ISG Provider Lens™

Future of Work - Services and Solutions

Unified Communication Collaboration as a Service (UCCaaS)

A research report comparing solution vendor strengths, challenges and competitive differentiators

Customized report courtesy of:

GoTo

QUADRANT REPORT | OCTOBER 2022 | GLOBAL

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Report Author: Mrinal Rai

Future of work requires enabling high employee experience

Firms investing in device and collaboration experience

As global organizations are adopting future of work or the hybrid working culture, there is an increasing focus on retaining and attracting talent. This requires special attention on both end-user enablement and backend IT infrastructure management.

Enabling and managing hybrid working with secured endpoint management

With the hybrid working model gaining traction, enterprises' IT departments need to enable a technology ecosystem to support and empower the users working from remote locations. This involves setting up technologies to allow users to access their workspace applications and data irrespective of their devices and locations. There is also an inherent need to securely manage this access. From the end-user side, devices form the entry point for a digital workplace or workspace. There are multiple options to allow access to a workspace on any kind of device, such as a laptop, a desktop or even virtualized desktops where users do not really need a dedicated device but can access using a simple web browser. With the increasing focus on frontline workers, the scope can be extended to non-traditional devices, wearables and IoT devices. The metaverse can extend this scope further to virtual reality (VR) headsets. These are increasingly seen as "endpoints" and not just devices, as they allow users the access point to their workspace, and the IT department of each enterprise needs to manage all such endpoints.

Enterprises across the globe are increasingly adopting modern unified endpoint management (UEM) solutions to manage diverse endpoints. UEM solutions are not new in the market. Initially, these were used mostly to co-manage traditional devices using a client management tool (CMT) for patch management and software deployment, along with mobile devices using cloud-based "modern management." As the new devices are increasingly based on Windows 10 and now Windows 11, modern management strategies are needed instead of co-management. Thus, the positioning of UEM solutions has changed in the market. ISG has observed that UEM is now increasingly being integrated into the cybersecurity portfolios of many vendors, while others provide it as a part of a larger their ITSM or ESM offering.

Furthermore, there is an increasing focus on telemetry-based measurement of user experience, leveraging single-pane-of-glass management.

ISG has been positioning vendors in this space for the last three years. However, with the UEM changing and its scope merging with broader security or ITSM, ISG may combine this with other studies focusing on the those topics and consider the broader employee experience measurement solution landscape that most of these vendors are venturing into.

Enabling hybrid working with unified communication and collaboration (UCC) as a service

UCC systems are used to enable the basic enterprise technology ecosystem to integrate with collaboration solutions in a unified manner. The hybrid working model increasingly focuses on the collaboration side of UCC offered as a service. Hence, many leading unified-communication-as-a-service vendors are now acquiring collaboration capabilities, and the terms UcaaS and unified communication and collaboration as a service (UCCaaS) are being used interchangeably. Telephony was one of the key elements of traditional UCC solutions, but modern UCCaaS solutions focus on voice over telephony and softphone, and integrating clients' existing investments in private branch exchange (PBX) or public switched telephone network (PSTN) systems with modern collaboration capabilities. Furthermore, currently, there is a larger focus on enabling meeting and conferencing to facilitate remote working and seamless collaboration. The use of AI and analytics in UCCaaS solutions can enhance enterprises' capabilities to improve user experience. Almost all UCCaaS vendors are increasingly developing contact center capabilities, as clients want to leverage the same technology that empowers their internal communication and collaboration to empower their customer experience teams as well. They are also investing in R&D to enhance their existing meeting and conferencing capabilities and to improve user experience with video meetings, in-person meetings and smart-room meetings.

ISG's UCCaaS vendor comparison assesses the vendors that differentiate themselves with significant UCCaaS capabilities and have a global market presence in this space.

Extracting the best out of hybrid working by enhancing employee engagement and productivity

Another key aspect of retaining and attracting talent is improving the organizational culture and enriching employee experience with it. This includes bringing employees closer to the corporate vision and mission using proper technologies and communication channels and, at the same time, enhancing their productivity. Organizations have more opportunities to attract new talent when their employees are engaged, productive and feel associated with the organization. Employee engagement can be fostered by leveraging the latest technology solutions, which companies usually deploy at scale to connect all employees. A company-wide intranet can be a starting point. However, such solutions do not just cover an enterprise's social network alone; they include capabilities around collaboration, productivity enhancement, business communications and learning. Leveraging some industry-leading team collaboration solutions, organizations can also foster cultural association among employees.

