

Voice of the Customer for Outsourced Digital Workplace Services

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By Analyst(s): Peer Contributors

Initiatives: [IT Sourcing Strategy Development and Execution](#)

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Outsourced digital workplace services providers' setup must have integrated workplace capabilities to enhance employee engagement and digital dexterity. Sourcing, procurement and vendor management leaders can learn from ratings and reviews by their peers shared on Gartner Peer Insights.

To view the Interactive Voice of the Customer for this market, click the Launch button at the top of this page.

What Are Outsourced Digital Workplace Services?

Outsourced digital workplace services (ODWS) are the capabilities required of a provider to deliver consulting, implementation or support services to end users of technology who utilize end-user devices or applications to conduct business. Services offered in the ODWS market include integrated and ubiquitous digital workplace (DW) services to employees to increase their engagement, productivity and digital dexterity in support of the organization's digital business strategy.

What Is Gartner Peer Insights "Voice of the Customer"?

The “Voice of the Customer” is a document that synthesizes Gartner Peer Insights’ reviews into insights for IT decision makers. This aggregated peer perspective, along with the individual detailed reviews, is complementary to Gartner expert research and can play a key role in your buying process, as it focuses on direct peer experiences of implementing and operating a solution. In this document, only vendors with 20 or more eligible published reviews (and 15 or more ratings for “Capabilities” and “Support/Delivery”) during the specified 18-month submission period are included. Reviews from vendor partners or end users of companies with less than \$50M in revenue are excluded from this methodology. See the full “Voice of the Customer” methodology [here](#).

Along with the historical peer-based perspective represented in this document, Gartner has a related expert-led [Magic Quadrant](#) for the outsourced digital workplace services market. For related research in this market, please visit the [Magic Quadrant for Outsourced Digital Workplace Services](#).

In the outsourced digital workplace services market, Gartner Peer Insights has published 495 reviews and ratings in the 18-month period ending 29 February 2024. Figure 1 shows all eligible vendors categorized into four quadrants based on User Interest and Adoption (x-axis), and Overall Experience (y-axis). Within each quadrant, vendors are listed in alphabetical order. Market averages for the axes referenced in the Voice of the Customer are calculated only from vendors included in the document.

Vendors’ User Interest and Adoption scores incorporate three factors, each given one-third weight: review volume, user willingness to recommend, and review market coverage across industry, company size, and region. A vendor must meet or exceed the market average User Interest and Adoption Score to qualify for the right-hand quadrants.

Vendors’ Overall Experience is a composite score that incorporates the average Overall Rating and two sub-rating averages: “Capabilities” and “Support/Delivery.” The rating averages are the arithmetic means of the stated survey questions that are on a scale of 1 (poor) to 5 (truly exceptional). Each component is weighted in the score calculation based on the relative importance to the end user. A vendor must meet or exceed the market’s average Overall Experience Score to be positioned in an upper quadrant.

For ease of understanding, each quadrant is labeled as described below. **For information on how to evaluate vendors in each quadrant of the “Voice of the Customer” graphic, see the full methodology [here](#).**

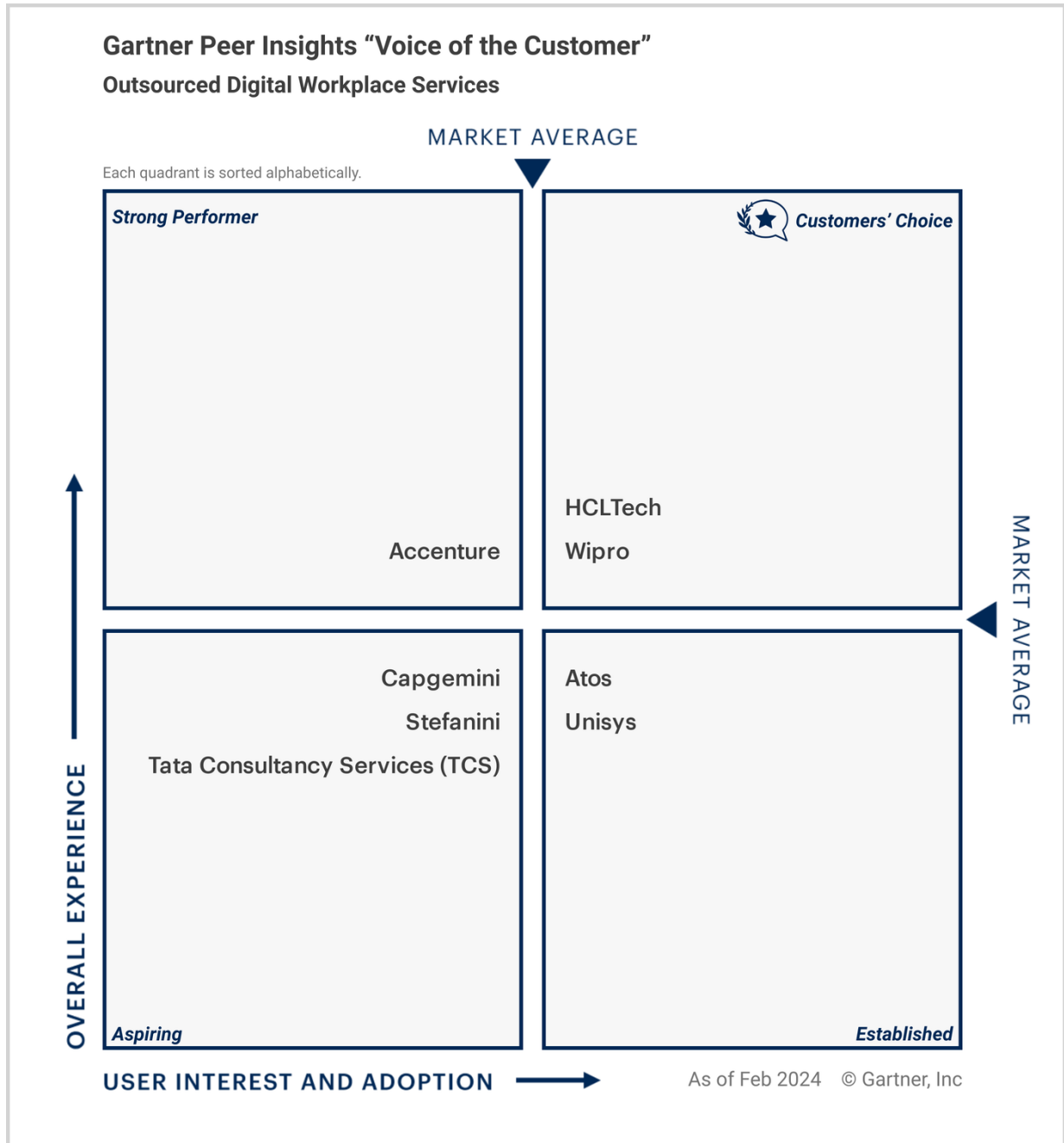
Vendors placed in the upper-right quadrant of the “Voice of the Customer” graphic are recognized with the Gartner Peer Insights **Customers’ Choice** distinction, denoted with a Customers’ Choice badge. The recognized vendors meet or exceed both the market average Overall Experience and the market average User Interest and Adoption.

