

# **Workplace Transformation Market by Type of Services (Enterprise Mobility & Telecom, Unified Communication & Collaboration, Workplace Upgrade & Migration, Field Services, and Service Desk), Organization Size, Vertical, and Region - Global Forecast to 2021**

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## **Abstracts**

“Increasing trend in the adoption of new technologies such as Bring Your Own Device (BYOD) and enterprise mobility by organizations is driving the growth of the workplace transformation market”

MarketsandMarkets: The workplace transformation market size is estimated to grow from USD 8.02 billion in 2016 to USD 18.06 billion by 2021, at a CAGR of 17.6%. Increasing trend in the adoption of new technologies such as Bring Your Own Device (BYOD) and enterprise mobility by organizations, changing nature of workplace and processes supported by organizational restructuring and reorganizing, reduction in operational expenditures and changing demographic factors are some of driving forces in the workplace transformation market.

“Among the type of services, enterprise mobility & telecom services segment is expected to grow at the highest rate during the forecast period”

The enterprise mobility and telecom service has the fastest growth rate in the workplace transformation market during the forecast period. The rapid proliferation of smartphones, tablets, and other smart devices in organizations is driving the mobility services. Some of the prevalent market trends such as Bring Your Own Identity (BYOD), Carry Your Own Identity (CYOI), and mobile-first approach are also

encouraging the organization to adopt enterprise mobility services.

“Small and medium enterprise is expected to have maximum market size during the forecast period”

Among organization size, the Small & Medium Enterprises (SMEs) segment is expected to have the maximum market size in the workplace transformation market during the forecast period. The growth in the adoption of workplace transformation by SMEs will be driven by the increasing deployment of BYOD and enterprise mobility solutions and reduced total cost of ownership in the migration and upgradation from existing traditional legacy systems to digital workplaces.

“Asia-Pacific (APAC) is expected to dominate the workplace transformation market during the forecast period”

APAC is expected to have the maximum market share in the workplace transformation market during the forecast period. The APAC region will continue to grow during the forecast period majorly supported by the increasing adoption of workplace transformation, owing to the rising demand for mobility solutions pertaining to the increasing adoption of smartphones and the greater adoption of cloud-based solutions by enterprises throughout the region.

In the process of determining and verifying the market size for several segments and subsegments gathered through secondary research, extensive primary interviews were conducted with key people. The break-up of profiles of primary participants is given below:

By Company: Tier 1: 26%, Tier 2: 41%, and Tier 3: 33%

By Designation: C level: 30%, Director level:20%, and Others: 50%

By Region: North America: 33%, Europe: 17%, APAC: 50%,

The various key vendors profiled in the report are as follows:

1. Accenture PLC (Ireland)
2. NTT Data Corporation (Japan)
3. Cisco Systems, Inc. (U.S.)

4. Atos (France)
5. Hewlett Packard Enterprise Development (HPE) (U.S.)
6. Capgemini (France)
7. Cognizant Technology Solutions (U.S.)
8. HCL Technologies Ltd. (India)
9. Citrix Systems (U.S.)
10. Computer Sciences Corporation (U.S.)
11. Wipro Ltd. (India)
12. Unisys Corporation (U.S.),
13. IBM Corporation (U.S.)
14. Tata Consultancy Services (India)
15. Infosys (India)
16. Intel Corporation (U.S.)

#### Scope of the Report:

The report segments the workplace transformation market on the basis of services which includes enterprise mobility & telecom services, unified communication & collaboration services, workplace upgrade & migration services, asset management services, service desk, desktop virtualization, field services, application management services, workplace automation services, and others (data center transformation services and network management services); organization size comprises large enterprises and small & medium enterprises; vertical includes Banking, financial Services and Insurance (BFSI), government, healthcare & life sciences, manufacturing & automotive, retail, transportation & logistics, media & entertainment, telecom & Information Technology (IT), and others (education, energy and utilities); and regions includes North America, Europe, Asia–Pacific (APAC), Middle East and Africa (MEA), and Latin America.

