ISG Provider Lens®

Future of Work — Services

Workplace Strategy and Enablement Services

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



Customized report courtesy of:

SCC

QUADRANT REPORT | JUNE 2026 | U.K.

Table of Contents

Executive Summary 03

Provider Positioning 07

Introduction

Definition 12
Scope of Report 13
Provider Classifications 14

Appendix

Methodology & Team 23
Author & Editor Biographies 24
About Our Company & Research 26

Workplace Strategy and Enablement Services 15 – 21

Who Should Read This Section 16
Quadrant 17
Definition & Eligibility Criteria 18
Observations 19
Provider Profile 21

© 2026 INFORMATION SERVICES GROUP, INC. ALL RIGHTS RESERVED.

Report Author: Kevin Turner

Modern workplace in the UK market is becoming AI-augmented work transformation

The future of work services market in the UK is moving from workplace modernisation to AI-augmented transformation. This phase is less about deploying collaboration tools or managing devices and more about redesigning the way work is performed, governed, measured and experienced across digital and physical environments.

For the ISG Provider Lens® Future of Work Services 2026 study, we have an evaluation model built around workplace strategy and enablement, digital workplace operations and support, AI-augmented collaboration and experience, and smart and sustainable workplace services. Together, these areas recognise that the workplace is now digital, physical, human, data-driven and increasingly AI-enabled.

Market context

The primary finding is the increasing expectations of enterprises in the UK — they still need providers to manage endpoints, service desks, collaboration platforms and workplace infrastructure, but these capabilities are no longer sufficient on their own. Buyers increasingly expect providers to redesign workflows, govern AI, support responsible adoption, improve EX and connect workplace data with HR, facilities, real estate, security and sustainability objectives.

These changing expectations create a more complex competitive landscape. The strongest providers will be the ones that are able to combine advisory, implementation, operations and measurable outcomes across people, processes, technologies and locations.

UK demand

The UK policy environment is supportive of future of work services as AI adoption, workforce productivity and public sector transformation have become economic priorities. Public sector experimentation with AI-enabled productivity tools, the emergence

Collaboration layer is the **workplace interface** to access **services, knowledge** and **AI-enabled** assistance.

© 2026 INFORMATION SERVICES GROUP, INC. ALL RIGHTS RESERVED.

of large digital workplace procurement frameworks and continuing pressure on public services are creating a demand for providers that can combine technology delivery with change management, governance and value measurement.

At the same time, like the global market, the UK market is not yet at the stage of enterprise-wide AI maturity. Research indicates that many organisations are using GenAI frequently, but few have embedded AI into core operations at scale. Cultural resistance, limited upskilling, unclear governance and fragmented data remain barriers and represent opportunities for providers — clients need more than tools. They need operating model redesign, responsible AI controls, adoption programmes and measurable business outcomes.

The macroeconomic environment reinforces this shift. UK buyers remain under pressure to justify investments through productivity, resilience and security. Future of work providers must therefore show tangible value — minutes saved, ticket volumes reduced, increased adoption, improved employee sentiment, enhanced cyber posture, efficient office utilisation, low energy consumption and short business-process cycle times.

Enterprise priorities

The following five shifts are expected to be seen in the next 12-18 months:

GenAI as the operating layer of work

GenAI is the defining force in the 2026 future of work services landscape, with conversations moving from generic AI-readiness to use cases across ITSM, HR, knowledge management, collaboration, software development, service desk, procurement and employee self-service. The next stage will therefore be about AI as a controlled execution layer embedded into everyday workflows.

For providers, the battleground is workflow orchestration. Enterprises will need help identifying work suitable for AI delegation, establishing guardrails, integrating agents with enterprise systems and ensuring human oversight remains effective. They should assess providers on their ability to turn AI adoption into safe, governed and measurable changes in how work gets done, not merely on the number of licences deployed.

Hybrid work as intentional workplace design

Hybrid work has become the default model for organisations, but access remains uneven across roles, skills, income and sectors. The future-of-work agenda therefore needs to move beyond improved collaboration tools for knowledge workers and towards role-based workplace models for frontline workers, public servants, regulated-industry employees, contact centre agents, clinicians, engineers, knowledge workers and executives.

The concept of work is also getting repositioned; many employers seek higher attendance, but utilisation remains inconsistent. This creates a demand for providers that can combine workplace analytics, collaboration technologies, AV integration, space optimisation, employee sentiment and change management. The right question is no longer simply about where people work — it is what work should happen where, with what technology, under what management model and measured by which experience and productivity outcomes.