Another key aspect is enhancing users' digital adroitness. Digital adroitness is defined as ability to work smartly with digital tools. Providing employees with technologies that can enhance their digital adroitness can strengthen enterprises' ability to bring in business differentiation; this is a key strategy that modern employee engagement and productivity enhancement solutions can support. This also includes supporting employee learning and strengthening employees' ability to work in a hybrid model, improving their productivity by ensuring a work-life balance, and empathizing with employees and enhancing their well-being.

ISG has been focusing on this space outside the traditional scope of UCC solutions and is identifying the vendors whose differentiation cannot be highlighted just within the scope of traditional collaboration and communication services. This global Future of Work report thus covers the comparison of software solution vendors that support the following three areas:

- Managing the endpoints,
- Enabling collaboration, communication and
- Assisting in employee engagement productivity.

Together, the three focus areas assist organizations in enabling and managing hybrid working, empowering communication and CX initiatives, and creating a culturally rich and experience-rich productive workforce.

Provider Positioning

	Unified Endpoint Management	Unified Communication Collaboration as a Service (UCCaaS)	Employee Engagement and Productivity
42Gears	Product Challenger	Not In	Not In
8X8	Not In	Leader	Not In
Alcatel-Lucent	Not In	Contender	Not In
Atlassian	Not In	Not In	Product Challenger
Baramundi	Product Challenger	Not In	Not In
BlackBerry	Market Challenger	Not In	Not In
BlueJeans by Verizon	Not In	Product Challenger	Not In
Cisco	Not In	Leader	Not In
Citrix	Not In	Not In	Product Challenger
Dialpad	Not In	Contender	Not In
Fuze	Not In	Contender	Not In

Provider Positioning

	Unified Endpoint Management	Unified Communication Collaboration as a Service (UCCaaS)	Employee Engagement and Productivity
Google	Market Challenger	Product Challenger	Leader
GoTo	Not In	Rising Star ★	Not In
HappySignals	Not In	Not In	Contender
HCL Connections	Not In	Not In	Product Challenger
HCL Software	Product Challenger	Not In	Not In
Hexnode	Product Challenger	Not In	Not In
IBM	Leader	Not In	Not In
Igloo	Not In	Not In	Leader
Ivanti	Leader	Not In	Not In
Jamf	Market Challenger	Not In	Not In
Jive	Not In	Not In	Market Challenger

Provider Positioning

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	Unified Endpoint Management	Unified Communication Collaboration as a Service (UCCaaS)	Employee Engagement and Productivity
Jostle	Not In	Not In	Market Challenger
Kaspersky	Contender	Not In	Not In
Kissflow	Not In	Not In	Product Challenger
LumApps	Not In	Not In	Product Challenger
ManageEngine	Leader	Not In	Not In
Matrix42	Rising Star ★	Not In	Not In
Micro Focus	Contender	Not In	Not In
Microsoft	Leader	Leader	Leader
Mitel	Not In	Product Challenger	Not In
Nextiva	Not In	Market Challenger	Not In
Quest KACE	Contender	Not In	Not In

Provider Positioning

	Unified Endpoint Management	Unified Communication Collaboration as a Service (UCCaaS)	Employee Engagement and Productivity
RingCentral	Not In	Leader	Not In
Rocket.Chat	Not In	Not In	Contender
Salesforce	Not In	Not In	Leader
Sangoma	Not In	Contender	Not In
SAP	Not In	Not In	Contender
Simpplr	Not In	Not In	Product Challenger
Smarp	Not In	Not In	Product Challenger
Snow Software	Contender	Not In	Not In
Sophos	Contender	Not In	Not In
SOTI	Contender	Not In	Not In
Trianz	Not In	Not In	Product Challenger

Provider Positioning

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	Unified Endpoint Management	Unified Communication Collaboration as a Service (UCCaaS)	Employee Engagement and Productivity
Unily	Not In	Not In	Product Challenger
VMware	Leader	Not In	Not In
Vonage	Not In	Market Challenger	Not In
Windstream	Not In	Contender	Not In
Workplace from Meta	Not In	Not In	Leader
Zoho	Not In	Market Challenger	Product Challenger
Zoom	Not In	Leader	Not In

A study on what ISG perceives most critical for future of work (2022)

Unified Endpoint Management

Unified Communication Collaboration as a Service (UCCaaS)

Employee Engagement and Productivity

Simplified Illustration Source: ISG 2022

Definition

As global enterprises look ahead after two turbulent years of the pandemic, it is certain that the old ways of working are not coming back, and future of work is hybrid. The hybrid future of work, as defined by ISG, is characterized by three kinds of workplaces (Figure 1): the Digital Workplace, which includes the underlying technology; Physical Workplace that defines the location or place of work that could be both in the office premises and remote; and the Human Workplace that describes the methods, processes and cultural aspects.