#### Reason to Buy the Report:

To get a comprehensive overview of the global workplace transformation market

To gain wide-ranging information about the top players in this market sphere, their product portfolios, and key strategies adopted by them

To gain insights of the major countries/regions in which the workplace transformation market is flourishing in various industries

## Contents

### 1 INTRODUCTION

- 1.1 OBJECTIVES OF THE STUDY
- 1.2 MARKET DEFINITION
- 1.3 MARKET SCOPE
  - 1.3.1 MARKETS COVERED
  - 1.3.2 YEARS CONSIDERED IN THE REPORT
- 1.4 CURRENCY
- 1.5 STAKEHOLDERS

### 2 RESEARCH METHODOLOGY

- 2.1 RESEARCH DATA
  - 2.1.1 SECONDARY DATA
    - 2.1.1.1 Key data taken from secondary sources
  - 2.1.2 PRIMARY DATA
    - 2.1.2.1 Key data taken from primary sources
    - 2.1.2.2 Breakdown of primary interviews
- 2.2 MARKET SIZE ESTIMATION
  - 2.2.1 BOTTOM-UP APPROACH
  - 2.2.2 TOP-DOWN APPROACH
- 2.3 MARKET BREAKDOWN AND DATA TRIANGULATION
- 2.4 ASSUMPTIONS

### 3 EXECUTIVE SUMMARY

### 4 PREMIUM INSIGHTS

- 4.1 ATTRACTIVE MARKET OPPORTUNITIES IN THE DIGITAL WORKPLACE TRANSFORMATION SERVICES MARKET
- 4.2 DIGITAL WORKPLACE TRANSFORMATION SERVICES MARKET, BY REGION, 2016 VS. 2021
- 4.3 DIGITAL WORKPLACE TRANSFORMATION SERVICES MARKET, BY TYPE OF SERVICES, 2016–2021
- 4.4 DIGITAL WORKPLACE TRANSFORMATION SERVICES MARKET, BY VERTICAL AND REGION, 2016
- 4.5 LIFECYCLE ANALYSIS, BY REGION, 2016–2021

## **5 MARKET OVERVIEW**

### 5.1 INTRODUCTION

### 5.2 MARKET SEGMENTATION

#### 5.2.1 BY TYPE OF SERVICE

#### 5.2.2 BY ORGANIZATION SIZE

#### 5.2.3 BY VERTICAL

#### 5.2.4 BY REGION

### 5.3 MARKET DYNAMICS

#### 5.3.1 DRIVERS

5.3.1.1 Increasing adoption of new technologies such as BYOD and enterprise mobility by organizations

5.3.1.2 Changing nature of workplace and processes supported by organizational restructuring and reorganizing

5.3.1.3 Reduction in operational expenditures

5.3.1.4 Changing demographic factors

#### 5.3.2 RESTRAINTS

5.3.2.1 Issues related to transformation and integration of processes by organizations

5.3.2.2 Lack of training and education among workforce

#### 5.3.3 OPPORTUNITIES

5.3.3.1 Rise in the adoption of technological changes in cloud and mobility market space by organizations

5.3.3.2 Profound growth in the adoption of workplace transformation services by the SMEs

#### 5.3.4 CHALLENGES

5.3.4.1 Concerns related to data security

5.3.4.2 Connectivity constraints

## **6 INDUSTRY TRENDS**

### 6.1 INTRODUCTION

### 6.2 EVOLUTION

### 6.3 VALUE CHAIN ANALYSIS

### 6.4 STRATEGIC BENCHMARKING

## **7 DIGITAL WORKPLACE TRANSFORMATION SERVICES MARKET ANALYSIS, BY TYPE OF SERVICE**

- 7.1 INTRODUCTION
- 7.2 ENTERPRISE MOBILITY AND TELECOM SERVICES
- 7.3 UNIFIED COMMUNICATION AND COLLABORATION SERVICES
- 7.4 WORKPLACE UPGRADATION AND MIGRATION SERVICES
- 7.5 ASSET MANAGEMENT SERVICE
- 7.6 SERVICE DESK
- 7.7 DESKTOP VIRTUALIZATION
- 7.8 FIELD SERVICES
- 7.9 WORKPLACE AUTOMATION SERVICES
- 7.10 APPLICATION MANAGEMENT SERVICES
- 7.11 OTHERS