DEX, XLA and predictive support redefine workplace operations

Digital workplace operations and support are moving from reactive service management to predictive experience engineering. Traditional SLAs remain important, but they are increasingly being supplemented by XLAs that focus on the employee experience of technology. Static sentiment surveys are giving way to telemetry, behavioural analytics, proactive remediation and business-outcome reporting.

This changes the provider value proposition. The aim is no longer only to resolve tickets quickly; it is to prevent disruption, keep employees productive and connect technology experience with business outcomes. Enterprises must evaluate providers on proactive endpoint management, AI-assisted support, service-desk deflection, incident prevention, accessibility, security readiness and the ability to translate telemetry into experience and productivity improvements.

© 2026 INFORMATION SERVICES GROUP, INC. ALL RIGHTS RESERVED.

Collaboration as the employee-service interface

The collaboration layer is becoming the front door to work. Messaging, meetings and file sharing are converging with IT support, HR workflows, approvals, learning, onboarding, knowledge management and workflow automation. In this model, platforms such as collaboration hubs and EX suites have become the interface through which employees access services, knowledge and AI-enabled assistance.

This means the AI-augmented Collaboration and Experience Services quadrant has been assessed differently in 2026. Strong providers have been recognised not only for platform migration, voice integration or meeting-room modernisation; they have been identified for being able to create role-based AI and agent use cases, improve knowledge quality, build prompt and workflow libraries, protect sensitive data, drive adoption and integrate collaboration platforms with ITSM, HRIS and business systems.

Convergence of sustainability with IT services

Smart and sustainable workplace services are becoming a priority with sustainability as a key workplace strategy; organisations are using smart building technologies, energy management systems, occupancy analytics and IoT to improve space management, reduce waste and support responsible operations.

This focus is expanding the future of work provider ecosystem beyond traditional IT services. Workplace strategy, facilities operations, AV, occupancy data, EX, energy management and ESG reporting are now interconnected. Enterprises are assessing providers on their ability to orchestrate these domains, especially in regulated industries where resilience, sovereignty, data governance and auditable AI controls are critical.

Provider dynamics

Throughout this ISG Provider Lens® evaluation, we report on the providers where the most important evidence is not simply the number of devices managed, collaboration seats deployed or AI licences sold. In the UK, measured adoption, productivity outcomes, experience improvements, AI governance and operational maturity are now enterprise priorities, with leading providers transforming from legacy services to meet enterprise demands.

The providers qualified for this report shared quantifiable UK-specific examples across a breadth of delivered results and benefits such as active AI usage, minutes saved per user, service-desk deflection, ticket reduction, device incident prevention, employee satisfaction, XLA improvement, security incidents avoided, accessibility benefits, office utilisation, carbon and energy impact, and business-process cycle-time reduction.

The most visible shift is the evolution of GenAI and agentic AI across portfolios. Enterprise priorities are developing at pace with regards to adoption of the leading-edge technologies, such as AI, with quality of services and delivered results being as critical as any conventional focus on cost take-out. The priority for providers is bringing all of the established towers or siloes across IT services into much closer alignment and integration, to deliver true observability across the enterprise landscape as a clear differentiator for the mature providers.

Strategy providers are building AI governance, human-AI role design and adoption readiness into advisory methods. Operations providers are adding AI-assisted service desks, automated remediation, self-healing endpoints and predictive support. Collaboration providers enhance Microsoft Teams, Webex, Zoom and knowledge platforms with copilots, meeting intelligence, contextual assistants and in-flow support. Smart workplace providers are applying AI to occupancy insight, space optimization, energy management and building intelligence. Providers need to demonstrate differentiation, regardless of the services or capabilities offered, and AI is an enabler of differentiated services.

Sustainability is no longer an add-on.

Device lifecycle management, circular workplace technology models, smart office analytics, energy optimisation and ESG-aligned reporting are embedded into mainstream workplace service portfolios. No longer restricted to the sustainable workplace

© 2026 INFORMATION SERVICES GROUP, INC. ALL RIGHTS RESERVED.

quadrant, providers are shaping portfolio capabilities from workplace strategy, through operations and support and connecting sustainability with operating data, to drive increased outcomes.

