NEAT EVALUATION FOR UNISYS:

End-to-End Cloud Infrastructure Management Services

Market Segment: Overall

Introduction

This is a custom report for Unisys presenting the findings of the 2024 NelsonHall NEAT vendor evaluation for *End-to-End Cloud Infrastructure Management Services* in the *Overall* market segment. It contains the NEAT graph of vendor performance, a summary vendor analysis of Unisys for end-to-end cloud infrastructure management services, and the latest market analysis summary.

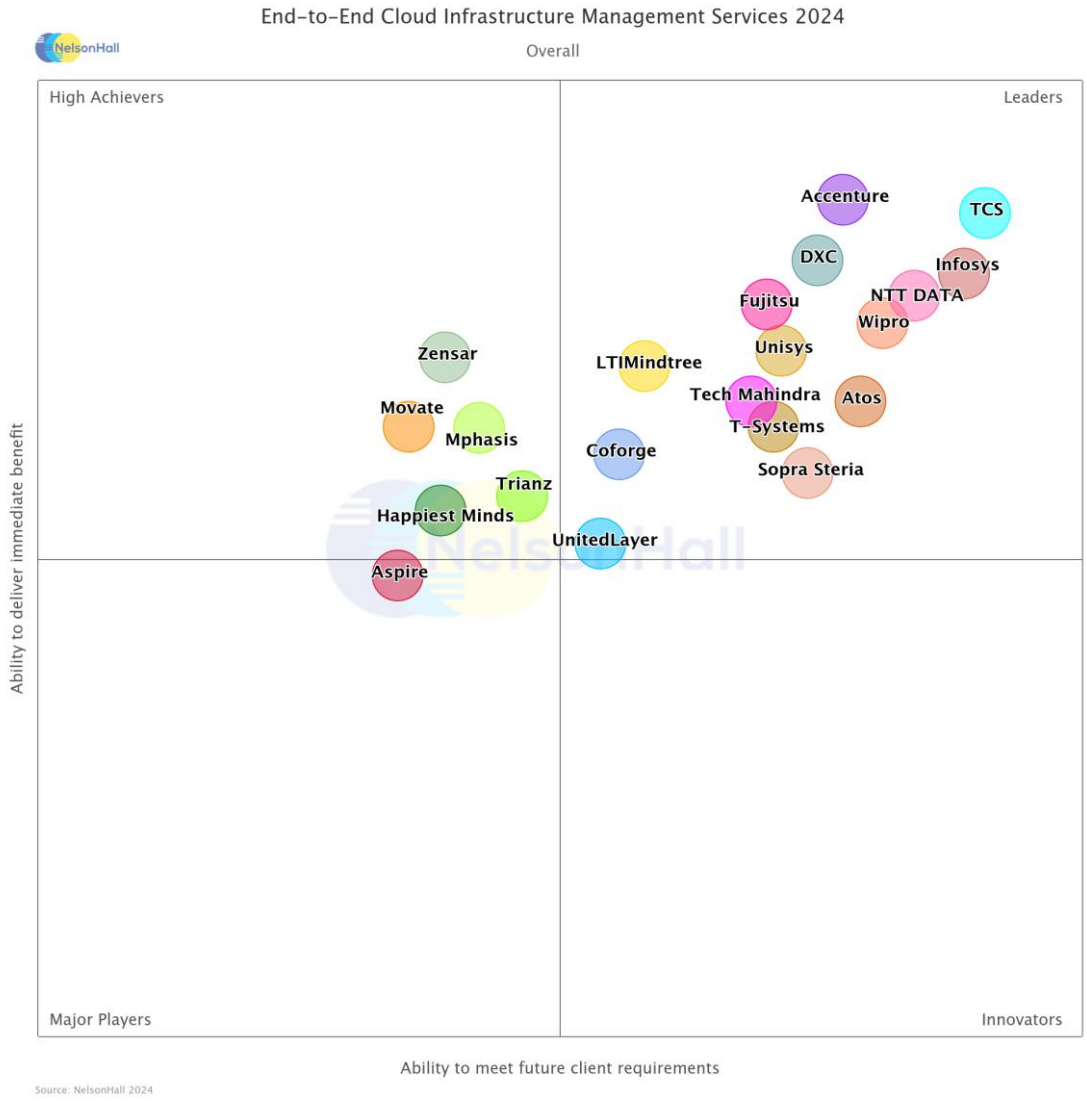
This NelsonHall Vendor Evaluation & Assessment Tool (NEAT) analyzes the performance of vendors offering end-to-end cloud infrastructure management services. The NEAT tool allows strategic sourcing managers to assess the capability of vendors across a range of criteria and business situations and identify the best performing vendors overall, and with specific capabilities around cloud management, cloud orchestration, Microsoft Azure, AWS, and GCP.

Evaluating vendors on both their 'ability to deliver immediate benefit' and their 'ability to meet client future requirements', vendors are identified in one of four categories: Leaders, High Achievers, Innovators, and Major Players.