Vendors placed in the lower-right “**Established**” quadrant of the “Voice of the Customer” graphic meet or exceed the market average User Interest and Adoption but do not meet the market average Overall Experience.

Vendors placed in the upper-left “**Strong Performer**” quadrant of the “Voice of the Customer” graphic meet or exceed the market average Overall Experience but do not meet the market average User Interest and Adoption.

Vendors placed in the lower-left “**Aspiring**” quadrant of the “Voice of the Customer” meet neither the market average User Interest and Adoption nor the market average Overall Experience. Like all vendors in this report, their products align to this market and they have met the minimum criteria to be included.

Figure 1. Voice of the Customer for Outsourced Digital Workplace Services



Gartner.

Source: Gartner (April 2024)

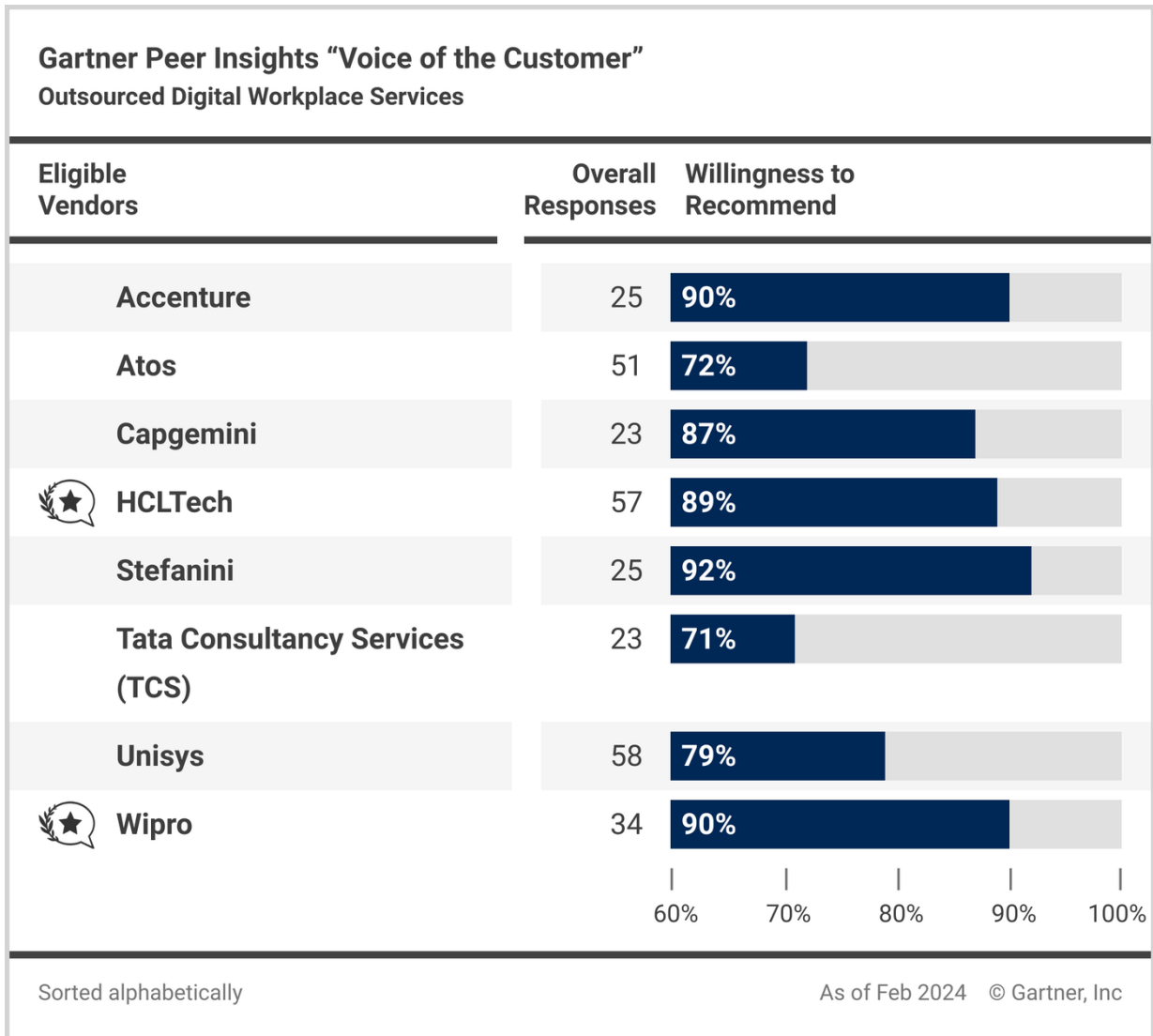
Outsourced Digital Workplace Services Peer Reviews and Ratings

In addition to the synthesis provided by the “Voice of the Customer,” you can read individual reviews and ratings on Gartner Peer Insights by [clicking here](#).

