Contenders offer services and products meeting the evaluation criteria that qualifies them to be included in the IPL quadrant. These promising service providers or vendors show evidence of rapidly investing in products/ services and a follow sensible market approach with a goal of becoming a Product or Market Challenger within 12 to 18 months.

Leaders have a comprehensive product and service offering, a strong market presence and established competitive position. The product portfolios and competitive strategies of Leaders are strongly positioned to win business in the markets covered by the study. The Leaders also represent innovative strength and competitive stability.

Market Challengers have a strong presence in the market and offer a significant edge over other vendors and providers based on competitive strength. Often, Market Challengers are the established and well-known vendors in the regions or vertical markets covered in the study.

★ **Rising Stars** have promising portfolios or the market experience to become a Leader, including the required roadmap and adequate focus on key market trends and customer requirements. Rising Stars also have excellent management and understanding of the local market in the studied region. These vendors and service providers give evidence of significant progress toward their goals in the last 12 months. ISG expects Rising Stars to reach the Leader quadrant within the next 12 to 24 months if they continue their delivery of above-average market impact and strength of innovation.

Not in means the service provider or vendor was not included in this quadrant. Among the possible reasons for this designation: ISG could not obtain enough information to position the company; the company does not provide the relevant service or solution as defined for each quadrant of a study; or the company did not meet the eligibility criteria for the study quadrant. Omission from the quadrant does not imply that the service provider or vendor does not offer or plan to offer this service or solution.





Workplace Strategy and Enablement Services

Who Should Read This Section

This report is relevant to enterprises across industries in Australia for evaluating the current market positioning of workplace strategy and enablement service providers and how each provider addresses the key regional challenges.

Australia's business landscape is rapidly changing. With a growing focus on attracting and retaining talent in a competitive market, companies seek innovative workplace strategies that boost employee well-being, efficiency and sustainability. This demand has fueled the rise of comprehensive workplace enablement services.

Australian enterprises focus on advisory services that guide them in developing data-driven strategies based on cutting-edge trends such as experience-based metrics and AI-powered automation. New business models support the rise of hybrid and remote workforces, necessitating a shift in talent acquisition and development methods. These services help build new talent models that emphasize digital upskilling and explore the potential of generative AI (GenAI) tools for

enhanced efficiency. Workplace transformation enables seamless integration of local and remote workspaces, fostering collaboration despite physical distance.

Leading service providers in Australia prioritize data security and privacy to ensure a safe digital environment for employees. They emphasize digital transformation acceleration to keep pace with the evolving landscape. These services create a strong digital EX, crucial for attracting and retaining top talent. By embracing these trends and tailoring them to their specific needs, Australian businesses can create future-proof workplaces that foster innovation, achieve a competitive edge and contribute to a sustainable future.



Strategy professionals should read this report to learn about the leading providers to prepare their workforces for the changing business models and dynamics in the post-pandemic world.

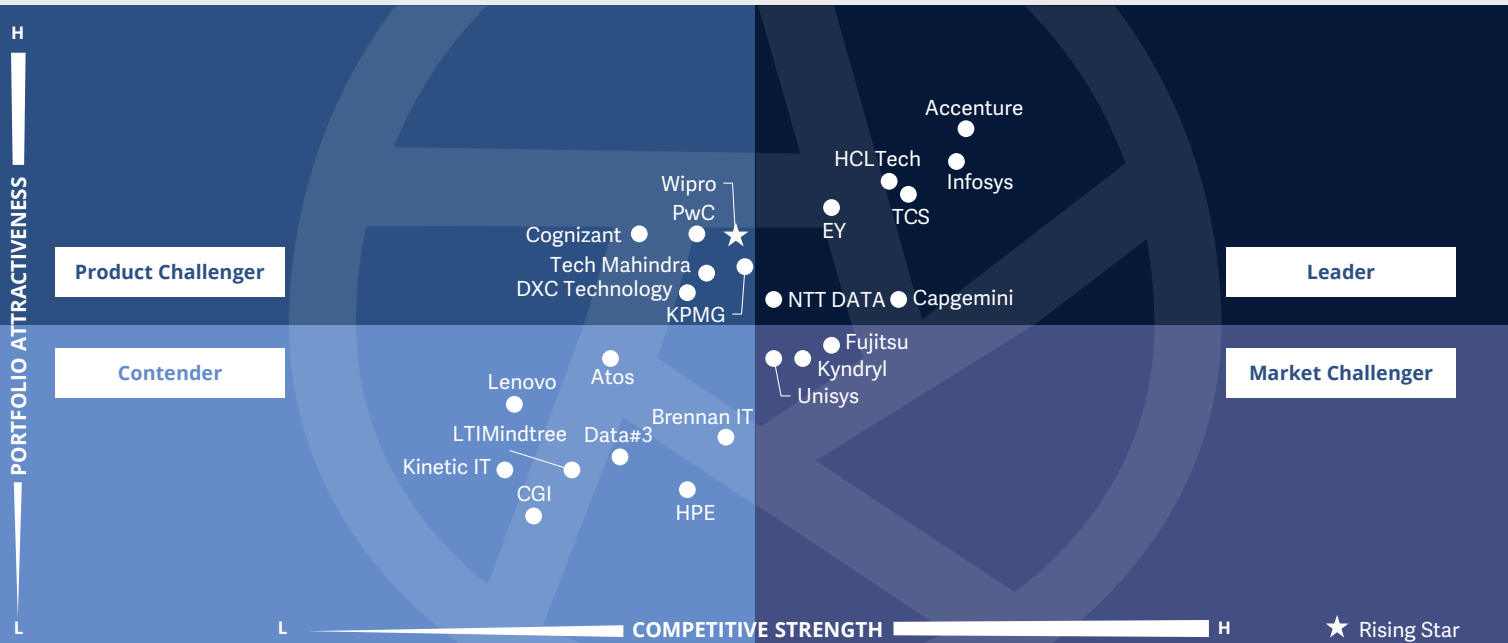


Technology professionals should read this report to understand providers' positioning and capabilities to enhance workplace strategy and enablement services.



Digital professionals, including digital transformation leaders, should read this report to understand how EX transformation service providers fit their digital transformation initiatives.





Optimising EX and productivity starts with a strong strategy to provide the **fundamental foundation** for ongoing investment. This quadrant evaluates providers that have strong strategy capabilities to provide clients with a baseline for investment.

Phil Hassey



Workplace Strategy and Enablement Services

Definition

This quadrant evaluates providers offering workplace strategy and enablement services, including implementations, across industries. Organisations aiming to help clients navigate the complex strategies and regulations of the workplace landscape must be able to tailor advice and strategy by region, market direction and organisational responsibility. They must also provide strategic capabilities and services spanning several integrated areas related to enterprisewide workplaces.

Workplace service providers must focus on considerations such as advanced business models and new talent models. These considerations require guidance, compliance and strategy suited to human, digital and physical workplaces and must be considered collectively instead of in silos. Newer aspects that should be included as part of workplace services are listed as follows:

- Market change and new business model design, including the creation of a circular business delivery model
- Guidance on digital capabilities that can impact human or physical workplaces
- New talent models
- Integration of local and remote physical workplaces
- Physical asset strategy and assessments
- Workplace-driven sustainability strategy

While some providers can develop strategies, the key to minimising potential issues is to work on procurement, project management, change, CX and workplace strategy delivery. Delivering these capabilities across several industries is crucial as the regulations vary by industry.

Eligibility Criteria

1. Provide **advisory services and new business model designs**
2. Have a vendor-neutral approach for **workplace transformation-led business delivery models**
3. Offer **advisory services for human, digital or physical workplace strategy**
4. Adopt **new talent models impacting workforces**. The models should integrate diversity, equity and inclusion and eliminate modern slavery risks
5. Integrate **local and remote physical workplaces** to ensure **experience parity**
6. Deliver **asset strategy and assessments**, including property and infrastructure usage and bottom line performance
7. Have **experience and references in delivering workplace-driven sustainability strategy**
8. Have **industry-wide case studies for workplace strategy** leading to human, digital and physical workplace benefits



Workplace Strategy and Enablement Services

Observations

The Workplace Strategy and Enablement Services and the overall future of work markets are witnessing a shift in focus beyond productivity enhancement to personalised experience across work, engagement and collaboration. Key market shifts also include a rise in the number of frontline workers, the impact of the metaverse on workplaces, the continued adoption of hybrid work and the integration of AI and automation.