Large global providers compete on scale, integrated portfolios, platform partnerships and multinational delivery. UK and regional providers often compete through local proximity and trusted execution. Product-led specialists differentiate through focused AI, DEX, collaboration or smart workplace capabilities. The leading providers will combine demonstrable regional evidence with repeatable methods, measurable outcomes and clear governance around AI-supported work. 'Digital workplace transformation' messaging is no longer enough, as enterprises demand workplace services which enable proven cost controls and governance and also improve quality of service without increasing regulatory, operational or employee-trust risk.

Outlook

The future of work services market in the UK in 2026 will reward providers that operate and deliver at the intersection of people, process, technology and location. GenAI is the catalyst, but operating model change is the real battleground. Data readiness, responsible AI, employee trust, experience measurement, workflow redesign and sustainable workplace orchestration will determine which providers create the most lasting value.

Through the emerging agentic IT configuration, any traditional digital workplace and IT service providers will risk becoming obsolete, as the operational models transform. Business advisory, the translation of advisory into agentic workloads and change management that helps employees trust, adopt and adapt AI will shape tomorrow's success for providers and enterprises alike.

Providers are investing in internal AI deployment, platform partnerships, analyst recognition and global case studies, although not much is public knowledge. Few providers showcase UK-specific client references detailing quantified and delivered outcomes. Providers that can substantiate their claims with current UK evidence into the future years will be best placed to lead the next phase of the future of work services market in the UK. As the providers demonstrate evidence of their results consistently across workplace services, this will enable clients to truly understand the art of the possible more clearly and realise their business objectives and aspirations through defined measurable productivity gains, robust governance models and proven experience improvements.

GenAI is the defining the shift in the future of work services landscape, which has moved beyond AI readiness conversations towards use-case portfolios across ITSM, HR, knowledge management, collaboration, software development, service desk, procurement and employee self-service.

© 2026 INFORMATION SERVICES GROUP, INC. ALL RIGHTS RESERVED.

Provider Positioning

Page 1 of 5

	Workplace Strategy and Enablement Services	Digital Workplace Operations and Support Services — Large Account	Digital Workplace Operations and Support Services — Midmarket	AI-augmented Collaboration and Experience Services	Smart and Sustainable Workplace Services
Accenture	Leader	Leader	Not In	Leader	Leader
Atos	Product Challenger	Leader	Not In	Leader	Leader
Bechtle	Product Challenger	Product Challenger	Rising Star ★	Contender	Rising Star ★
Birlasoft	Contender	Contender	Product Challenger	Product Challenger	Contender
BT	Market Challenger	Market Challenger	Not In	Contender	Not In
Capgemini	Leader	Leader	Not In	Leader	Leader
Capita	Not In	Contender	Leader	Not In	Not In
CGI	Not In	Contender	Leader	Not In	Not In
Coforge	Contender	Product Challenger	Product Challenger	Product Challenger	Not In

© 2026 INFORMATION SERVICES GROUP, INC. ALL RIGHTS RESERVED.

Provider Positioning

Page 2 of 5

	Workplace Strategy and Enablement Services	Digital Workplace Operations and Support Services — Large Account	Digital Workplace Operations and Support Services — Midmarket	AI-augmented Collaboration and Experience Services	Smart and Sustainable Workplace Services
Cognizant	Product Challenger	Product Challenger	Not In	Product Challenger	Product Challenger
Computacenter	Leader	Leader	Not In	Contender	Leader
Deloitte	Leader	Not In	Not In	Not In	Not In
DXC Technology	Leader	Leader	Not In	Product Challenger	Leader
EY	Market Challenger	Not In	Not In	Not In	Not In
Fujitsu	Leader	Leader	Not In	Leader	Leader
GAVS	Not In	Not In	Contender	Not In	Not In
Getronics	Contender	Contender	Leader	Product Challenger	Product Challenger
HCLTech	Leader	Leader	Not In	Leader	Leader

© 2026 INFORMATION SERVICES GROUP, INC. ALL RIGHTS RESERVED.

Provider Positioning

Page 3 of 5

	Workplace Strategy and Enablement Services	Digital Workplace Operations and Support Services — Large Account	Digital Workplace Operations and Support Services — Midmarket	AI-augmented Collaboration and Experience Services	Smart and Sustainable Workplace Services
Hexaware	Product Challenger	Product Challenger	Not In	Product Challenger	Contender
Infosys	Leader	Leader	Not In	Leader	Leader
ITC Infotech	Contender	Contender	Not In	Contender	Contender
KPMG	Market Challenger	Not In	Not In	Not In	Not In
Kyndryl	Product Challenger	Product Challenger	Not In	Product Challenger	Product Challenger
Lenovo	Market Challenger	Rising Star ★	Not In	Product Challenger	Leader
LTM	Product Challenger	Product Challenger	Not In	Product Challenger	Product Challenger
Microland	Product Challenger	Leader	Not In	Leader	Contender
Movate	Not In	Contender	Leader	Product Challenger	Not In

© 2026 INFORMATION SERVICES GROUP, INC. ALL RIGHTS RESERVED.