The rest of this document will highlight some key insights for the outsourced digital workplace services market based on 18 months of reviews, and will also point you to particular ways to use the site in your buying process.

Gartner Peer Insights' reviews give insight into end users' willingness to recommend each vendor. Willingness to Recommend is a component of the "Voice of the Customer" x-axis. See [Voice of the Customer Methodology](#) for details. Figure 2 compares vendors by the percent of reviewers who were willing to recommend them (see "Methodology" section for details). To create a more detailed comparison between several vendors on your shortlist, please [click here](#) to go to the Peer Insights market page and press the "Compare Alternatives" button under the vendor/product you are interested in.

Figure 2. Voice of the Customer for Outsourced Digital Workplace Services, Willingness to Recommend

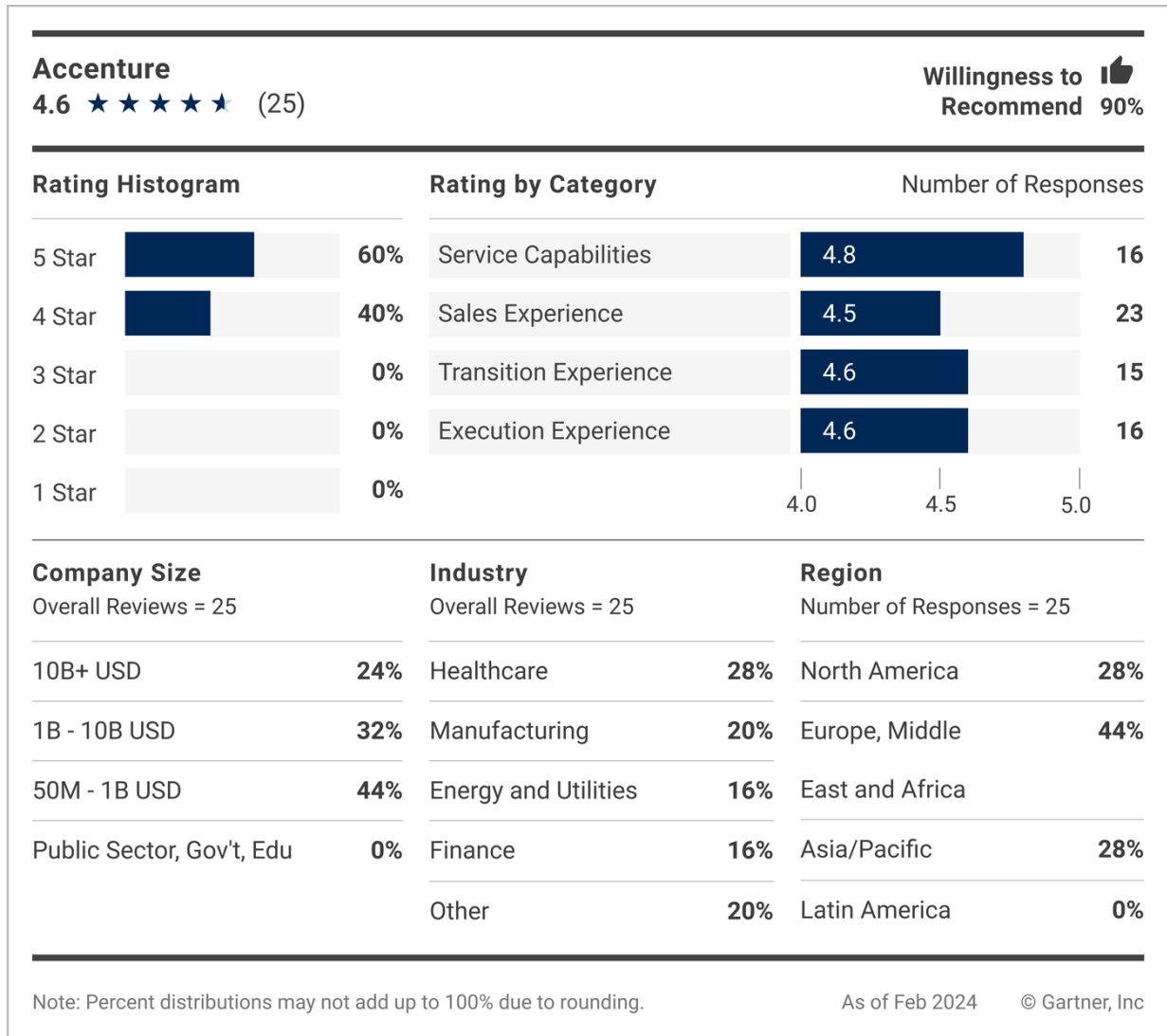


Source: Gartner (April 2024)

Vendor Summaries

Figures 3 through 10 summarize key information for each vendor included in the “Voice of the Customer”: reviewer demographics for reviews received in the 18-month review period, ending 29 February 2024; Overall Rating and rating distribution; and other ratings covering specific aspects of the experience with the vendor. The same eligibility requirements and weighting used in the “Voice of the Customer” quadrants also apply for ratings in the vendor summary figures, including overall star rating, willingness to recommend, and rating by category (see methodology page [here](#) for details). Below each image is a direct link to the user reviews on the Peer Insights site.