Customers value human-centric workplace strategies that focus on individual learning needs, organisational transformation at scale and lower technical debt. Human-focused change management, learning and adoption are integral to this approach. Organisations must implement a seamless workflow in hybrid work to enable new working methods. Today, clients seek tools and technologies that allow hybrid work and are returning to redesign their workplaces.

Businesses seek experiential and business technology transformation advisory and consulting services that guide them through

complex technology choices and maximise business value and ROI. They require expert guidance to navigate technology trends and make informed decisions about future-of-work strategies.

The post-pandemic shift to hybrid work has put EX in the spotlight. Organisations are now challenged to measure these experiences, comprehend the needs of the millennial workforce, and design the right experiences.

The future of work is not about offering a one-size-fits-all solution but rather about providing an AI-driven, hyperpersonalised workplace that enables both organisations and individuals to be productive, creative and purposeful.

From the 45 companies assessed for this study, 25 qualified for this quadrant, with seven being Leaders and one a Rising Star.

accenture

Accenture is a top global professional service company that helps the world's leading businesses, governments and other organisations in building their digital core, optimising their operations, accelerating revenue growth and enhancing citizen services.

Capgemini

Capgemini's strategy and advisory team spans more than 40 countries. Its workplace strategy and enablement services are characterised by its comprehensive approach to innovation, technology use and customer orientation.

EY

EY has developed various strategies, processes and tools to help its clients navigate the tax, social security, employee and employer reporting complexities of remote work. It is an industry leader in cross-border remote work policies and tax obligations.

HCLTech

HCLTech has a strong and growing presence in Australia and New Zealand, with delivery centres in both countries. Its unique offerings, such as UWX (Unified Workspace), developed with partners for delivery optimisation and lean delivery models, differentiate it from the competition.

Infosys

Infosys' Digital Assistant-based solution is the first of several planned releases. It helps enterprise clients in their Microsoft Copilot journey through advisory, assessment, implementation and support.

NTT DATA

NTT DATA provides innovative edge-to-cloud, data centre and network infrastructure, and managed service offerings. Its deep industry, process and platform knowledge and extensive cloud hosting services support customer-facing applications.



Workplace Strategy and Enablement Services

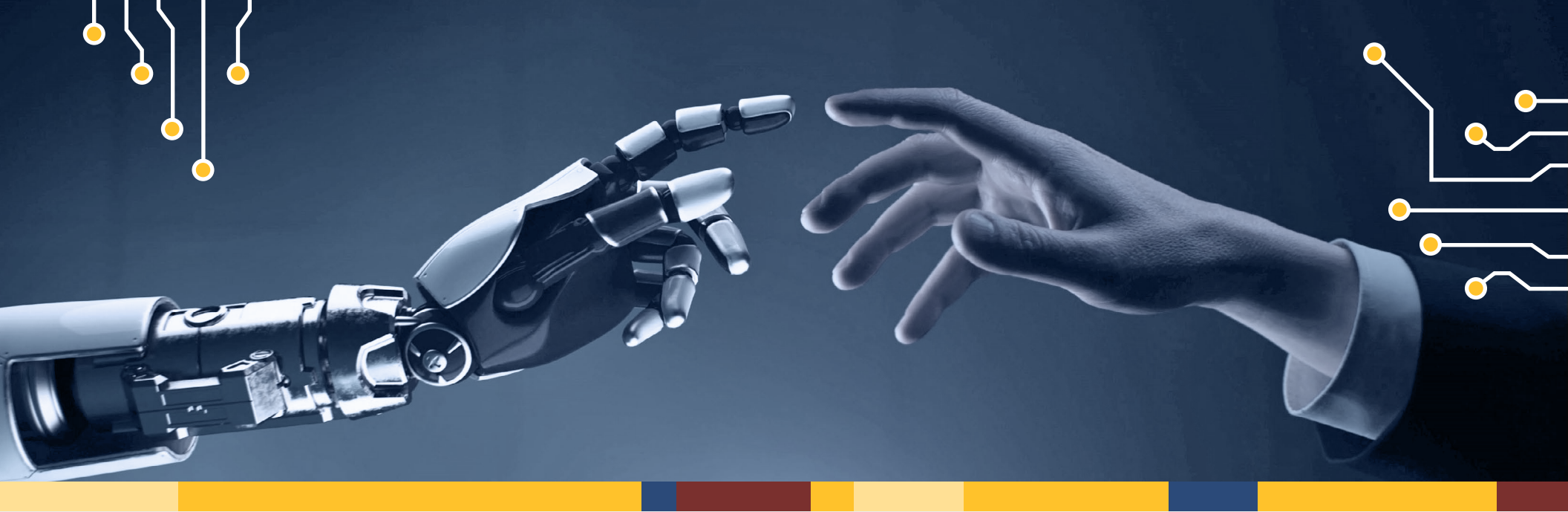


TCS has over 40,000 associates and 12 delivery locations in Asia Pacific (APAC), including Australia, Hong Kong, and Singapore, serving over 400 clients. Its vision focuses on delivering services and cultivating lasting partnerships through personalised solutions and a forward-thinking mindset.



Wipro (Rising Star) applies AI to enhance workforce productivity, skill development and employee engagement. Its talent transformation initiatives include personalised learning paths, skill assessments and predictive analytics to identify high-potential employees with digital dexterity.





Collaboration and Next-gen Experience Services

Who Should Read This Section

This report is relevant to enterprises across industries in Australia for evaluating the current market positioning of collaboration and next-gen experience providers and how each provider addresses the key regional challenges.

Australia's collaboration and next-generation services market is booming, driven by a focus on improved collaboration and UX. It reflects the growing demand for solutions that empower a hybrid workforce and prioritize data security. The rise of hybrid work in Australia necessitates seamless collaboration tools with popular options, including Microsoft Teams, Google Workspace and Slack. These platforms offer features such as real-time document editing, video conferencing and instant messaging, fostering effective communication and teamwork across locations.

Next-generation services prioritize seamless UX across any device. Biometric technologies such as facial recognition offer secure logins while triggering personalized settings. This contextual awareness, where location detection adapts to the work environment, enhances

the experience. Service providers focus on EX, facilitating well-being and boosting engagement. A key trend is the integration of AI and automation, which streamlines workflows and frees up valuable time.

The Australian market for collaboration and next-generation services is poised for continued growth. Service providers can capitalize on this opportunity by prioritizing data security, promoting a thriving hybrid work environment and delivering exceptional UX focused on AI integration and sustainability.



Strategy professionals should read this report to learn about changing business models, creating a future-proof workplace and keeping their organizations competitive.