## **8 DIGITAL WORKPLACE TRANSFORMATION SERVICES MARKET ANALYSIS, BY ORGANIZATION SIZE**

- 8.1 INTRODUCTION
- 8.2 SMALL AND MEDIUM ENTERPRISES
- 8.3 LARGE ENTERPRISES

## **9 DIGITAL WORKPLACE TRANSFORMATION SERVICES MARKET ANALYSIS, BY VERTICAL**

- 9.1 INTRODUCTION
- 9.2 BANKING, FINANCIAL SERVICES, AND INSURANCE
- 9.3 GOVERNMENT
- 9.4 HEALTHCARE AND LIFE SCIENCES
- 9.5 MANUFACTURING AND AUTOMOTIVE
- 9.6 RETAIL
- 9.7 TRANSPORTATION AND LOGISTICS
- 9.8 MEDIA AND ENTERTAINMENT
- 9.9 TELECOM AND INFORMATION TECHNOLOGY
- 9.10 OTHERS

## **10 GEOGRAPHIC ANALYSIS**

- 10.1 INTRODUCTION
- 10.2 NORTH AMERICA
- 10.3 EUROPE
- 10.4 ASIA-PACIFIC

10.5 MIDDLE EAST AND AFRICA

10.6 LATIN AMERICA

## **11 COMPETITIVE LANDSCAPE**

11.1 OVERVIEW

11.2 PORTFOLIO COMPARISON

11.3 COMPETITIVE SITUATION AND TRENDS

11.3.1 AGREEMENTS, PARTNERSHIPS, AND COLLABORATIONS

11.3.2 MERGERS AND ACQUISITIONS

11.3.3 NEW PRODUCT AND SERVICE DEVELOPMENTS

11.3.4 BUSINESS EXPANSIONS

## **12 COMPANY PROFILES**

12.1 INTRODUCTION

(Overview, Financials, Products & Services, Strategy, and Developments)\*

12.2 ACCENTURE PLC.

12.3 NTT DATA CORPORATION

12.4 CISCO SYSTEMS, INC.

12.5 ATOS SE

12.6 HEWLETT PACKARD ENTERPRISE DEVELOPMENT LP (HPE)

12.7 CAPGEMINI

12.8 COGNIZANT TECHNOLOGY SOLUTIONS CORPORATION

12.9 HCL TECHNOLOGIES LIMITED

12.10 CITRIX SYSTEMS, INC.

12.11 COMPUTER SCIENCES CORPORATION

12.12 WIPRO LIMITED

12.13 UNISYS CORPORATION

12.14 IBM CORPORATION

12.15 TATA CONSULTANCY SERVICES LIMITED

12.16 INFOSYS LIMITED

12.17 INTEL CORPORATION

\*Details on overview, financials, product & services, strategy, and developments might not be captured in case of unlisted companies.

## **13 APPENDIX**

13.1 KEY INSIGHTS

13.2 OTHER DEVELOPMENTS

13.3 DISCUSSION GUIDE

13.4 KNOWLEDGE STORE: MARKETSandMARKETS' SUBSCRIPTION PORTAL

13.5 INTRODUCING RT: REAL-TIME MARKET INTELLIGENCE

13.6 AVAILABLE CUSTOMIZATIONS

13.7 RELATED REPORTS

13.8 AUTHOR DETAILS



## List Of Tables

### LIST OF TABLES

Table 1 GLOBAL DIGITAL WORKPLACE TRANSFORMATION SERVICES MARKET SIZE AND GROWTH RATE, 2014–2021 (USD BILLION, YOY %)

Table 2 DIGITAL WORKPLACE TRANSFORMATION SERVICES MARKET SIZE, BY TYPE OF SERVICE, 2014–2021 (USD MILLION)

Table 3 ENTERPRISE MOBILITY AND TELECOM SERVICES: DIGITAL WORKPLACE TRANSFORMATION SERVICES MARKET SIZE, BY REGION, 2014–2021 (USD MILLION)

Table 4 UNIFIED COMMUNICATION AND COLLABORATION SERVICES: DIGITAL WORKPLACE TRANSFORMATION SERVICES MARKET SIZE, BY REGION, 2014–2021 (USD MILLION)