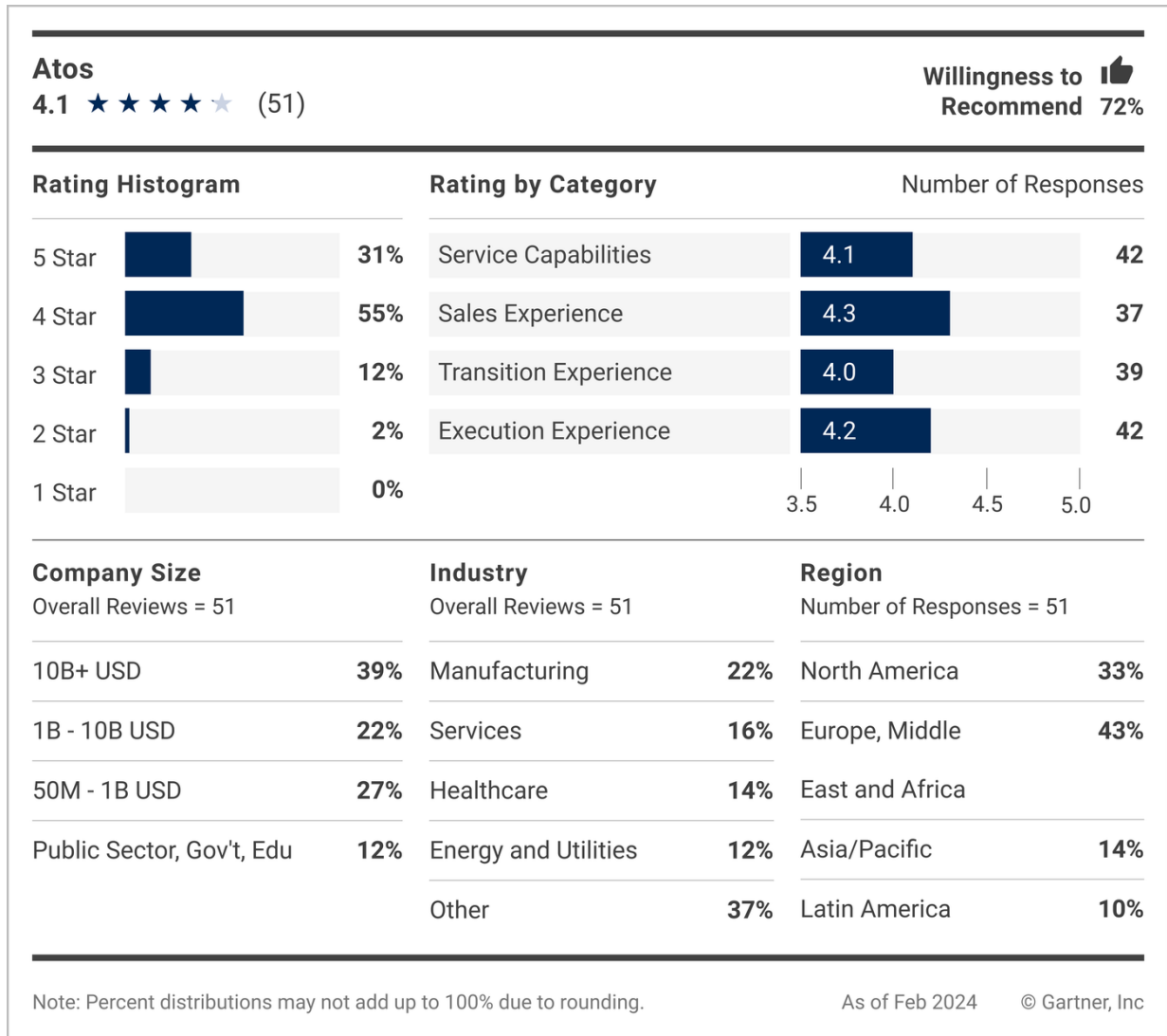
Figure 3. Voice of the Customer for Outsourced Digital Workplace Services, Accenture Vendor Summary



Source: Gartner (April 2024)

Read all Peer Insights user reviews for [Accenture](#).

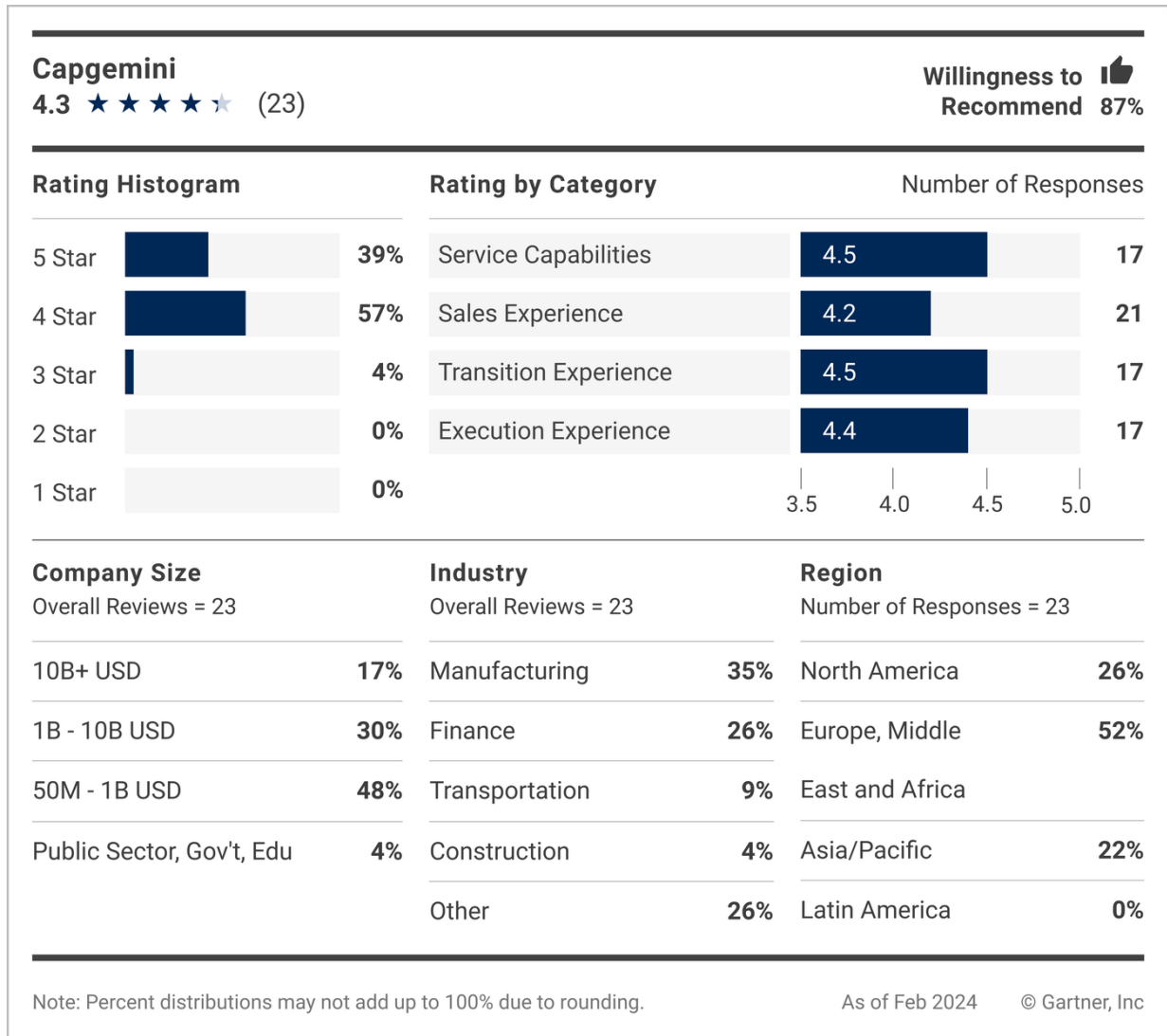
Figure 4. Voice of the Customer for Outsourced Digital Workplace Services, Atos Vendor Summary