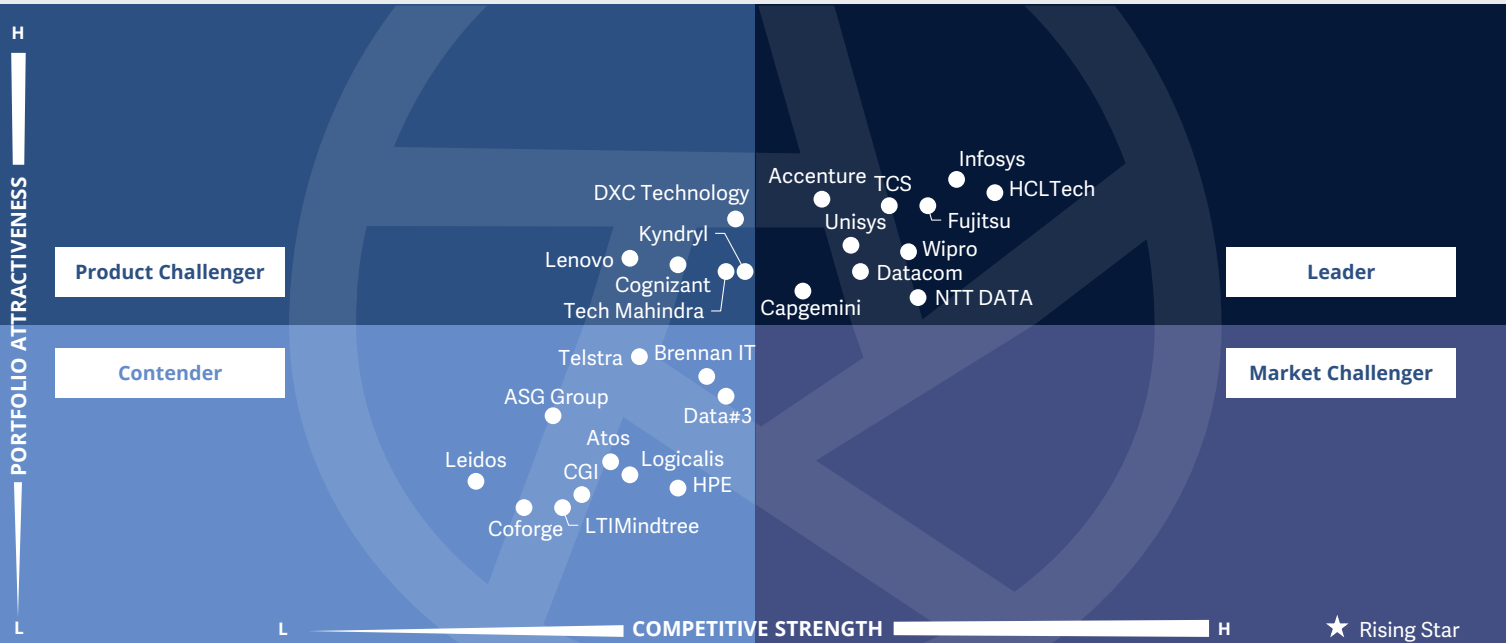


Technology professionals should read this report to understand the latest trends in digital workplaces, from AI integration and automation to GenAI's transformative potential.



Digital professionals should read this report to learn how to leverage digital transformation acceleration and experience-based metrics to create a thriving digital EX.





The **employee ecosystem is changing dramatically** owing to the impact of COVID and ongoing technological transformations. As a result, Australian enterprises prefer providers that can **provide cost-effective productivity** solutions.

Phil Hassey



Collaboration and Next-gen Experience Services

Definition

This quadrant assesses service providers' capabilities in enhancing end-to-end CX and EX and offering value-added managed services to enable workplace technology ecosystem and enhance end-user experience. Typically, providers offer services that enable business leaders, line-of-business (LoB) representatives and CXOs to provide enhanced collaboration capabilities, resulting in improved experience. Their services associate experience with measurable business results and help align the digital workplace transformation with human needs.

Next-generation experience extends beyond technology implementation, including professional services promoting technology adoption. Service providers engage with clients in an outcome-focused model using an XLA approach. The experience management office (XMO) gathers actionable insights through data and analytics, sentiment analysis, ML and change management activities.

These providers enhance collaboration and support comprehensive communication, collaboration and productivity stacks using AI and GenAI technologies. They also extend their offerings to consulting and advisory services, addressing the requirements of various business functions such as HR and operations. They provide expert guidance on effective change management and technology adoption, using cutting-edge technologies to ensure seamless transitions. Additionally, these providers offer services promoting digital dexterity, thus fostering an environment conducive to learning and skill development essential for navigating the evolving workplace landscape.

Eligibility Criteria

1. Provide an **XLA-focused delivery approach** to enhance collaborative experience
2. Leverage **AI and GenAI technologies** to provide value-added experience transformation services
3. Deploy **collaboration solutions** such as Teams, Cisco and Zoom and manage by monitoring analytics from deployed hardware
4. Support **unified communication, collaboration and productivity stack**
5. Provide **services to support the needs of other business functions**, such as human resources outsourcing (HRO) and operations
6. Provide **services that enable proper change management and technology adoption**, leveraging the latest technologies such as Copilot
7. Support **XMO and associated services**
8. Provide **services to support digital dexterity, learning and skills evolution and deploy integrated AR and VR capabilities**



Collaboration and Next-gen Experience Services

Observations

The Australian market is beginning to see the introduction of gamification elements to improve and maintain productivity and the integration of IoT-based wearables to monitor workers' health and safety. The adoption of RPA is witnessing an increase in uptake for automating routine workflows and reducing human intervention/error within Australian enterprises.

Cloud-driven EX platforms enable organisations to build employee-centred relationships with their workforce and develop enriching workplaces that motivate employees to perform optimally.

Rapid advancements in AI, immersive reality and spatial computing drive the demand for immersive workplace experiences. Companies are exploring ways to capitalise on this consumer technology innovation. Immersive communication and collaboration experiences leveraging cutting-edge technologies such as metaverse, AR/VR and digital twins are being readily adopted by leading organisations. Australian companies are also introducing

copilots, voice-enabled assistants/chatbots and private LLMs to their workforces for internal support.

Intelligent meeting experiences with AI-led automated note-taking, summarisation and minutes of the meeting outlining capabilities are entering major companies. GenAI-powered live speech-to-speech translation during meetings and events to bridge linguistic barriers and make discussions accessible is in significant demand. GenAI-powered digital workplaces now empower teams to unleash creativity, enhance productivity and refine user skills.

From the 45 companies assessed for this study, 26 qualified for this quadrant, with 10 being Leaders.



Accenture signed a new agreement with Oracle in 2024 to invest in new GenAI solutions, tools and training to help organisations maximise their data value and drive next-level growth leveraging Oracle workplace solutions.



Capgemini's collaboration solutions team spans more than 40 countries. It is recognised as a leader in GenAI. It has a global pool of subject matter experts who contribute to its rich diversity of skills and perspectives, enhancing its quality of service delivery.



Datacom has more than 2,000 employees in customer care hubs across Australia and New Zealand. Human-centred experience design solutions and integrated analytic services support Datacom's contact centre customer experience technology.



Fujitsu has a strong presence in Australia and has operated in these regions for 40 years. During the past 12 months, it recorded a six-fold increase in the number of Australian workplace transformation consultants.



HCLTech has a strong and growing presence in Australia; it also has delivery centres in both countries. It brings together the best of technology and people to drive progress with outcome-based solutions, improve market positioning and reduce time to market.



Infosys has begun its distribution delivery operating model journey by opening seven new delivery centres in the Asia Pacific (APAC) region. Its future road map includes investing in AI-powered accelerators to enhance customer and EX.



NTT DATA offers innovative edge-to-cloud, data centre and network infrastructure, and managed service offerings. Leveraging IoT-based solutions, NTT DATA creates comfortable, productive and safe workplaces.



Collaboration and Next-gen Experience Services



TCS has over 40,000 associates in APAC across 12 delivery locations, including Australia, Hong Kong and Singapore, serving over 400 clients. It is committed to innovation, a client-centric approach and an agile response to industry shifts.



Unisys is expanding beyond the digital workplace to include the human and physical workplaces, identifying where they may conflict or overlap. It has a dedicated Digital Workplace Solutions (DWS) business unit.



Wipro harnesses the power of AI and automation to streamline redundant or complex business processes by quickly building custom apps with low-code tools. Its agile methodologies enable rapid customisation and adaptation based on real-time feedback.





“Unisys is expanding beyond the digital workplace to include human and physical workplaces, providing solutions that optimise the two aspects.”

Phil Hassey

Unisys

Overview

Unisys is headquartered in Pennsylvania, US. It has more than 16,500 employees across 57 offices in 27 countries. In FY23 the company generated \$2.0 billion in revenue, with Enterprise Computing Solutions as its largest segment. Unisys has a strong presence in Australia with 900 employees and offices in Canberra, Sydney and Melbourne offering managed workforce solutions. The company is expanding beyond the digital workplace to include human and physical workplaces, identifying where they may conflict or overlap.

Strengths

A circular approach to service delivery:

One of the key differentiators of Unisys managed services for Microsoft Copilot is its circular approach. Unlike other providers that offer a one-time deployment or a fixed set of services, Unisys adapts to the evolving needs and expectations of its clients and the Copilot platform.