Provider Positioning

Page 4 of 5

	Workplace Strategy and Enablement Services	Digital Workplace Operations and Support Services — Large Account	Digital Workplace Operations and Support Services — Midmarket	AI-augmented Collaboration and Experience Services	Smart and Sustainable Workplace Services
Mphasis	Contender	Product Challenger	Product Challenger	Product Challenger	Contender
NTT DATA	Leader	Leader	Not In	Leader	Product Challenger
Orange Business	Not In	Product Challenger	Not In	Not In	Not In
PwC	Market Challenger	Not In	Not In	Not In	Not In
SCC	Rising Star ★	Product Challenger	Leader	Product Challenger	Not In
Sopra Steria	Not In	Contender	Product Challenger	Not In	Not In
Stefanini	Product Challenger	Product Challenger	Product Challenger	Product Challenger	Contender
TCS	Leader	Leader	Not In	Leader	Leader
Tech Mahindra	Contender	Product Challenger	Not In	Product Challenger	Product Challenger

© 2026 INFORMATION SERVICES GROUP, INC. ALL RIGHTS RESERVED.

Provider Positioning

Page 5 of 5

	Workplace Strategy and Enablement Services	Digital Workplace Operations and Support Services — Large Account	Digital Workplace Operations and Support Services — Midmarket	AI-augmented Collaboration and Experience Services	Smart and Sustainable Workplace Services
Unisys	Leader	Leader	Not In	Leader	Product Challenger
UST	Not In	Contender	Leader	Not In	Not In
Vodafone	Not In	Not In	Contender	Not In	Not In
Wipro	Leader	Leader	Not In	Leader	Leader
XMA	Not In	Not In	Contender	Not In	Not In
YASH Technologies	Not In	Not In	Contender	Not In	Not In
Zensar Technologies	Product Challenger	Product Challenger	Not In	Product Challenger	Contender

© 2026 INFORMATION SERVICES GROUP, INC. ALL RIGHTS RESERVED.

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

Simplified Illustration Source: ISG 2026



Definition

Hybrid work continues to evolve. What started as a location-based concept is increasingly becoming a model of human-AI collaboration, where AI assistants augment everyday work. Modern work now spans interconnected physical and digital environments, as well as the human workplace, where trust, skills and psychological safety are essential for employees to accept, adopt and effectively use AI-enabled capabilities. As a result, productivity, collaboration and EX are shaped as much by human readiness as by technology, requiring an orchestrated approach rather than isolated tools or point solutions. Devices, connectivity and basic support services remain foundational, but they no longer define differentiation or long-term value. Competitive advantage now stems from the orchestration that delivers consistent, secure and sustainable work experiences.

© 2026 INFORMATION SERVICES GROUP, INC. ALL RIGHTS RESERVED.

Scope of the Report

This ISG Provider Lens® quadrant report covers the following five quadrants for services/solutions: Workplace Strategy and Enablement Services, Digital Workplace Operations and Support Services — Large Account, Digital Workplace Operations and Support Services — Midmarket, AI-augmented Collaboration and Experience Services, and Smart and Sustainable Workplace Services

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

- Transparency on the strengths and weaknesses of relevant providers/software vendors
- A differentiated positioning of providers by segments (quadrants)
- Focus on the UK 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).

© 2026 INFORMATION SERVICES GROUP, INC. ALL RIGHTS RESERVED.



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 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.

© 2026 INFORMATION SERVICES GROUP, INC. ALL RIGHTS RESERVED.



Workplace Strategy and Enablement Services

Who Should Read This Section

This report is valuable for providers offering **workplace strategy and enablement services** in the **U.K.** to understand their market position and for enterprises looking to evaluate these providers. In this quadrant, ISG highlights the current market positioning of these providers based on the depth of their service offerings and market presence.

Chief experience officers

Should read this report to identify leading providers that can help them better prepare workforces for changing business dynamics and consequent required models. This report will provide insights into how providers can support workforce readiness and adaptability, ensuring they can handle new challenges and growth opportunities.