Source: Gartner (April 2024)

Read all Peer Insights user reviews for [Atos](#).

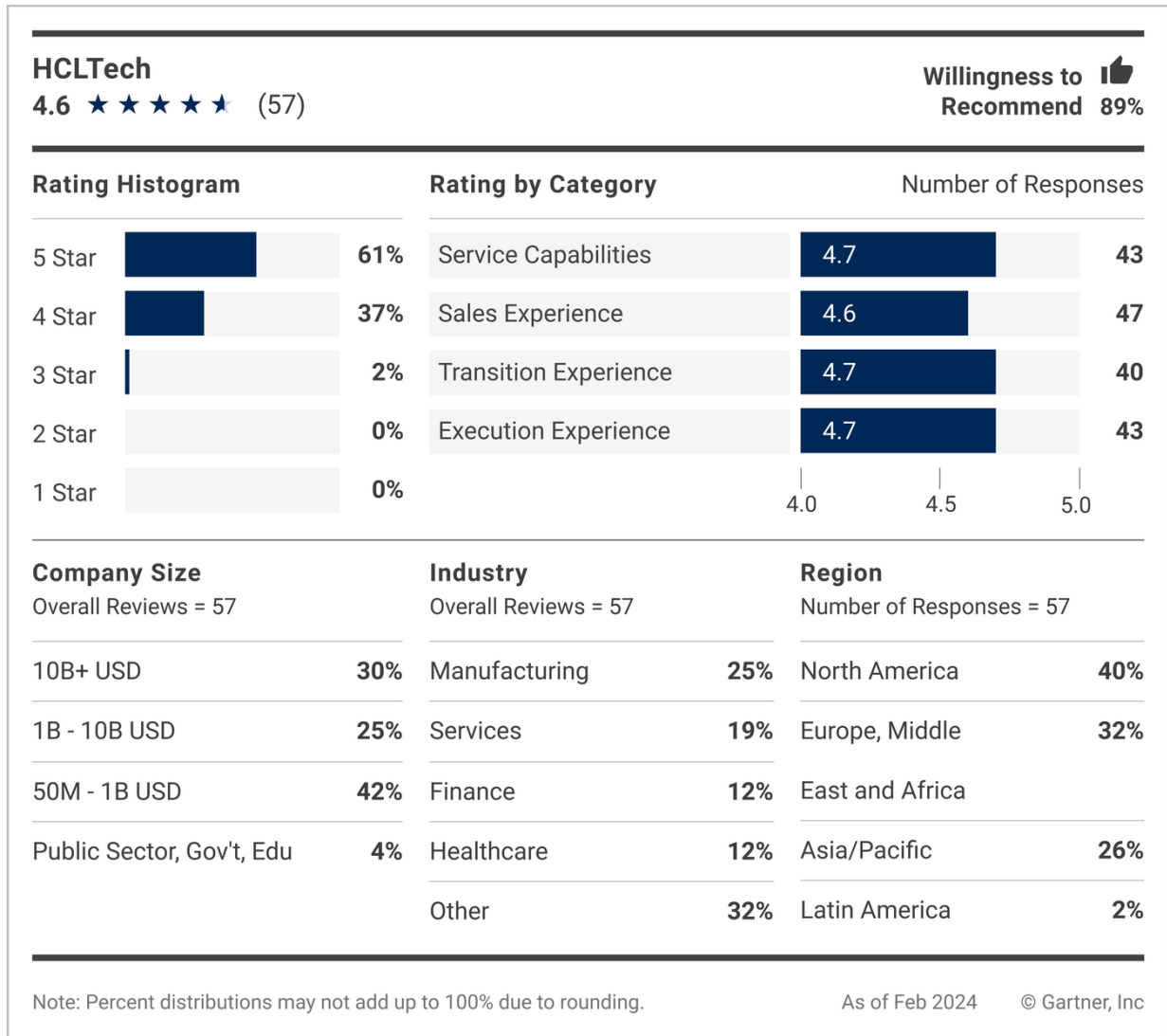
Figure 5. Voice of the Customer for Outsourced Digital Workplace Services, Capgemini Vendor Summary



Source: Gartner (April 2024)

Read all Peer Insights user reviews for [Capgemini](#).