Highly trained staff on collaboration tools:

As Microsoft introduces new features and enhancements to Copilot, Unisys ensures that its delivery teams are up to date with the latest knowledge and best practices. It passes on the benefits to its clients through continuous training, support and optimisation.

A cycle of value creation:

Unisys collects client feedback and insights to inform its service improvement and innovation departments. This approach creates a cycle of value creation and customer satisfaction, ensuring its clients always get the most out of the technology they have purchased. By choosing Unisys as their Copilot partner, clients gain access to a dynamic, responsive service that grows with their business.

Caution

Unisys is a long-term player in the Australian market. However, despite its strong offerings, it has low visibility. The company should increase awareness to ensure that clients understand Unisys's vision and offerings for 2024.





Managed End-user Technology Services

Managed End-user Technology Services

Who Should Read This Section

This report is relevant to enterprises across industries in Australia for evaluating the current market positioning of managed end-user technology service providers and how each provider addresses the key regional challenges.

Australian businesses remain at the forefront of adopting innovative technologies that empower their workforce in a geographically dispersed landscape. The increasing adoption of hybrid and remote working models necessitates shifting from traditional IT management to a future-proof approach. Managed end-user technology services tailored to the Australian context offer a strategic solution for this evolving work environment.

Australian enterprises prioritize a positive UX to foster a productive and engaged workforce. Providers are increasingly adopting XLAs while focusing on measurable outcomes such as user satisfaction and productivity. This user-centric approach uses automation powered by AI and GenAI to automate repetitive tasks, minimize downtime and provide self-service options. It also reduces IT burden, empowers employees and enhances the overall UX.

Furthermore, Australian businesses are increasingly conscious of environmental sustainability. Automation and self-healing technologies reduce energy consumption and downtime, contributing to a more sustainable work environment. Secure edge solutions also optimize network traffic and cloud adoption. This focus on sustainability aligns with Australian businesses' commitment to responsible practices and helps attract a tech-savvy and environmentally conscious workforce.



Strategy professionals should read this report to understand critical trends such as XLA and automation to optimize UX and drive business outcomes for an efficient hybrid workforce.



Technology professionals should read this report to identify opportunities to leverage automation and self-healing technologies that would improve efficiency and reduce downtime.

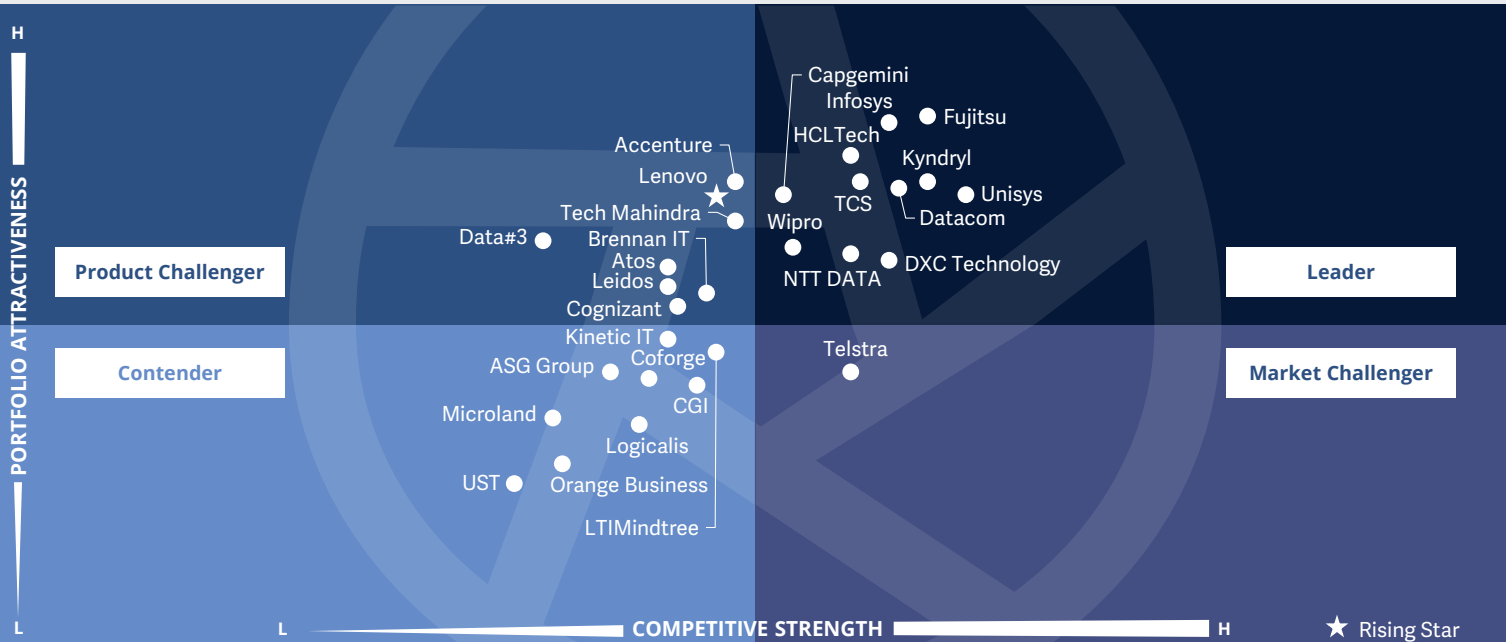


Digital professionals should read this report to gain insights into how providers can empower a geographically dispersed workforce and enhance digital transformation initiatives.



**Future of Work Services
Managed End-user Technology Services**

Australia 2024



Leaders providing managed end-user technology solutions offer **long-term measurable client outcomes** to ensure **employees maximise productivity** and their investment in solutions.

Phil Hassey



Managed End-user Technology Services

Definition

This quadrant assesses service providers offering managed services associated with technologies that enterprise IT departments deploy, provision and secure for end users and employees. These managed infrastructure services in the digital workplace include end-user enablement through services related to devices, applications, cloud workspaces and endpoint security. Providers assessed in this quadrant offer complete end-user computing (EUC) services that form the core of the digital workplace.

These services include device management, patch management, device and application provisioning, virtualised desktop access and device lifecycle management. Their service portfolio extends to support bring-your-own-device (BYOD) initiatives, mobility and telecom expense management, proactive experience management and digital employee experience (DEX) support. Provisioning, managing, and securing the devices remain the first primary step to enabling a digital workplace and providing devices with integrated collaboration and productivity capabilities to employees.

The increasing focus on experience through endpoints has transformed services and helped providers cater to clients' respective industries. While these services are typically associated with traditional computing devices and tablets, their scope can be expanded to include industry-specific scenarios, such as point-of-sale or handheld devices for retail and hospitality or medical equipment devices for healthcare and more traditional workplace setups.

Eligibility Criteria

1. Provide **connected, always-on and updated end-user devices** for secure collaboration and productivity
2. Support **unified endpoint management (UEM), enterprise mobility management, application provisioning and patch management**
3. Offer **complete device lifecycle management services**, such as device procurement, analyses, app provisioning, support, management, disposal and recycling (device as a service), along with device sourcing and logistics
4. Provide **DEX solutions for automated issue resolution**
5. Demonstrate **experience in providing virtual desktop services on-premise and on the cloud** (desktop as a service)
6. Offer **related field services**, IMAC and break/fix services. Provide remote and onsite field support and in-person technical assistance
7. **At least 75 percent of regional contracts must include end-user technology services management**



Managed End-user Technology Services

Observations

IT service companies are engaging in the next phase of the future of work, aiding organisations to reimagine their business operations with cutting-edge technologies such as cognitive AI, GenAI, multimodal AI, cognitive detection and resolution, and prescriptive analytics.

Workflow automation leveraging AI and automation tools is becoming increasingly common in the Australian market to automate tasks such as software patching, user provisioning, basic troubleshooting, proactive issue identification and automated remediations. With advancements in AI and automation, companies are also exploring zero-touch solutions for end-user technology services. Over the next few years, the industry will experience an increasing focus on flexible digital solutions that will empower workers to thrive in rapidly changing enterprise landscapes. As more companies seek the optimal balance between in-office, at-home and hybrid work arrangements, tools and services that simplify collaboration, communication and productivity across distributed teams will increase in demand.