Technology professionals

Including workplace technology leaders, should read this report to understand provider positioning and capabilities to help them enhance services for employees. By gaining insights into the provider services, technology professionals can make informed decisions about adopting and implementing tools and systems that improve EX and drive productivity.

Strategy professionals

Should read this report to identify the most suitable workplace strategy and enablement service providers for their companies. By understanding their capabilities and positioning, strategy professionals can develop and implement a winning workplace strategy aligning with their organisational goals and drive long-term success.

Consultant professionals

Should read this report to offer the right advice to companies on workplace strategies that enhance performance. This report will help them stay abreast of the current trends and latest industry developments, enabling them to make informed recommendations and support their clients.

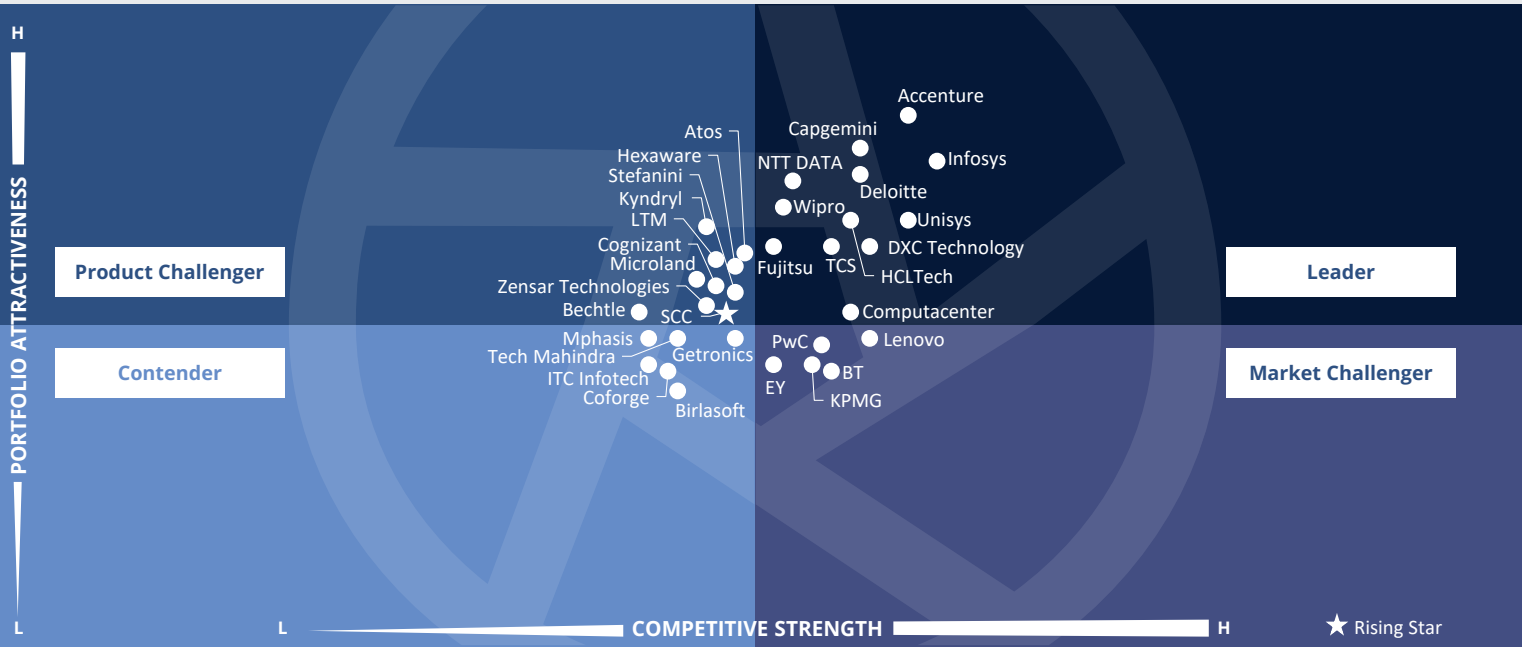
© 2026 INFORMATION SERVICES GROUP, INC. ALL RIGHTS RESERVED.

ISG Provider Lens®

Source: ISG RESEARCH

Future of work – Services
Workplace Strategy and Enablement Services

U.K. 2026



This quadrant evaluates **workplace strategy and enablement** providers offering **integrated services** in the form of **tailored advice and strategies based on region, market trends and organisational requirements.**

Kevin Turner

© 2026 INFORMATION SERVICES GROUP, INC. ALL RIGHTS RESERVED.