Table 5 WORKPLACE UPGRADATION AND MIGRATION SERVICES: DIGITAL WORKPLACE TRANSFORMATION SERVICES MARKET SIZE, BY REGION, 2014–2021 (USD MILLION)

Table 6 ASSET MANAGEMENT SERVICE: DIGITAL WORKPLACE TRANSFORMATION SERVICES MARKET SIZE, BY REGION, 2014–2021 (USD MILLION)

Table 7 SERVICE DESK: DIGITAL WORKPLACE TRANSFORMATION SERVICES MARKET SIZE, BY REGION, 2014–2021 (USD MILLION)

Table 8 DESKTOP VIRTUALIZATION: DIGITAL WORKPLACE TRANSFORMATION SERVICES MARKET SIZE, BY REGION, 2014–2021 (USD MILLION)

Table 9 FIELD SERVICES: DIGITAL WORKPLACE TRANSFORMATION SERVICES MARKET SIZE, BY REGION, 2014–2021 (USD MILLION)

Table 10 WORKPLACE AUTOMATION SERVICES: DIGITAL WORKPLACE TRANSFORMATION SERVICES MARKET SIZE, BY REGION, 2014–2021 (USD MILLION)

Table 11 APPLICATION MANAGEMENT SERVICES: DIGITAL WORKPLACE TRANSFORMATION SERVICES MARKET SIZE, BY REGION, 2014–2021 (USD MILLION)

Table 12 OTHERS: DIGITAL WORKPLACE TRANSFORMATION SERVICES MARKET SIZE, BY REGION, 2014–2021 (USD MILLION)

Table 13 DIGITAL WORKPLACE TRANSFORMATION SERVICES MARKET SIZE, BY ORGANIZATION SIZE, 2014–2021 (USD MILLION)

Table 14 SMALL AND MEDIUM ENTERPRISES: DIGITAL WORKPLACE TRANSFORMATION SERVICES MARKET SIZE, BY REGION, 2014–2021 (USD MILLION)

Table 15 LARGE ENTERPRISES: DIGITAL WORKPLACE TRANSFORMATION SERVICES MARKET SIZE, BY REGION, 2014–2021 (USD MILLION)

Table 16 DIGITAL WORKPLACE TRANSFORMATION SERVICES MARKET SIZE, BY VERTICAL, 2014–2021 (USD MILLION)

Table 17 BANKING, FINANCIAL SERVICES, AND INSURANCE: DIGITAL WORKPLACE TRANSFORMATION SERVICES MARKET SIZE, BY REGION, 2014–2021 (USD MILLION)

Table 18 GOVERNMENT: DIGITAL WORKPLACE TRANSFORMATION SERVICES MARKET SIZE, BY REGION, 2014–2021 (USD MILLION)

Table 19 HEALTHCARE AND LIFE SCIENCES: DIGITAL WORKPLACE TRANSFORMATION SERVICES MARKET SIZE, BY REGION, 2014–2021 (USD MILLION)

Table 20 MANUFACTURING AND AUTOMOTIVE: DIGITAL WORKPLACE TRANSFORMATION SERVICES MARKET SIZE, BY REGION, 2014–2021 (USD MILLION)

Table 21 RETAIL: DIGITAL WORKPLACE TRANSFORMATION SERVICES MARKET SIZE, BY REGION, 2014–2021 (USD MILLION)

Table 22 TRANSPORTATION AND LOGISTICS: DIGITAL WORKPLACE TRANSFORMATION SERVICES MARKET SIZE, BY REGION, 2014–2021 (USD MILLION)

Table 23 MEDIA AND ENTERTAINMENT: DIGITAL WORKPLACE TRANSFORMATION SERVICES MARKET SIZE, BY REGION, 2014–2021 (USD MILLION)

Table 24 TELECOM AND INFORMATION TECHNOLOGY: DIGITAL WORKPLACE TRANSFORMATION SERVICES MARKET SIZE, BY REGION, 2014–2021 (USD MILLION)