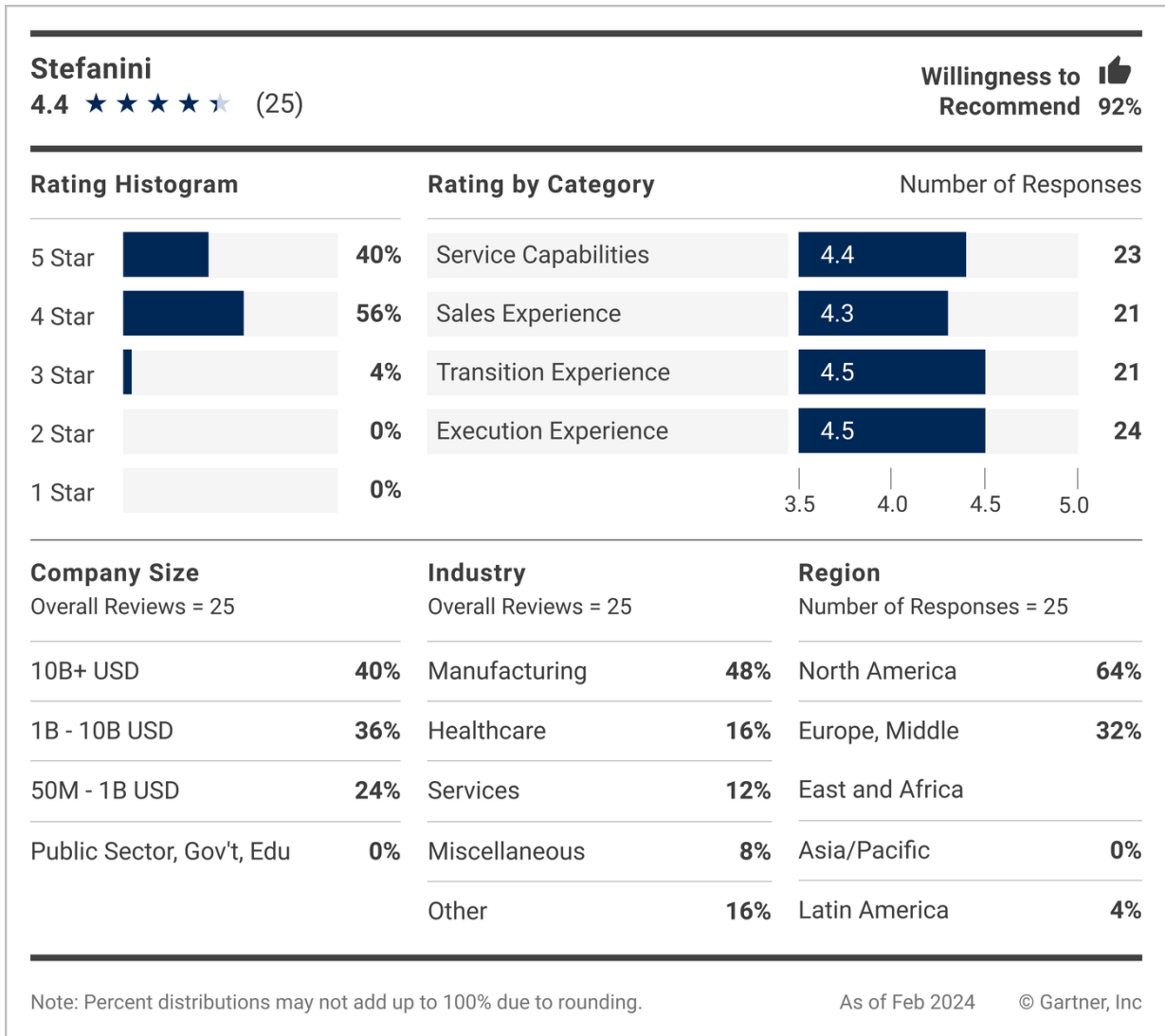
Figure 6. Voice of the Customer for Outsourced Digital Workplace Services, HCLTech Vendor Summary



Source: Gartner (April 2024)

Read all Peer Insights user reviews for [HCLTech](#).