Key tools and services that are likely to boost market evolution are AI-powered solutions, sustainable IT and XLAs. These will align with enterprise outcomes to help free up workers to focus more on strategic work and increase engagement and retention. This will require a shift in how companies approach training and development, emphasising upskilling and reskilling employees to adapt to new technologies and roles.

From the 45 companies assessed for this study, 30 qualified for this quadrant, with 11 being Leaders and one a Rising Star.



Capgemini, driven by its strength in AI, cybersecurity and partnerships, provides a portfolio of end-to-end client solutions for various end-user requirements.

DATAKOM

Datacom employs over 2,000 people in customer care hubs across Australia and New Zealand. Its AI-driven, advanced and cloud-based platform strengthens contact centre operations.



DXC Technology provides seamless and efficient device management solutions that improve customers' device investment and personalise end-user experience to support productivity. It employs robust data analytics to better understand how customers utilise their devices.



In 2023, **Fujitsu** connected its ecosystem for customer value across the Asia Pacific (APAC) region. Its significant progress in Australia is reflected in the significant increase in local transformation consulting revenue.

HCLTech

HCLTech has a strong and growing presence in Australia. It also operates delivery centres in both countries. Its platinum-level membership with most partners allows it special access to the latest product features well before the market.



Infosys has begun its distribution delivery operating model journey by opening seven new delivery centres in the APAC region. It has gained a strong industry reputation as a trusted leader and advisor in managed end-user technology services.

kyndryl

Kyndryl has a strong presence in Australia, including a workforce support service office in Ballarat, that offers managed workplace services. Its advanced desktop virtualisation service portfolio is underpinned by highly differentiated analytics functionality.



Managed End-user Technology Services



NTT DATA offers innovative edge-to-cloud, data centre and network infrastructure, and managed services offerings. Its Experience-as-a-Service (EXPaaS) offering provides a seamless and harmonised customer experience, leading to growth and customer loyalty.



TCS has over 40,000 associates in Asia Pacific, serving over 400 clients through 12 delivery locations in Australia, Hong Kong and Singapore. Its local delivery centres strengthen its partnerships with Australian third-party vendors to deliver integrated offerings.



Unisys aims to deliver an endpoint-as-a-service (EaaS) model, moving all endpoints to the service model.



Wipro's investments in smart spaces, such as GenAI Foundry and its Experience Studio, drive the provision of advanced workplace solutions for its customers. The company creates a harmonious digital ecosystem by building platforms that seamlessly integrate with existing tools, applications and frameworks.



Lenovo (Rising Star) focuses on delivering enhanced productivity, EX and cost-optimising solutions to its customers. It offers a centralised platform to manage all device types and monitor and automate large-scale firmware updates and system patches.





“Unisys’ device management and communication services are integrated with its experience management services to provide a seamless and modern workplace experience.”

Phil Hassey

Unisys

Overview

Unisys is headquartered in Pennsylvania, US. It has more than 16,500 employees across 57 offices in 27 countries. In FY23 the company generated \$2.0 billion in revenue, with Enterprise Computing Solutions as its largest segment. Unisys has a strong presence in Australia, with 900 employees and offices, and it offers managed workforce solutions in Canberra, Sydney, and Melbourne. Unisys aims to deliver the Endpoint as a Service (EaaS) model, moving all endpoints to an as-a-service model.

Strengths

Advanced and broad managed end-user capabilities: Unisys’ DWS consulting and its OCM practice enable effective adoption plans based on a persona-driven device catalogue and ongoing user-focused communications, using relevant and monitored communication channels that adjust based on persona-level success criteria.

Best-of-breed solutions to manage device lifecycle:

Best-of-breed solutions to manage device lifecycle: Unisys uses a best-of-breed solution, capitalising on its strengths in managing the entire device lifecycle through its experience management office and endpoint operations teams. This solution is further bolstered by its strong, bidirectional partner ecosystem comprising a range of OEM manufacturers such as Dell, Lenovo and HP.

Well-developed hardware hub capabilities:

Unisys leverages its partners’ hardware and lifecycle hub capabilities to provide global, efficient solutions that improve support consistency while streamlining IT spending. This objective is achieved through its hardware asset management solution and Device Subscription Services.

Caution

As highlighted, Australia is an intensely competitive market. Unisys should aggressively promote its awareness and visibility in the local market to sustain its position.





Continuous Productivity Services
(including Next-gen Service Desk)

Continuous Productivity Services (including Next-gen Service Desk)

Who Should Read This Section

This report is relevant to enterprises across industries in Australia for evaluating the current market positioning of continuous productivity service (next-gen service desk) providers and how each provider addresses the key regional challenges.

Australia's dynamic workforce thrives on a strong emphasis on UX and employee well-being. It shapes the future of work, where continuous productivity services powered by a next-generation service desk prioritize a blend of human interaction and self-service solutions.

Autonomous workplace support uses a mix of high-tech and familiar solutions. Self-service kiosks and AI-powered chatbots provide 24/7 support, while tech bars staffed by friendly IT specialists offer personalized assistance. DigiLockers dispense pre-configured devices, minimizing downtime. However, a key differentiator is the focus on UX. Service providers must ensure a seamless and intuitive experience across all support channels, catering to a diverse workforce. Challenges for Australian enterprises lie in balancing

automation with human intervention. While chatbots and self-service offer convenience, access to friendly IT support remains essential for employee well-being. Additionally, measuring the impact of these services goes beyond just productivity. Quantifying the positive impact on employee morale and overall workplace satisfaction is crucial for Australian businesses.

By addressing these challenges and embracing trends such as chatbots, self-service options, automated resolution workflows and robust IT asset management (ITAM) and CRM integrations, Australian enterprises can leverage next-generation service desks to empower their workforce, prioritize UX and foster employee well-being in the future of work.



Strategy professionals should read this report to learn about evolving workplaces and the service desk landscape to improve efficiency and productivity.



Technology professionals should read this report to understand emerging technologies such as AI, automation and self-service to integrate with the existing IT infrastructure.