Table 25 OTHERS: DIGITAL WORKPLACE TRANSFORMATION SERVICES MARKET SIZE, BY REGION, 2014–2021 (USD MILLION)

Table 26 DIGITAL WORKPLACE TRANSFORMATION SERVICES MARKET SIZE, BY REGION, 2014–2021 (USD MILLION)

Table 27 NORTH AMERICA: DIGITAL WORKPLACE TRANSFORMATION SERVICES MARKET SIZE, BY COUNTRY, 2014–2021 (USD MILLION)

Table 28 NORTH AMERICA: DIGITAL WORKPLACE TRANSFORMATION SERVICES MARKET SIZE, BY TYPE OF SERVICE, 2014–2021 (USD MILLION)

Table 29 NORTH AMERICA: DIGITAL WORKPLACE TRANSFORMATION SERVICES MARKET SIZE, BY ORGANIZATION SIZE, 2014–2021 (USD MILLION)

Table 30 NORTH AMERICA: DIGITAL WORKPLACE TRANSFORMATION SERVICES MARKET SIZE, BY VERTICAL, 2014–2021 (USD MILLION)

Table 31 EUROPE: DIGITAL WORKPLACE TRANSFORMATION SERVICES MARKET

SIZE, BY COUNTRY, 2014–2021 (USD MILLION)

Table 32 EUROPE: DIGITAL WORKPLACE TRANSFORMATION SERVICES MARKET SIZE, BY TYPE OF SERVICE, 2014–2021 (USD MILLION)

Table 33 EUROPE: DIGITAL WORKPLACE TRANSFORMATION SERVICES MARKET SIZE, BY ORGANIZATION SIZE, 2014–2021 (USD MILLION)

Table 34 EUROPE: DIGITAL WORKPLACE TRANSFORMATION SERVICES MARKET SIZE, BY VERTICAL, 2014–2021 (USD MILLION)

Table 35 ASIA-PACIFIC: DIGITAL WORKPLACE TRANSFORMATION SERVICES MARKET SIZE, BY COUNTRY, 2014–2021 (USD MILLION)

Table 36 ASIA-PACIFIC: DIGITAL WORKPLACE TRANSFORMATION SERVICES MARKET SIZE, BY TYPE OF SERVICE, 2014–2021 (USD MILLION)

Table 37 ASIA-PACIFIC: DIGITAL WORKPLACE TRANSFORMATION SERVICES MARKET SIZE, BY ORGANIZATION SIZE, 2014–2021 (USD MILLION)

Table 38 ASIA-PACIFIC: DIGITAL WORKPLACE TRANSFORMATION SERVICES MARKET SIZE, BY VERTICAL, 2014–2021 (USD MILLION)

Table 39 MIDDLE EAST AND AFRICA: DIGITAL WORKPLACE TRANSFORMATION SERVICES MARKET SIZE, BY SUB-REGION, 2014–2021 (USD MILLION)

Table 40 MIDDLE EAST AND AFRICA: DIGITAL WORKPLACE TRANSFORMATION SERVICES MARKET SIZE, BY TYPE OF SERVICE, 2014–2021 (USD MILLION)

Table 41 MIDDLE EAST AND AFRICA: DIGITAL WORKPLACE TRANSFORMATION SERVICES MARKET SIZE, BY ORGANIZATION SIZE, 2014–2021 (USD MILLION)

Table 42 MIDDLE EAST AND AFRICA: DIGITAL WORKPLACE TRANSFORMATION SERVICES MARKET SIZE, BY VERTICAL, 2014–2021 (USD MILLION)

Table 43 LATIN AMERICA: DIGITAL WORKPLACE TRANSFORMATION SERVICES MARKET SIZE, BY COUNTRY, 2014–2021 (USD MILLION)

Table 44 LATIN AMERICA: DIGITAL WORKPLACE TRANSFORMATION SERVICES MARKET SIZE, BY TYPE OF SERVICE, 2014–2021 (USD MILLION)

Table 45 LATIN AMERICA: DIGITAL WORKPLACE TRANSFORMATION SERVICES MARKET SIZE, BY ORGANIZATION SIZE, 2014–2021 (USD MILLION)