This future of work does not consider technology in silos. As workplace technologies increasingly permeate the lines of business, clients are noting the correlation between customer experience (CX) and quantified employee experience (EX).

The ongoing talent crunch and the "great resignation," as the wave of people leaving the workforce is being called, are compelling enterprises to provide empowering, engaging, and most importantly, empathic workplace environments to retain employees. At the same time, a work environment that is engaging, technologically advanced and tightly integrated with business requirements will help attract fresh talent. A modern work environment is now neither associated with a physical location (workplace), nor with a single digital entity (workspace) — it is now omnipresent, integrated and connected with multiple "spaces" that can be accessed from any location, anytime and over any network. The upcoming and latest technology developments such as metaverse are influencing this trend in their own ways.

Figure 1: Future of Work - Services and Solutions

The modern outlook toward work and workplace will also drive and change enterprise expectations from service providers and software solution vendors. Starting at consulting, enterprises would need expert help in defining and strategizing their workplace transformation initiatives that relate to their EX initiatives with CX goals. A combination of remote and in-office workers would enhance the robust and uninterrupted use of technologies to ensure a seamless experience for end users, while ensuring high security. Clients will also be expecting more from their service desk and workplace support service providers in terms of leveraging a high level of automation and analytics to ensure employee satisfaction. Enterprises have now increasingly started to consider enhanced employee experience as a prime objective. It is an expectation from workplace technology providers and enterprises are including requirements for it in the form of measurable experience level agreements (XLAs).

From the software solution vendors' perspective, there will be increasing focus on enabling an all-encompassing unified communication collaboration setup with special focus on employee engagement and productivity. Because devices still form the first entry point and core of employee workplace technology experience, software solutions that can manage a variety of devices uniformly and with the desired security level will also be on enterprises' radars.

The 2022 ISG Provider Lens™ Future of Work study attempts to evaluate vendors that cover the above-mentioned areas of software solutions.

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

- Transparency on the strengths and weaknesses of relevant vendors
- A differentiated positioning of vendors by segments

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

Scope of the Report

In this ISG Provider Lens™ quadrant study, ISG includes the following three quadrants: Unified Endpoint Management, Unified Communications and Collaboration as a Service (UCCaaS), and Employee Engagement and Productivity.

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

- Transparency on the strengths and weaknesses of relevant solution vendors
- A differentiated positioning of providers by segments
- Focus on regional market

Our study serves as the basis for important decision-making in terms of 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 solution vendors for a defined market segment (quadrant). Without further additions, the position always applies to all company sizes classes and industries. In case the IT service requirements from enterprise customers differ and the spectrum of IT providers operating in the local market is sufficiently wide, a further differentiation of the IT 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 IT 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 US$20 million and US$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 US$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 Challenger, 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.

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.

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.

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.

Unified Communication Collaboration as a Service (UCCaaS)

Who Should Read This

This report is relevant to enterprises across industries in different geographies for evaluating the providers of unified communication and collaboration as a service (UCCaaS).

In this quadrant, ISG highlights the current market positioning of the providers of UCCaaS to enterprises across the world and how each provider addresses the key challenges faced by enterprises.

As the working model is shifting to "work from anywhere," enterprises are finding it difficult to maintain business collaboration. They need technologies to strengthen their communication channels, such as instant messaging and video conferencing to improve productivity, profitability and innovation. Hence, they are looking for cloud storage solutions to become more agile and flexible to access data.

UCCaaS solutions are gaining traction among these enterprises, as they are cost effective and provide enhanced remote workforce support and increased security.