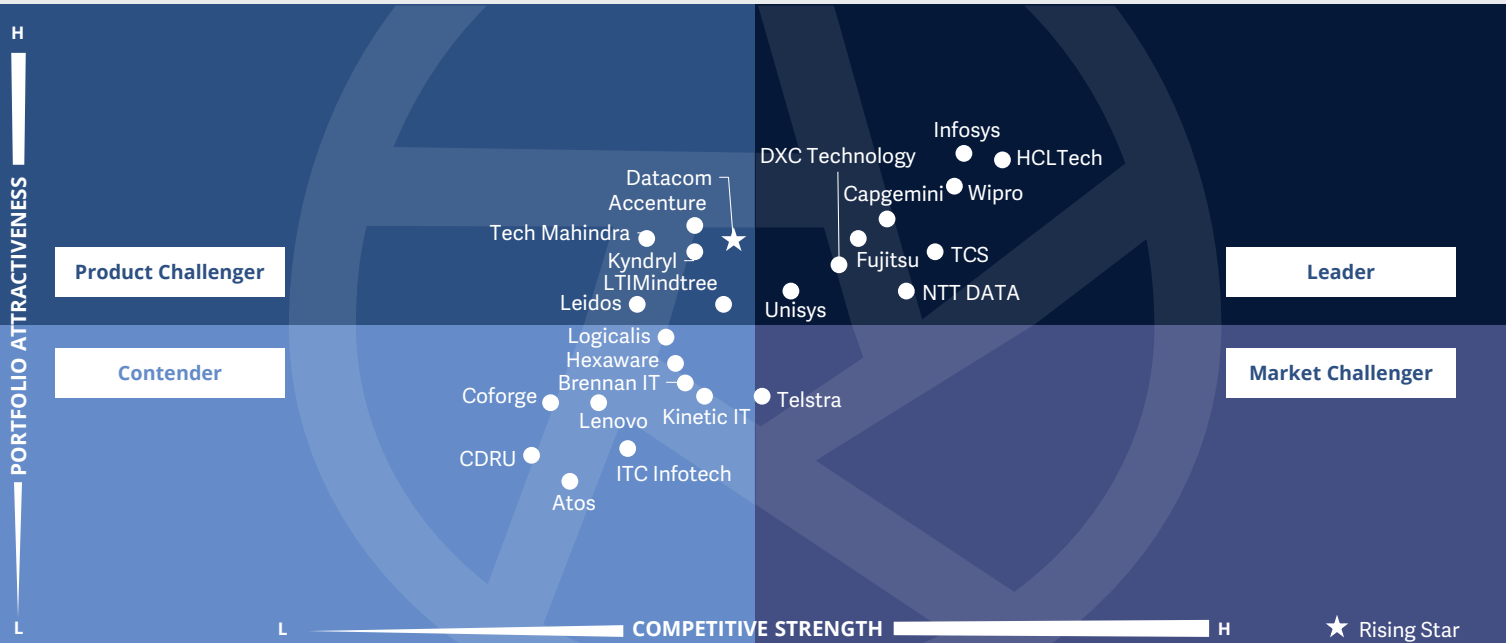


Digital professionals, including digital transformation leaders, should read this report to understand how EX transformation services providers fit their digital transformation initiatives.



Future of Work Services
Continuous Productivity Services (including Next-gen Service Desk)

Australia 2024



Innovation and partner engagement are essential for continuous productivity service providers, enabling ongoing investment in **enhancing and measuring productivity uplift.**

Phil Hassey



Continuous Productivity Services (including Next-gen Service Desk)

Definition

This quadrant assesses service providers' capabilities in supporting the continuous productivity needs of next-generation workplaces, human workplaces and fully integrated hybrid working patterns.

For today's workforce, *being productive* means having the ability to work from anywhere, anytime. Users require a different IT operating model, driven by the changes in business models and market channels, which they must operate and support. The current workforce needs autonomy and constant connectivity to ensure productivity regardless of location, work pattern or device. Meeting these needs requires providers to offer enhanced support capabilities, rendering typical service desk offerings less appealing yet available. Next-generation services include sentiment analysis and automated DEX triage to ensure always-on IT is managed, AI-powered health monitoring for managed services, and emerging devices such as AR and VR. These services encompass automated and proactive technical support and cloud platforms to offer always-on

systems. Providers leverage AI and cognitive technologies for user-facing tasks, achieving significant cost savings.

Success is measured through XLAs linked to business outcomes rather than SLAs. Providers can enhance business outcomes by offering advanced productivity support. Previously, these services included field and onsite support requiring expert technicians to visit user locations. Currently, providers leverage automation and use more remote and self-service options such as AR self-fix, workplace support, service desk, tech bars and cafés, DigiLockers, omnichannel chat and voice support.

Eligibility Criteria

1. Provide **deliver-anywhere autonomous workplace support**
2. Offer **fully integrated analytics and automation** for issue resolution
3. Deliver **contextualised AI support** for workplace
4. Provide **service desk augmentation**
5. Offer **XLA-driven support** instead of SLA-driven decisions
6. **Set up and deliver intelligent support** via self-help kiosks, tech bars, IT vending machines and DigiLockers
7. Provide **automated and contextualised support for end users** based on their roles and work
8. **Quantify workplace support function performance** beyond traditional service metrics
9. Have a **robust local presence** with most workplace engagements around service desk services



Continuous Productivity Services (including Next-gen Service Desk)

Observations

Service desks' focus is shifting from ticket resolution to user satisfaction. Personalised interactions, empathetic communication, and proactive problem-solving are all key components that will help achieve this new goal.

Companies are transitioning towards support models that enhance operational efficiency and employee development, providing personalised, industry-specific assistance while reducing IT issues. Intelligent virtual agents are no longer limited to a single channel but operate seamlessly across various touchpoints, including web, mobile apps, chat and voice interfaces. Their adoption helps deliver consistent user experiences regardless of the communication channel.

Providers have noted a significant change in the demands of digital service desk and workplace services from clients and their end users over the last few years. The focus is shifting from mere cost reduction to reducing users' efforts on IT support and providing a consumer-grade experience to internal IT users,

which is proactive, personalised, omnichannel and focused on user empowerment and experience. Clients are focusing on measuring and fast-tracking automation benefits, ROI, user adoption and first-level resolution. Talent resilience and agility continue to be a strong focus for organisations. There is an increased focus on distributed but also connected workforce, hybrid working models, workforce training and re-skilling and employee wellbeing.

Continuous productivity is the ultimate objective of all workplace-focused businesses. IT service providers must constantly strive to deliver well-connected enterprises that can understand market dynamics and protect business interests while prioritising security and fostering digital innovation and dexterity.

From the 45 companies assessed for this study, 25 qualified for this quadrant, with eight being Leaders and one Rising Star.



Capgemini enjoys a reputation for providing innovative client solutions in the workplace ecosystem and takes an outcome-based approach to offer personalised solutions for clients.



DXC Technology draws on its rich history in managing organisational IT and workplace ecosystems. It combines this with strong partnerships across the productivity and device ecosystem to offer innovative solutions.



Fujitsu has established a strong presence in Australia and New Zealand, and it has been operating for the past 40 years. Its digital workplace offerings enable organisations to create highly engaged, digitally dexterous, sustainable spaces.



HCLTech has a strong and expanding presence in Australia and New Zealand, with delivery centres in both countries. Its GenAI services are meticulously crafted to enhance user and agent productivity while transforming enterprise experience.



Infosys has embarked on a distributed delivery operating model journey by opening seven new delivery centres in the Asia Pacific (APAC) region. Sustainability is embedded in Infosys' DNA; it became carbon neutral in 2020.



NTT DATA has innovative edge-to-cloud, data centre and network infrastructure, and managed service offerings. It leverages GenAI to improve EX and enhance its productivity.



Continuous Productivity Services (including Next-gen Service Desk)



TCS has over 40,000 associates in APAC, serving over 400 clients from 12 delivery locations across Australia, Hong Kong and Singapore. It offers maturity models and an ecosystem of value builders for accelerated benefit realisation and superior business outcomes.



Unisys Next-Gen Service Desk delivers its first response to the hybrid working model through a combination of people, process control and technology. It provides an omni-channel experience that empowers the end user.



Wipro integrates AI into diverse business processes, enhancing efficiency, decision-making and innovation. It has developed a comprehensive AI-powered support solution that empowers employees and support agents.

DATAKOM

Datacom (Rising Star) employs more than 2,000 people in customer care hubs across Australia and New Zealand. It manages and evolves an organisation's digital experience platforms to enable continuous value.





“Unisys’ Next-Gen Service Desk responds to hybrid working by combining people, process control and technology. It offers an omni-channel experience, which empowers end users.”

Phil Hassey

Unisys

Overview

Unisys is headquartered in Pennsylvania, US. It has more than 16,500 employees across 57 offices in 27 countries. In FY23 the company generated \$2.0 billion in revenue, with Enterprise Computing Solutions as its largest segment. Unisys has a strong presence in Australia, with 900 employees and offices, and it offers continuous productivity solutions in Canberra, Sydney and Melbourne. The company has strong capabilities in selected industries in Australia, such as retail and the public sector.

Strengths

Consistent omni-channel experience: Unisys draws on its global footprint and unique presence in the market through Private Label Services to deliver an omni-channel experience. It provides nearly 60 percent of Dell’s customer PC support worldwide. It leverages extensive expertise and its superior experience management office (XMO) offering to drive proactive experience insights and deliver a better experience to its customer end users.

Innovative touchless experience offering:

Regardless of the user’s location, Unisys delivers end-to-end experiences through its touchless experience offering. It includes smart connected asset lockers, integrated vending machines, and physical and virtual tech cafes.

Augmented and merged reality support:

Unisys delivers remote IT smart hands and facilitates vertical-focused activities such as remote supervision, quality control and high-quality remote training for customers and its own frontline workers. To provide an optimal-first experience, the company has dedicated resources focusing on organisational change management (OCM), including monitoring the success of different adoption campaigns on individual personas and further personalising the strategies to maximise adoption.