Table 46 LATIN AMERICA: DIGITAL WORKPLACE TRANSFORMATION SERVICES MARKET SIZE, BY VERTICAL, 2014–2021 (USD MILLION)

Table 47 AGREEMENTS, PARTNERSHIPS, AND COLLABORATIONS, 2016

Table 48 MERGERS AND ACQUISITIONS, 2016

Table 49 NEW PRODUCT AND SERVICE DEVELOPMENTS, 2016

Table 50 BUSINESS EXPANSIONS, 2014–2016

Table 51 AGREEMENTS, PARTNERSHIPS, AND COLLABORATIONS, 2016

Table 52 MERGERS AND ACQUISITIONS, 2016

Table 53 NEW PRODUCT AND SERVICE DEVELOPMENTS, 2016

## List Of Figures

### LIST OF FIGURES

Figure 1 GLOBAL DIGITAL WORKPLACE TRANSFORMATION SERVICES MARKET: RESEARCH DESIGN

Figure 2 BREAKDOWN OF PRIMARY INTERVIEW: BY COMPANY TYPE, DESIGNATION, AND REGION

Figure 3 MARKET SIZE ESTIMATION METHODOLOGY: BOTTOM-UP APPROACH

Figure 4 MARKET SIZE ESTIMATION METHODOLOGY: TOP-DOWN APPROACH

Figure 5 DATA TRIANGULATION

Figure 6 DIGITAL WORKPLACE TRANSFORMATION SERVICES MARKET SIZE, BY TYPE OF SERVICES SNAPSHOT (2016 AND 2021): ENTERPRISE MOBILITY AND TELECOM SERVICES SEGMENT IS EXPECTED TO GROW AT THE HIGHEST CAGR DURING THE FORECAST PERIOD

Figure 7 DIGITAL WORKPLACE TRANSFORMATION SERVICES MARKET SIZE, BY ORGANIZATION SIZE SNAPSHOT (2016 AND 2021): SMALL AND MEDIUM ENTERPRISES SEGMENT IS EXPECTED TO GROW AT A HIGHER CAGR DURING THE FORECAST PERIOD

Figure 8 DIGITAL WORKPLACE TRANSFORMATION SERVICES MARKET SIZE, BY INDUSTRY VERTICALS SNAPSHOT (2016 AND 2021)

Figure 9 NORTH AMERICA IS ESTIMATED TO HOLD THE LARGEST MARKET SHARE IN 2016

Figure 10 INCREASING DEMAND AMONG ORGANIZATIONS FOR DIGITAL WORKPLACE TRANSFORMATION SERVICES IS DRIVING THE OVERALL GROWTH OF THE MARKET

Figure 11 ASIA-PACIFIC IS EXPECTED TO WITNESS THE HIGHEST GROWTH RATE DURING THE FORECAST PERIOD

Figure 12 ENTERPRISE MOBILITY AND TELECOM SERVICES IS EXPECTED TO HAVE THE LARGEST MARKET SIZE IN THE DIGITAL WORKPLACE TRANSFORMATION SERVICES MARKET

Figure 13 NORTH AMERICA IS EXPECTED TO HOLD THE LARGEST MARKET SHARE IN THE DIGITAL WORKPLACE TRANSFORMATION SERVICES MARKET IN 2016

Figure 14 DIGITAL WORKPLACE TRANSFORMATION SERVICES MARKET REGIONAL LIFECYCLE: ASIA-PACIFIC EXHIBITS THE HIGHEST GROWTH POTENTIAL DURING THE FORECAST PERIOD

Figure 15 DIGITAL WORKPLACE TRANSFORMATION SERVICES MARKET: MARKET INVESTMENT SCENARIO

Figure 16 DIGITAL WORKPLACE TRANSFORMATION SERVICES MARKET SEGMENTATION, BY TYPE OF SERVICE

Figure 17 DIGITAL WORKPLACE TRANSFORMATION SERVICES MARKET SEGMENTATION, BY ORGANIZATION SIZE

Figure 18 DIGITAL WORKPLACE TRANSFORMATION SERVICES MARKET SEGMENTATION, BY VERTICAL

Figure 19 DIGITAL WORKPLACE TRANSFORMATION SERVICES MARKET SEGMENTATION, BY REGION

Figure 20 DIGITAL WORKPLACE TRANSFORMATION SERVICES MARKET: DRIVERS, RESTRAINTS, OPPORTUNITIES, AND CHALLENGES

Figure 21 DIGITAL WORKPLACE TRANSFORMATION SERVICES MARKET: EVOLUTION

Figure 22 VALUE CHAIN ANALYSIS (2016)