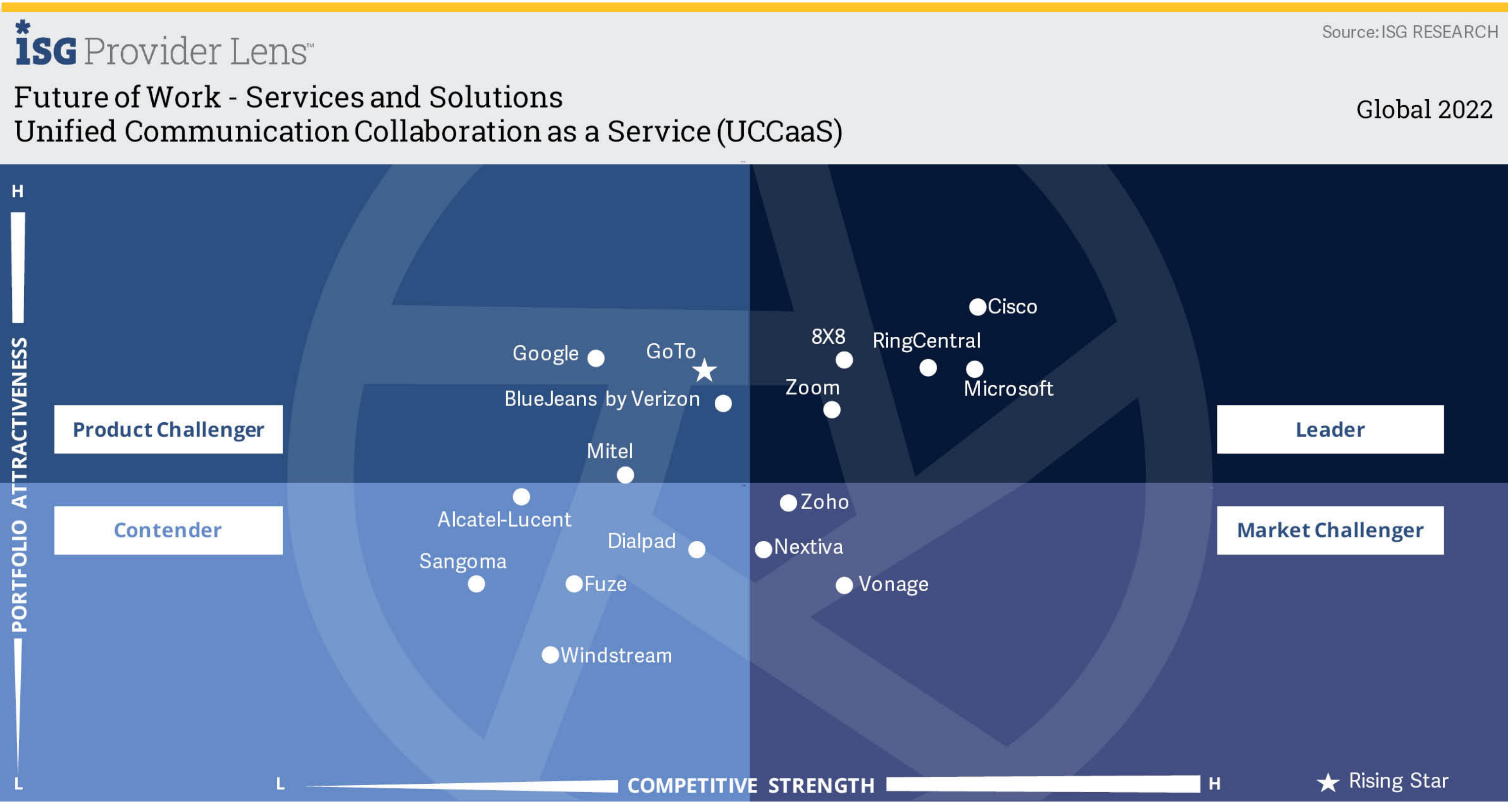
Enterprises are increasing investments in communication and collaboration platforms to enable their workforces with flexibility and enhanced user experiences. They are looking for VPN and Wi-Fi technologies to increase employee participation and are seeking to integrate applications such as virtual whiteboard, file sharing and CRM with collaboration spaces to create seamless workflows. AI and machine learning capabilities can be integrated with CRM to create efficient personal assistance systems and chatbots for business users. Security, governance and compliance remain the top priorities for organizations seeking collaboration solutions.

Technology professionals, including infrastructure, IT and workplace technology leaders, should read this report to understand the relative positioning and capabilities of communication solution providers that can help them effectively plan and select a unified communication and collaboration tool.

Customer service professionals, should read this report to see how service providers address the significant challenges related to compliance and security, while keeping the employee experience seamless for remote workforces.