Caution

Unisys has been a long-standing significant player in the Australian and global technology sectors. However, its prominence has waned compared to previous periods in its history. The company should strive to ensure clients are fully aware of its capabilities and functionalities.





Smart and Sustainable Workplace Services

Who Should Read This Section

This report is relevant to enterprises across industries in Australia for evaluating the current market positioning of smart and sustainable workplace providers and how each provider addresses the key regional challenges.

Enterprises in Australia pioneer the future of work, focusing on building smart office spaces using new-age technology. Rising energy costs and a commitment to eco-friendliness drive enterprises to seek solutions that reduce their carbon footprint. Service providers are improving their buildings and spaces to offer inclusive and sustainable environment for employees. . Sensors and automation optimize lighting, heating and cooling based on occupancy and ambient conditions. Additionally, hot desking and efficient space allocation through workplace analytics further reduce energy needs. These advancements decrease reliance on the grid and contribute to Australia's ambitious renewable energy goals.

Ensuring a consistent work environment requires asset efficiency and energy management which increases productivity and collaboration within the workforce. Integrating new technologies necessitates investments in employee training and robust cybersecurity. Furthermore, navigating the evolving regulatory landscape surrounding energy storage and net metering requires a proactive approach.

Australian enterprises can include IoT-enabled functionality to control the environment, resulting in a smart campus with intelligent physical workplaces while achieving environmental, social and governance objectives. However, navigating challenges around employee buy-in, ensuring reliable energy access and keeping pace with changing regulations will be critical for shaping a future-proof work environment.



Strategy professionals should read this report to understand sustainability trends and efficiency goals to obtain data-driven decision-making and reduce carbon footprint.



Technology professionals should read this report to learn about smart building technology, IoT and workplace analytics in optimizing energy consumption.

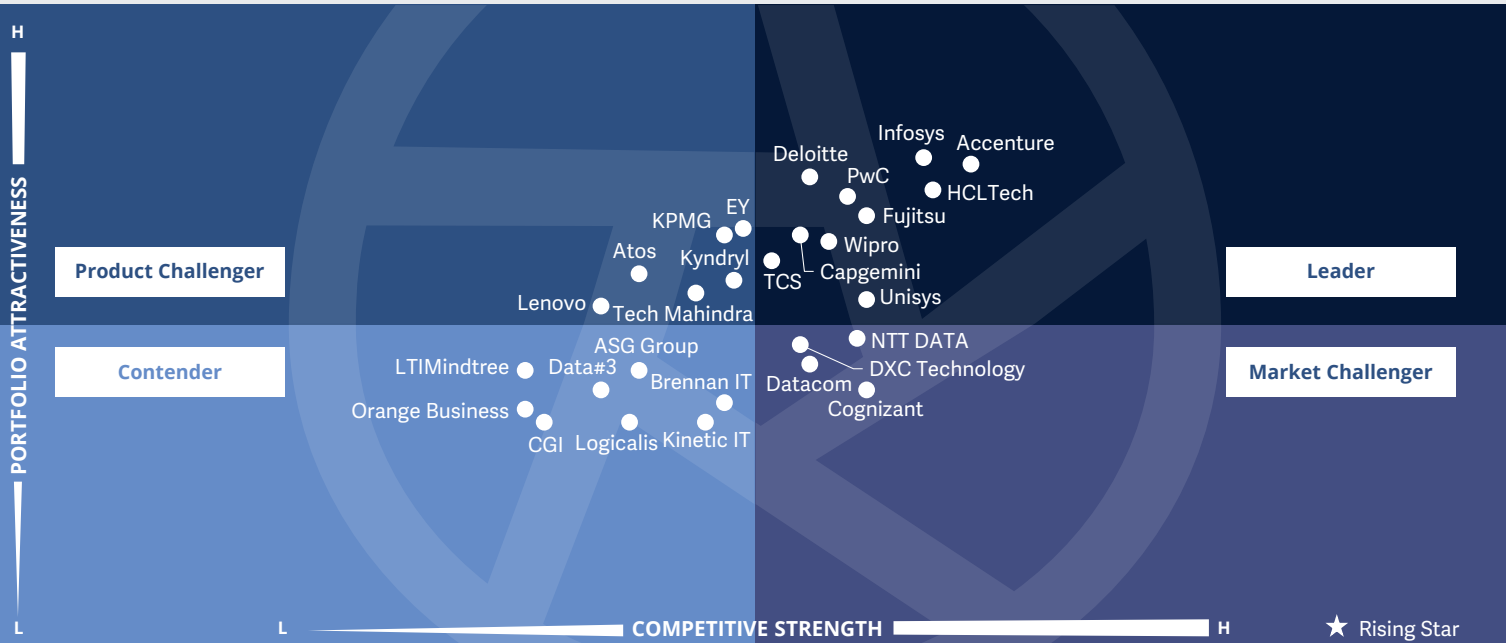


Digital professionals should read this report to learn about integrating user-friendly digital solutions seamlessly and enhancing EX.



**Future of Work Services
Smart and Sustainable Workplace Services**

Australia 2024



Sustainability requirements are constantly evolving for Australian enterprises. **Technology solutions continue to drive successful market outcomes** and will do so in the future as the urgency of outcomes increases.

Phil Hassey



Smart and Sustainable Workplace Services

Definition

This quadrant assesses service providers that support smart, IoT-enabled physical workplaces and assist clients in achieving sustainability goals. The modern workplace combines human, digital and physical workplaces to enable remote, hybrid or in-person collaboration and productivity. Buildings and spaces must be integrated, inclusive and sustainable, offering users a purpose to attend.

With commercial retail facing major occupancy issues, workplace service providers must collaborate with enterprise leaders and create a holistic office strategy. Providers must draw on technology and sustainability to design, implement and manage workplace environments that enhance operational efficiency, employee well-being and environmental responsibilities. As organisations focus on a return-to-office strategy, service providers can help build an environment with smart meeting and facility management solutions. Besides traditional office management, these services

include an adaptive, efficient, inclusive and responsible environment. These help create spaces that meet the current needs of employees and businesses and anticipate future challenges and opportunities in the evolving work landscape.

Providers must also integrate experience parity capabilities into their offerings, with tangible outcomes irrespective of remote, virtual or hybrid models. They must incorporate unified communications and collaboration capabilities and offer smart collaborative workspaces. Their services include IoT-enabled functionality to control the environment, resulting in a smart campus with an intelligent physical workspace while focusing on environmental, social and governance (ESG) initiatives.

Eligibility Criteria

1. Support **smart office spaces by leveraging IoT and the latest technologies** to provide workplace analytics, hot desking, smart building and facility management
2. Offer **support for asset efficiency and address energy management requirements**
3. Provide **inclusive, adaptable and integrated hybrid working solutions and spaces**
4. Provide **services to reduce carbon emissions from workplaces**
5. Assist in aligning client **strategies and metrics for reporting the ESG aspects**, particularly focusing on workspace utilisation within the social and governance dimensions



Smart and Sustainable Workplace Services

Observations

The key to creating smart and sustainable workplaces for the future is a comprehensive approach integrating technology, sustainability and security.

GenAI is beginning to play a significant role in creating an AI-driven, hyperpersonalised workplace. It empowers organisations and individuals to be more productive, creative and purposeful.

Organisations should adopt a sustainable business approach that closely integrates eco-stable initiatives and consciously reduces carbon footprint at every business decision-making step. A strong focus on ESG principles drives businesses to create workplaces that minimise environmental impact, foster inclusion and diversity, and promote circular economies. Eco-friendly and accessible tools and spaces are the future of work.

The market is recording a shift in focus to enable workers to choose where and how they work within broad guidelines that respect their preferences and well-being. Integrating cybersecurity within the broader

ESG framework is essential as it enables companies to safeguard their operations, customers and reputation while fulfilling social and environmental obligations. As AI and smart technologies evolve, businesses face new security threats. Enterprises need robust security measures to protect data, applications and networks from emerging risks.