Workplace Strategy and Enablement Services

Definition

This quadrant evaluates providers' capabilities to help clients define a future workplace vision, operating model and roadmap by integrating human, digital and physical workplace dimensions. The strategy and enablement services offered by these providers align with evolving business models, workforce expectations and regulatory requirements and are tailored by region, industry and organisational context.

Strategic focus areas include:

- Responsible integration of AI into the workplace
- Market changes and emerging business models
- Digital capabilities shaping work and collaboration
- New talent and skills models
- Integration of local and remote physical workplaces
- Physical asset strategy and workplace assessments
- Workplace-driven sustainability strategies

The evaluation emphasises providers' ability to go beyond vision and design to translate strategy into execution, addressing procurement, adoption readiness and experience impact while meeting industry-specific requirements.

Eligibility Criteria

1. Provide **enterprise-level workplace advisory services**, including the design of future workplace visions, operating models and roadmaps
2. Maintain a **vendor-neutral approach** to workplace transformation and business delivery models
3. Offer **integrated workplace strategy advisory across human, digital and physical workplace dimensions**
4. Advise on the **strategic use of AI in the workplace**, including governance, human-AI role design, adoption readiness and risk management
5. Address **talent models and workforce readiness**, including skills evolution, inclusion and ethical considerations relevant to modern workplaces
6. Design **hybrid workplace models** that integrate physical and remote environments to ensure experience parity
7. Deliver **workplace-driven sustainability strategies**, including physical asset optimisation, digital efficiency and ESG-aligned workplace design
8. Demonstrate **industry-specific experience and case studies** showing measurable benefits across human, digital and physical workplace outcomes

© 2026 INFORMATION SERVICES GROUP, INC. ALL RIGHTS RESERVED.

Observations

This quadrant highlights a significant shift in UK's workplace strategy, with digital innovation becoming a basic expectation. Key areas of focus now include employee well-being, sustainability and efficient space utilisation. Organisations are using real-time analytics to enhance office layouts, minimise underutilised areas and support hybrid work. The integration of workplace technology with HR systems is improving talent acquisition and onboarding.

The next 12–24 months will see the following:

- AI-driven workplace orchestration tools becoming mainstream, enabling dynamic space booking, environmental controls and personalised work settings.
- Autonomous operations, moving beyond the traditional run-book automation and embracing the cognitive power of AI within agentic AI tools and platforms.
- Sustainability metrics embedded into workplace KPIs, with a focus on energy consumption, carbon footprint and circular IT practices.
- Increased investments in immersive collaboration technologies, including spatial audio, AR/VR for training and AI-powered meeting assistants.
- Greater emphasis on neurodiverse and inclusive design, ensuring physical and digital spaces accom modate a broader range of employee needs.

The demand for secure, cloud-native collaboration platforms supporting asynchronous work, featuring AI summarisation and multilingual support, is rising,. Automation and GenAI will reduce repetitive tasks and improve EX.

Overall, aligning digital workplace strategies with business outcomes is becoming a crucial board-level priority to create resilient work environments.

From the 45 companies assessed for this study, 33 qualified for this quadrant, with 12 being Leaders and one Rising Star.

accenture

Accenture is a leading provider of business strategy and advisory consulting services. Its clients benefit from its human-centric approach that drives broad strategic transformation, particularly in the area of digital workplace services.

Capgemini

Capgemini excels in workplace strategy and enablement services, delivering efficient and productive workspaces that assist clients in their transformation journeys. These optimised environments align with strategic objectives, driving growth and competitive advantage.

Computacenter

Computacenter leads in workplace strategy and enablement services by designing and implementing innovative work environments. The focus on creating efficient and productive workspaces drives innovation and fuels growth for clients.

Deloitte.

Deloitte remains a provider that UK enterprises should consider for workplace strategy and enablement, particularly where the requirement is advisory-led transformation across workforce strategy, operating model redesign, AI governance and organizational change.

DXC

DXC Technology provides premium workplace strategy and enablement services through expert advisory consultants and the DXC UPtime™ platform. This platform combines analytics, automation and strategic insights to enhance workplace performance, aligning IT and business goals.

FUJITSU

Fujitsu excels in creating intelligent and sustainable workspaces, focusing on workplace strategy and enablement. By leveraging industry knowledge and user-centric design, it helps organisations innovate and enhance productivity while supporting hybrid work models.