Digital professionals, should read this report to understand how unified communication and collaboration solution providers fit their digital transformation initiatives and how they are compared with one another.

Procurement professionals, including sourcing, procurement and vendor management professionals, should read this report to develop a better understanding of the current landscape of unified communication and collaboration solution providers.



This quadrant not only assesses vendors' capabilities in **unified communication** or **unified communication collaboration** but also their ability to cover diverse other use cases, such as **meeting, conferencing** or supporting **customer care**.

Mrinal Rai

Definition

This quadrant assesses software solution vendors of unified communication and collaboration as a service (UCCaaS) software products. UCCaaS is a cloud-based software product that enables business communication and collaboration across multiple channels and devices. It combines voice, telephony, enterprise messaging, online meetings (web, video and audio), team collaboration, application integration and presence on a single integrated cloud platform. It can be accessed from any device such as desktops, laptops, tablets or mobile phones. The solution enables businesses and IT departments to cut costs and achieve greater scalability, security and reliability. A UCCaaS software solution enables online communication and interaction by combining messaging, content sharing and audio and video meetings.

These solutions often follow protocols to protect information online through encryption and compliance with globally accepted security and privacy standards.

Eligibility Criteria

1. Ability to provide cloud-based audio and video meeting and conferencing; solutions may also have an on-premises deployment option
2. Provide native softphone capabilities or private branch exchange (PBX) telephony integration, built-in voice over Internet Protocol (VoIP) and toll-based audio calling options
3. Provide videoconference host access to moderator controls, ability to invite guests to meetings and integrate with conference room systems
4. Provide meeting features such as chat, remote access and desktop and application sharing
5. Enable integration with enterprise applications such as customer relationship management (CRM) and marketing, IT and collaboration apps
6. Provide meeting recording, replay and sharing capabilities for future reference and integrate drawing tools with virtual whiteboard capabilities
7. Support different endpoints, from room systems to personal computers, laptops, smartphones and tablets
8. Offer in-built collaboration features and/or enable integration with supporting collaboration solutions such as enterprise file sync and share
9. Offering communication platform as a service (CPaaS), network services and/or contact center solution is a plus
10. Global presence

Observations

Some mergers and acquisitions have repositioned a few providers recently. For example, 8X8's acquisition of Fuze has led to the exit of Fuze from this quadrant. Furthermore, Mitel's partnership with RingCentral has led to movement in the former's positioning.

The Contenders in this quadrant are focusing mostly on one part of the entire solution or are too focused on telephony. Their UCCaaS capabilities are not matured, particularly on the collaboration side. The Product Challengers in this quadrant offer strong capabilities in meeting, conferencing and unified communications. They also provide capabilities to support contact center solutions or are specializing in either collaboration or video meetings. The Market Challengers have had a dedicated market presence for a long time, with strong client engagements. Their solutions are lacking an integrated approach or are not covering the entire modern UCCaaS stack. The Leaders in this space offer strong capabilities in both UCaaS and collaboration, with an increasing footprint in the contact center space.

From the more than 100 companies assessed for this study, 20 have qualified for this quadrant, with five being Leaders and one a Rising Star.

8x8

8X8 retains its leadership position in this quadrant. Its acquisition of Fuze and the expansion of its capabilities and partnerships with Microsoft Teams and contact center service providers have improved its portfolio attractiveness and competitive strength.

Cisco

Cisco retains its leadership position, and with continued investments and solutions development, it is well poised to address the new challenges associated with the future hybrid ways of working. Leveraging its partnerships, Cisco focuses on security and IT and network administration to provide strong UCCaaS solutions.

Microsoft

Microsoft maintains its leadership position, owing to the increasing adoption of Teams by enterprises. Microsoft has also integrated telephony into its Teams solution. It is leveraging its technology ecosystem and recent acquisition of Nuance to venture into the contact center space.

RingCentral

RingCentral, with its consistently improving solution, increasing number of partners and foray into new industries and regions, maintains its leading position in this quadrant.

Zoom

Zoom retains its leadership position, as it continues to focus on enhancing its existing solution with the latest technologies. It also addresses the concerns regarding its security features by earning new certifications. It has also ventured into the contact center space with new solutions and the acquisition of Solvvy, after the failed attempt to acquire Five9.

GoTo

Rising Star **GoTo** is all set to strongly compete in the market, with the rebranding of its solutions and the unification of diverse products. The firm has a strong portfolio for both unified communication and contact center solutions. It also provides solutions for remote IT management.