Integrating technology with sustainable practices enables workplaces to contribute to environmental well-being. Smart sensors and monitoring systems, such as smart lighting systems, optimise energy consumption and reduce waste, saving energy and costs.

From the 45 companies assessed for this study, 25 qualified for this quadrant, with 10 being Leaders.

accenture

Accenture has made a series of global and local investments in sustainability solutions for clients. These solutions provide scientific capabilities that enable clients to improve their performance on sustainability metrics.

Capgemini

Via **Capgemini** Research Institute (CRI), the company carries out advanced research underpinned by robust data and analysis. It has published innovative works on digital workplace services, the future of work, sustainable workspaces and smart spaces.

Deloitte.

Deloitte has a strong presence in Australia and over 3,000 employees. In partnership with its clients, it drive clients towards a sustainable future through its company-wide sustainability investments, approaches and offerings

Fujitsu uvance

Fujitsu helps customers achieve a modern workplace by integrating intelligent technologies that optimise resource use and promote sustainability.

HCLTech

HCLTech has a strong and growing presence in Australia and New Zealand and has delivery centres in both countries. It aims to create a fluid, intuitive, personalised, available on-demand and sustainable workplace.

Infosys®

Infosys has sustainability embedded in its DNA, which starts with a 12-year journey to achieving carbon neutrality.

pwc

PwC has an extensive sustainability and ESG practice in Australia. The company enables businesses to leverage clean technologies and the rapidly transforming energy landscape.



Smart and Sustainable Workplace Services



TCS has developed a range of internal IP-based solutions to offer clients with unique propositions around sustainability solutions.



Unisys leverages both public and private sector experiences to offer its clients workplace solutions with sustainability at their core.



Wipro leverages scale in industry and technology solutions to identify and provide broad solutions in sustainability and diversity, equity and inclusion (DEI) for clients.





“Unisys collaborates closely with OEM partners such as Dell, Lenovo and HP to support a sustainable economy.”

Phil Hassey

Unisys

Overview

Unisys is headquartered in Pennsylvania, US. It has more than 16,500 employees across 57 offices in 27 countries. In FY23 the company generated \$2.0 billion in revenue, with Enterprise Computing Solutions as its largest segment. It has a robust support organisation of 12 global delivery centres supporting around 20 million contacts per year and a field services organisation that is 7,000 strong globally, which services over 200 multinational companies and works closely with a range of partners to ensure that it is sustainable across the lifecycle of customer engagement.

Strengths

Innovative transformational sustainable services: Unisys helps clients design and plan intelligent and sustainable workplace strategies. The company conducts assessments, workshops, proofs of concept and pilots to identify clients’ best solutions and road maps. It also provides change management and communication services to ensure a smooth transition and adoption of new workplace solutions.

Broad portfolio of innovative and sustainability managed services: Unisys helps clients monitor and optimise their intelligent and sustainable workplace solutions, ensuring reliability, performance and scalability. It provides proactive and reactive support, incident management, problem resolution and service level


management. It also offers continuous improvement and innovation services to help clients enhance their workplace efficiency, productivity and sustainability.

Advanced smart and sustainability implementation techniques: Unisys helps clients deploy and integrate their smart and sustainable workplace solutions, ensuring quality, security and compliance. It leverages its expertise and partnerships with leading vendors such as Lenovo to deliver end-to-end solutions, including hardware, software, connectivity and analytics. Unisys also provides training and support services to help clients maximise the benefits of their new workplace solutions.

Caution

Enterprises may view Unisys as something other than a traditionally cutting-edge sustainability solutions provider. As a result, it should ensure its solutions’ awareness and their measured business value are high.





Star of Excellence

A program, designed by ISG, to collect client feedback about providers' success in demonstrating the highest standards of client service excellence and customer centricity.



Appendix

The ISG Provider Lens 2024 – Future of Work Services research study analyzes the relevant software vendors/service providers in the Australia market, based on a multi-phased research and analysis process, and positions these providers based on the ISG Research methodology.

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The research and analysis presented in this study will include data from the ISG Provider Lens™ program, ongoing ISG Research programs, interviews with ISG advisors, briefings with service providers and analysis of publicly available market information from multiple sources. ISG recognizes the time lapse and possible market developments between research and publishing, in terms of mergers and acquisitions, and acknowledges that those changes will not reflect in the reports for this study.

All revenue references are in U.S. dollars (\$US) unless noted.

The study was divided into the following steps:

1. Definition of Future of Work Services market
2. Use of questionnaire-based surveys of service providers/ vendor across all trend topics
3. Interactive discussions with service providers/vendors on capabilities & use cases
4. Leverage ISG's internal databases & advisor knowledge & experience (wherever applicable)
5. Use of Star of Excellence CX-Data
6. Detailed analysis & evaluation of services & service documentation based on the facts & figures received from providers & other sources.
7. Use of the following key evaluation criteria:
 - * Strategy & vision
 - * Tech Innovation
 - * Brand awareness and presence in the market
 - * Sales and partner landscape
 - * Breadth and depth of portfolio of services offered
 - * CX and Recommendation



Author & Editor Biographies



Lead Analyst

Phil Hassey
Strategic Advisory Analyst

Phil has an enviable reputation for understanding, assessing and communicating insight into the increasingly diverse and complex technology sector as it attempts to tightly integrate to business requirements. He is constantly “tilting the world view” with unique but grounded perspectives for clients.

He has worked for some of the largest, and smallest enterprises in the world to help them understand the role of the intersection of technology and business. At the same time, he has also worked with technology and business providers to help ensure they place customer requirements at the centre of their business.

He has undertaken research and strategy projects on every continent, and for every possible application of technology and business.



Research Analyst

Ayushi Gupta
Senior Research Analyst

Ayushi is a Senior Research Analyst at ISG. She is responsible for supporting Provider Lens™ studies on the Future of Work. Ayushi has 3 years of experience conducting in-depth competitive research in IT services, Health, Higher Education, Infrastructure, and Finance. Along with a rich understanding of various business verticals, she has also been responsible for collating and analysing secondary data to provide insights on ongoing trends, defining the business landscape, and evolving needs of the potential target audience.

She is good at collaborating seamlessly with stakeholders and external clients, ensuring smooth project management and successful strategy development. Ayushi is skilled in market research, visualisation, storyboarding, and analysis.



Author & Editor Biographies



Study Sponsor

Iain Fisher
Director

Iain leads ISG's Future of Work, Customer Experience and ESG solutioning redefining business models and operating models to drive out new ways of working with a CX and ESG focus. He joins up end to end value chains across a number of markets and advises clients on where digital and technology can be used to maximise benefit. A regular Keynote speaker and online presenter, Iain has also authored several eBooks on these subjects.



IPL Product Owner

Jan Erik Aase
Partner and Global Head – ISG Provider Lens™

Mr. Aase brings extensive experience in the implementation and research of service integration and management of both IT and business processes. With over 35 years of experience, he is highly skilled at analyzing vendor governance trends and methodologies, identifying inefficiencies in current processes, and advising the industry. Jan Erik has experience on all four sides of the sourcing and vendor governance lifecycle - as a client, an industry analyst, a service provider and an advisor.

Now as a research director, principal analyst and global head of ISG Provider Lens™, he is very well positioned to assess and report on the state of the industry and make recommendations for both enterprises and service provider clients.



ISG Provider Lens™

The ISG Provider Lens™ Quadrant research series is the only service provider evaluation of its kind to combine empirical, data-driven research and market analysis with the real-world experience and observations of ISG's global advisory team. Enterprises will find a wealth of detailed data and market analysis to help guide their selection of appropriate sourcing partners, while ISG advisors use the reports to validate their own market knowledge and make recommendations to ISG's enterprise clients. The research currently covers providers offering their services across multiple geographies globally.

For more information about ISG Provider Lens™ research, please visit this [webpage](#).

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ISG

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Founded in 2006, and based in Stamford, Conn., ISG employs 1,600 digital-ready professionals operating in more than 20 countries—a global team known for its innovative thinking, market influence, deep industry and technology expertise, and world-class research and analytical capabilities based on the industry's most comprehensive marketplace data.

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