© 2026 INFORMATION SERVICES GROUP, INC. ALL RIGHTS RESERVED.

HCLTech

HCLTech provides strategic digital advisory services to create next-generation workplace solutions. Utilising AI, automation and cloud-native platforms, it enhances employee productivity and engagement, aligning workplace strategies with the digitally native workforce.

Infosys

Infosys delivers workplace modernisation services backed by domain expertise and a strong partner ecosystem. Its approach is tailored to help clients transition to digital-first, agile workplaces, emphasising seamless EX and long-term sustainability.

NTT DATA

NTT DATA has a strong portfolio of advisory and transformation services. It delivers agile and secure workplace experiences aligned with business goals, supporting hybrid work models and driving digital adoption.

TCS TATA CONSULTANCY SERVICES

TCS provides a forward-looking workplace strategy framework, backed by a skilled AI-trained workforce. Its consulting-led approach combines digital technologies and human-centred design, enabling clients to transform with intelligent, scalable and secure solutions.

Unisys

Unisys offers workplace strategy services to drive transformation in IT and business functions. Through data-driven insights and automation, it enhances employee engagement. Unisys combines strategic consulting with technical expertise to create productive work environments.

wipro

Wipro excels in workplace strategy services with its ExperienceNXT platform, combining technology and human-centred design. Its advisory teams collaborate with clients to create scalable, secure and industry-specific digital workplace solutions for enhanced EX.

SCC

SCC (Rising Star) offers a strong portfolio of advisory and transformation services, including DEX maturity assessments, persona-based experience design, OCM, and GenAI/AI initiatives. Its workplace offering is centred on people, process, and technology.

© 2026 INFORMATION SERVICES GROUP, INC. ALL RIGHTS RESERVED.

Rising Star

"SCC's strategy includes DEX maturity assessments, persona-based experience design, XLAs, OCM, AI service desk and GenAI/AI-based delivery, where it positions its services around people, processes and technologies rather than just a device-only delivery."

Kevin Turner

SCC

Overview

SCC is headquartered in Birmingham, England, with offices and delivery centres across Europe. It has more than 7,300 employees across 45 offices in eight countries (UK, France, Spain, Romania, the Netherlands, India, Slovakia and Vietnam). In FY25, SCC EMEA generated £3.54 billion in revenue (25 percent increase from the previous year), with the UK contributing around £1 billion (18 percent increase from the previous year). SCC has over 1,100 employees in delivery centres in Romania, providing nearshore and local language support to clients across Europe, delivering value consistently.

Strengths

Comprehensive support for clients: SCC can credibly support enablement, adoption and DEX strategy and is developing a board-level strategy, AI governance and transformation roadmap references to gain credibility as a top-tier consulting-led provider.

UK market scale and public-sector relevance: SCC's UK headquarters ensures it has more local credibility than many offshore workplace strategy providers for the UK public sector and the enterprise market. Its emergency services proposition supports more than 40 police forces and numerous fire and ambulance services and includes access to UK public-sector frameworks such as G-Cloud 14, Digital Outcomes and Specialists 6 and AI DPS.

Market recognition: SCC continues to win accolades in the UK market, including 2026 SDI MSP Service Desk of the Year and 2026 ServiceNow Partner of the Year recognitions. These awards reflect the company's future of work transformation capabilities and service desk maturity, as well as underline its continued investments in agentic AI, DEX and experience management.

Caution

SCC continues to grow beyond its hardware supply heritage to find recognition as a modern workplace service provider. It should continue to highlight client success stories on measurable outcomes to attract new clients and improve its position in the quadrant.

© 2026 INFORMATION SERVICES GROUP, INC. ALL RIGHTS RESERVED.

Appendix

Methodology & Team

The ISG Provider Lens 2026 – Future of Work — Services study analyzes the relevant software vendors/service providers in the U.K market, based on a multi-phased research and analysis process, and positions these providers based on the ISG Research methodology.

Study Sponsor:
Iain Fisher

Lead Author:
Kevin Turner

Editor:
Ipshita Sengupta

Research Analyst:
Varsha Sengar

Data Analyst:
Aishwarya Pateriya

Consultant Advisors:
Jim Kane, Jason McAuliffe and Jochen Steudle

Project Manager:
Akshaya Hegde

Information Services Group Inc. is solely responsible for the content of this report. Unless otherwise cited, all content, including illustrations, research, conclusions, assertions and positions contained in this report were developed by, and are the sole property of, Information Services Group Inc.