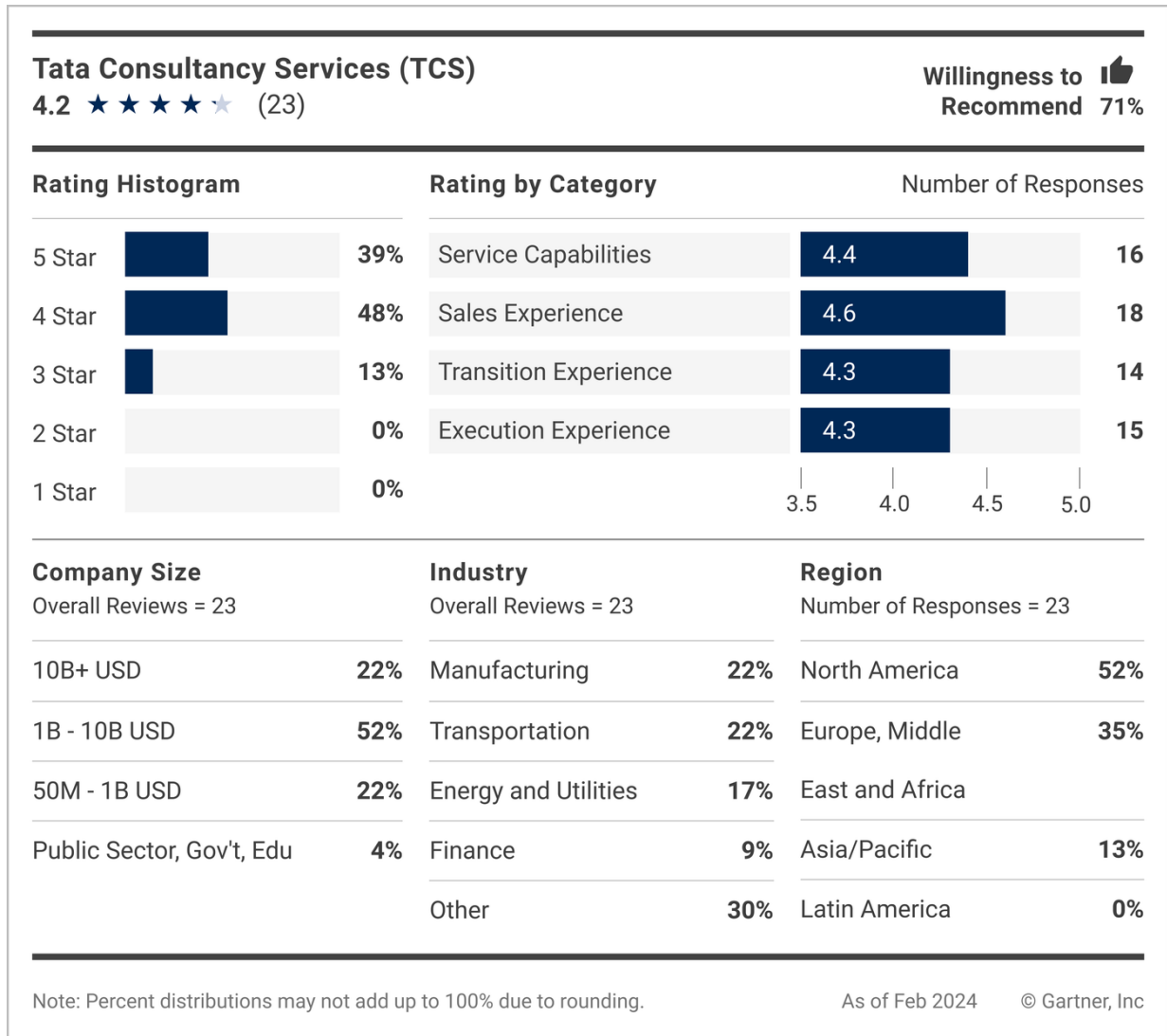
Figure 7. Voice of the Customer for Outsourced Digital Workplace Services, Stefanini Vendor Summary



Source: Gartner (April 2024)

Read all Peer Insights user reviews for [Stefanini](#).

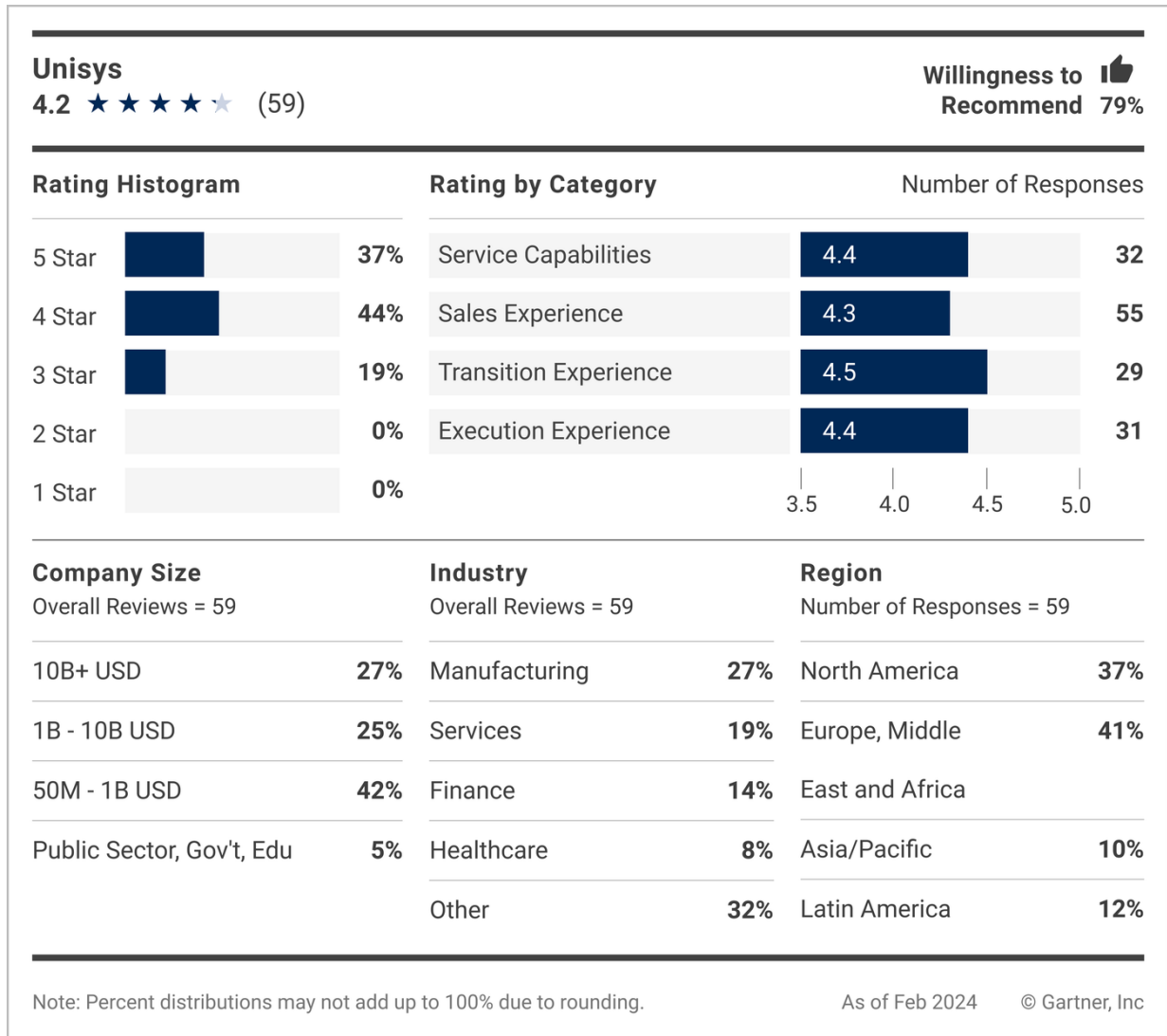
Figure 8. Voice of the Customer for Outsourced Digital Workplace Services, Tata Consultancy Services (TCS) Vendor Summary



Source: Gartner (April 2024)

Read all Peer Insights user reviews for [Tata Consultancy Services \(TCS\)](#).