Figure 23 COMPANIES ADOPTED DIFFERENT STRATEGIES TO GAIN COMPETITIVE ADVANTAGE

Figure 24 ENTERPRISE MOBILITY AND TELECOM SERVICE SEGMENT IS EXPECTED TO EXHIBIT THE HIGHEST CAGR DURING THE FORECAST PERIOD

Figure 25 SMALL AND MEDIUM ENTERPRISES SEGMENT IS EXPECTED TO EXHIBIT A HIGHER CAGR IN THE FORECAST PERIOD

Figure 26 BANKING FINANCIAL SERVICES AND INSURANCE INDUSTRY HAS THE LARGEST MARKET SIZE DURING THE FORECAST PERIOD

Figure 27 ASIA-PACIFIC WILL EXHIBIT THE HIGHEST CAGR IN THE DIGITAL WORKPLACE TRANSFORMATION SERVICES MARKET DURING THE FORECAST PERIOD

Figure 28 NORTH AMERICA: DIGITAL WORKPLACE TRANSFORMATION SERVICES MARKET SNAPSHOT

Figure 29 ASIA-PACIFIC: DIGITAL WORKPLACE TRANSFORMATION SERVICES MARKET SNAPSHOT

Figure 30 COMPANIES ADOPTED PARTNERSHIP AND AGREEMENT AS THE KEY GROWTH STRATEGY DURING THE PERIOD 2014–2016

Figure 31 DIGITAL WORKPLACE TRANSFORMATION SERVICES: PORTFOLIO COMPARISON

Figure 32 BATTLE FOR MARKET SHARE: PARTNERSHIP AND AGREEMENT HAS BEEN THE KEY STRATEGY FOR COMPANY GROWTH

Figure 33 GEOGRAPHIC REVENUE MIX OF TOP 5 BY KEY MARKET PLAYERS

Figure 34 ACCENTURE PLC.: COMPANY SNAPSHOT

Figure 35 ACCENTURE PLC.: SWOT ANALYSIS

Figure 36 NTT DATA CORPORATION: COMPANY SNAPSHOT

Figure 37 NTT DATA CORPORATION: SWOT ANALYSIS

Figure 38 CISCO SYSTEMS, INC.: COMPANY SNAPSHOT

Figure 39 CISCO SYSTEMS, INC.: SWOT ANALYSIS

Figure 40 ATOS SE: COMPANY SNAPSHOT

Figure 41 ATOS SE : SWOT ANALYSIS

Figure 42 HEWLETT PACKARD ENTERPRISE DEVELOPMENT LP (HPE):  
COMPANY SNAPSHOT

Figure 43 HEWLETT PACKARD ENTERPRISE DEVELOPMENT LP (HPE): SWOT  
ANALYSIS

Figure 44 CAPGEMINI: COMPANY SNAPSHOT

Figure 45 COGNIZANT TECHNOLOGY SOLUTIONS CORPORATION: COMPANY  
SNAPSHOT

Figure 46 HCL TECHNOLOGIES LIMITED: COMPANY SNAPSHOT

Figure 47 CITRIX SYSTEMS, INC.: COMPANY SNAPSHOT

Figure 48 COMPUTER SCIENCES CORPORATION: COMPANY SNAPSHOT

Figure 49 WIPRO LIMITED: COMPANY SNAPSHOT

Figure 50 UNISYS CORPORATION: COMPANY SNAPSHOT

Figure 51 IBM CORPORATION: COMPANY SNAPSHOT

Figure 52 TATA CONSULTANCY SERVICES LIMITED: COMPANY SNAPSHOT

Figure 53 INFOSYS LIMITED: COMPANY SNAPSHOT

Figure 54 INTEL CORPORATION: COMPANY SNAPSHOT

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