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 service providers and analysis of publicly available market information from multiple sources. The data collected for this report represent information that ISG believes to be current as of June 2026 for providers that actively participated and for providers that did not. ISG recognizes that many mergers and acquisitions may have occurred since then, but this report does not reflect these changes.

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

The study was conducted in 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 and use cases
4. Leverage ISG's internal databases and advisor knowledge & experience (wherever applicable)
5. Detailed analysis and evaluation of services and service documentation based on the facts & figures received from providers and other sources.
6. Use of the following key evaluation criteria:
   * Strategy and vision
   * Innovation
   * Brand awareness and presence in the market
   * Sales and partner landscape
   * Breadth and depth of portfolio of services offered
   * Technology advancements

© 2026 INFORMATION SERVICES GROUP, INC. ALL RIGHTS RESERVED.

Lead Analyst



Kevin Turner
Principal Analyst

Kevin Turner brings more than 40 years of experience spanning digital advisory, IT sourcing, technology and industry research. He is a digital expert at ISG, responsible for authoring thought leadership papers and ISG Provider Lens® reports around Future of Work. Kevin's remit includes advising senior executives on digital strategy, product planning, emerging tech, and IT procurement. Kevin has authored research reports in the realm of the Future of Work and IT outsourcing.

Research Analyst



Varsha Sengar
Research Specialist

Varsha Sengar is a Research Specialist at ISG and is responsible for supporting ISG Provider Lens® studies on Chemicals and Manufacturing Services and Solutions. She has also co-authored the Public Sector and Retail & CPG Services Studies. She has over 9 years of experience in technology research and consulting. At ISG, she is responsible for delivering enterprise' perspective for IPL and collaborates with analysts, advisors and enterprise clients on various research requests including primary and secondary research. She supports the lead analysts across multiple regions in the research process and authors the global summary and focal points. Prior to this role, she has carried out multiple ad-hoc projects and competitive benchmarking reports delivering industry level actionable insights and recommendations.

© 2026 INFORMATION SERVICES GROUP, INC. ALL RIGHTS RESERVED.

Study Sponsor



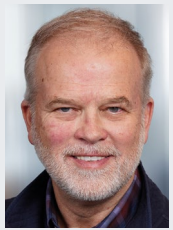
Iain Fisher

Director and Principal Analyst

Iain Fisher is ISG's head of industry research and market trends. With over 20 years in consulting and strategic advisory, Iain now focuses on cross industry research with an eye on technology led digital innovation, creating new strategies, products, services, and experiences by analysing end-to-end operations and measuring efficiencies focused on redefining customer experiences. Fisher is published, known in the market and advises on how to achieve strategic advantage. A thought leader on Future of Work, Customer Experience, ESG, Aviation and cross industry solutioning. He provides major market insights leading to changes to business models and operating models to drive out new ways of working.

Fisher works with enterprise organizations and technology providers to champion the change in customer focused delivery of services and solutions in challenging situations. Fisher is also a regular Keynote speaker and online presenter, having 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.

© 2026 INFORMATION SERVICES GROUP, INC. ALL RIGHTS RESERVED.

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. 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.

ISG Research™

ISG Research™ provides subscription research, advisory consulting and executive event services focused on market trends and disruptive technologies driving change in business computing. ISG Research™ delivers guidance that helps businesses accelerate growth and create more value.

ISG offers research specifically about providers to state and local governments (including counties and cities) and higher education institutions. Visit: Public Sector.

For more information about ISG Research™ subscriptions, please email contact@isg-one.com, call +1.203.454.3900, or visit research.isg-one.com.

ISG

ISG (Information Services Group) (Nasdaq: III) is a leading global AI-centered technology research and advisory firm. A trusted partner to more than 900 clients, including 75 of the world's top 100 enterprises, ISG is a long-time leader in technology and business services sourcing that is now at the forefront of leveraging AI to help organizations achieve operational excellence and faster growth.

The firm, founded in 2006, is known for its proprietary market data, in-depth knowledge of provider ecosystems, and the expertise of its 1,600 professionals worldwide working together to help clients maximize the value of their technology investments.

For more information, visit isg-one.com.

© 2026 INFORMATION SERVICES GROUP, INC. ALL RIGHTS RESERVED.

ISG Provider Lens®

JULY, 2026

REPORT: FUTURE OF WORK — SERVICES

© 2026 Information Services Group, Inc.
All Rights Reserved