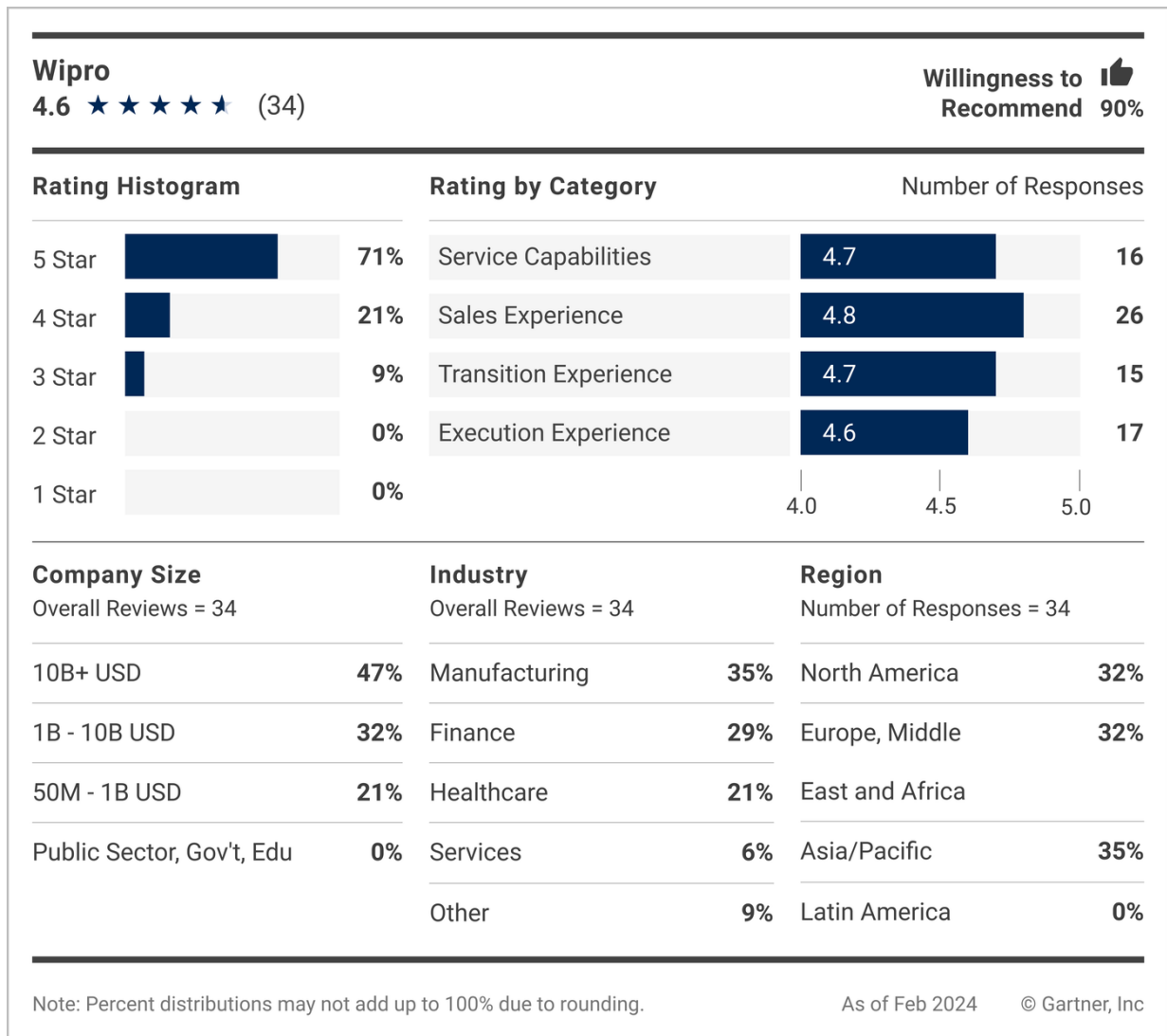
Figure 9. Voice of the Customer for Outsourced Digital Workplace Services, Unisys Vendor Summary



Source: Gartner (April 2024)

Read all Peer Insights user reviews for [Unisys](#).

Figure 10. Voice of the Customer for Outsourced Digital Workplace Services, Wipro Vendor Summary



Source: Gartner (April 2024)

Read all Peer Insights user reviews for [Wipro](#).

Methodology

Gartner Peer Insights “Voice of the Customer” Methodology: A full description can be found on the [Voice of the Customer Methodology](#) page.

The data used in this report is drawn from reviews on Peer Insights, a crowdsourced enterprise review platform that relies on dynamic data. Key to maintaining the integrity of the site is our ongoing moderation and validation of those reviews. Reviews are examined before publishing to the site and periodically, post publishing.

Due to the dynamic nature of the data, the external Peer Insights site will always have the most updated view of the vendors and products in this report. The “Voice of the Customer” methodology uses a snapshot of review data from a defined time frame. This “Voice of the Customer” report should therefore be used along with the detailed and current information available directly on the Peer Insights site for the most up-to-date view of the data for this market and associated segment views.

The Voice of the Customer report includes numerical scores for Overall Rating and four category ratings in each vendor summary. These numerical scores are weighted averages based on the available sample size of eligible reviews within the stated time frame. Thus, they are best interpreted as sample statistics with a reasonable margin for error, not as exact values.

Recommended by the Author

Some documents may not be available as part of your current Gartner subscription.

[Magic Quadrant for Outsourced Digital Workplace Services](#)

[Critical Capabilities for Outsourced Digital Workplace Services](#)

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