Rising Star

"Integrating diverse solutions set, GoTo offers innovative approach in UCCaaS"

Mrinal Rai

GoTo

Overview

Headquartered in Boston, GoTo, formerly known as LogMeIn, provides UCaaS through its GoTo Connect solution. The rebranding was completed in February this year, with the portfolio simplified to make it clearer to clients. GoTo serves 800K customers globally and more than 1 billion users join meetings and webinars via GoTo UCC products. Clients can leverage its unique IT management and UCCaaS combination to provide high user experience and productivity with a consolidated technology stack.

Strengths

Focus on integration: GoTo integrates complex solutions such as GoTo Connect, GoTo Meeting and GoTo Webinar. It mainly targets the midmarket segment with affordable pricing options and has also recently improved its partner ecosystem, which enables additional benefits.

Innovative features: GoTo offers a unified meeting experience that allows integration with other collaboration solutions. It also offers advanced voice and telephony functionality support, including call blocking, forwarding and troubleshooting. GoTo Resolve provides monitoring and remote support function and is now integrated with GoTo Connect, which allows users to raise tickets from within GoTo application. This is an example of a business communication and IT support management combination.

Contact Centre solutions: GoTo has also recently launched a contact center solution called GoTo Contact Center that provides insights into agents' performance, call insights and management. It supports multi-channel communications including phone, video, web chat and social media.

Caution

GoTo offers a strong and promising portfolio of solutions covering both the contact center and UCC spaces. It also provides solutions to support enterprise IT management requirements. However, its recent rebranding and positioning need to be synced, and it will take some time for clients to understand the combined value proposition. At the same time, GoTo should be concerned about the intense competition in the space from large, established vendors.

Appendix

The ISG Provider Lens 2022 – Future of Work - Services and Solutions 2022 analyzes the relevant Solution vendors in the global market, based on a multi-phased research and analysis process, and positions these providers based on the ISG Research methodology

Lead Author:
Mrinal Rai

Editors:
Dona George, John Burnell

Research Analyst:
Sonam Chawla

Data Analyst:
Anirban Choudhury

Consultant Advisor:
Jim Kane

Project Manager:
Ridam Bhattacharjee

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The research and analysis presented in this report includes research from the ISG Provider Lens program, ongoing ISG Research programs, interviews with ISG advisors, briefings with services providers and analysis of publicly available market information from multiple sources. The data collected for this report represents information that ISG believes to be current as of September 2022, for providers who actively participated as well as for providers who did not. ISG recognizes that many mergers and acquisitions have taken place since that time, but those changes are not reflected in this report.

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 and Solutions 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

Mrinal Rai
Principal Analyst and Senior Manager

Mrinal Rai is the principal analyst and senior research manager at ISG and responsible for creating research reports for digital workplace, enterprise collaboration, M&A impacts and other emerging technologies initiatives. He is also the official ISG spokesperson for media relations in India. He also leads ISG's voice of customer study program, Star of Excellence. His areas of expertise is digital workplace services, modern unified communication and collaboration, both from a technology and business point of view.

He is the U.S. lead quadrant and global archetype analyst for digital workplace and social collaboration in the ISG Provider Lens™ (IPL) program. He covers key areas around the workplace and end-user computing domain such as modernizing workplace, enterprise mobility, BYOD, VDI, managed workplace services, service desk and modernizing IT architecture, enterprise social software, content collaboration and team collaboration. He has been with ISG for last 10 years and has around 15 years of industry experience.

Research Analyst

Sonam Chawla
Senior Research Analyst

Sonam Chawla is a senior analyst at ISG where she co-authors and supports Provider Lens™ studies on Microsoft Partner Ecosystem, Future of Work – Services and Solutions and Cybersecurity Solutions and Services. Sonam comes with five years of experience in the market research industry and is skilled in secondary research, report writing and company profiling. Her areas of expertise include digital workplace, enterprise collaboration, employee experience services, and conversational AI.

She supports lead analysts in the research process and authors Enterprise Context and the Global Summary reports, highlighting regional as well as global market trends and insights. In addition, she also handles custom engagement requests from providers and advisors. Prior to this role she has worked as research analyst, where she was responsible for authoring syndicated research reports as well as consulting on research projects.

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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REPORT: FUTURE OF WORK - SERVICES AND SOLUTIONS