Vendors evaluated for this NEAT are: Accenture, Aspire Systems, Atos, Coforge, DXC, Fujitsu, Happiest Minds, Infosys, LTIMindtree, Movate, Mphasis, NTT DATA, Sopra Steria, TCS, Tech Mahindra, Trianz, T-Systems, Unisys, UnitedLayer, Wipro, and Zensar Technologies.

Further explanation of the NEAT methodology is included at the end of the report.

NEAT Evaluation: End-to-End Cloud Infrastructure Management Services (Overall)



NelsonHall has identified Unisys as a Leader in the *Overall* market segment, as shown in the NEAT graph. This market segment reflects Unisys' overall ability to meet future client requirements as well as delivering immediate benefits to its cloud IT infrastructure management services clients.

Leaders are vendors that exhibit both a high ability relative to their peers to deliver immediate benefit and a high capability relative to their peers to meet client future requirements.

Buy-side organizations can access the *End-to-End Cloud Infrastructure Management Services* NEAT tool (*Overall*) here.

Vendor Analysis Summary for Unisys

Overview

Unisys is a business-unit-led organization that aims to increase traction in selected markets and geographies. The four business units are:

- Digital Workplace Solutions
- Cloud, Applications & Infrastructure Solutions
- Enterprise Computing Solutions
- Business Process Solutions.

Unisys' key capabilities within Cloud, Applications & Infrastructure across advisory, transformation, implementation, management, and governance services include:

- *Modern application capabilities* to refactor, rebuild, and rearchitect legacy applications for cloud environments, including application migration and modernization, enterprise applications, modern UX, application development and maintenance, amd DevSecOps
- *Cloud management* to govern, monitor and manage cloud environments to control costs and ensure compliance, including cloud financial analysis and optimization, multi-cloud management, and cloud migration and modernization
- *Hybrid infrastructure* to shed legacy technology debt through modernizing the IT estate and migrating to the cloud with automated data center managed services, network managed services, security managed services, and data and storage managed services
- *Data analytics and AI* to manage, migrate, and analyze, including data migration and modernization, modern data engineering, data analytics, and generative and core AI
- *Cybersecurity capabilities*, including zero trust readiness assessments and GRC advisory, attack surface discovery, cyber recovery, managed digital identity, managed detection and response, and threat and forensic analysis.

Unisys ensures deep alignment with applications and data for primary cloud adoption and run capability to meet the convergence in the cloud of applications and infrastructure. It provides cloud solutions regardless of where a client may be in their cloud journey, based on objectives for client enterprise maturity, and providing a cloud-agnostic approach through its portfolio to support multi- and hybrid cloud environments.

NelsonHall estimates Unisys has ~2.3k FTEs dedicated to cloud infrastructure management services, with the following hyperscaler capabilities: Microsoft (~786 FTEs), AWS (~422), GCP (~20). It has ~1.3k FTEs holding multiple certifications.

Unisys has a dedicated AI CoE with locations in Bangalore, India, and the U.S. (PA, MN, CA), with FTEs developing IP and technology evaluation from POC to development and deployment. Through Unisys University, it has a CloudForte certification program. Unisys' cloud locations are a mix of onshore, nearshore, and offshore locations.

NelsonHall estimates Unisys has ~350 key clients across cloud infrastructure management services.

Financials

NelsonHall estimates Unisys' cloud infrastructure management services revenues in CY 2023 were ~$780m. The estimated geographical breakdown of Unisys' cloud infrastructure management services revenues is::

- North America: 45% (~$351m)
- EMEA: 27% (~$211m)
- APAC: 13% (~$101m)
- Latin America: 15% (~$117m).

NelsonHall estimates the vertical industry breakdown of Unisys' cloud infrastructure management services revenues in CY 2023 was:

- Financial Services: 29% (~$226m)
- Public Sector: 40% (~$312m)
- Commercial: 31% (~$242m).

Strengths

- Extensive IP and accelerators, including CloudForte CMP, CloudForte AIOps, CloudForte Containers, Intelligent OCM, and Unisys Stealth
- Dedicated hybrid cloud business office and supporting resources across architecture, digital product, DevSecOps, SRE, and hybrid/native managed services delivery, monitoring, FinOps, and security
- Client-objective-based transformation, transition, and implementation with migration to automated management
- Investing in industry solutions platforms and industry clouds across the public sector and travel and transport
- Driving DevSecOps and an SRE culture-based approach to drive modernization
- Expanding observability and FinOps capabilities
- Provides client-focused assessment and advisory
- Investing in native end-to-end point solutions using Azure and AWS, including secure, standard cloud-native integration frameworks and PaaS
- Increasing GTM capabilities and use cases with hyperscalers
- Increasing focus on AIOps models and use cases for operational efficiency
- Utilizing U.S. Federal business divestment to fund targeted acquisitions in support of CA&I
- AI/ML capabilities of Stealth security offering.

Challenges

- Need to continue building its AIOps use cases
- Ramping dedicated automation resources and cloud certifications
- Expanding innovation centers and CoEs in support of cloud services
- A limited number of business consultants.

Strategic Direction

Unisys is looking to expand its cloud infrastructure management services capabilities through the following initiatives over the next 12-18 months:

Investing in and developing IP and accelerators

- Enhancing CloudForte Asset suite, which includes:
  - UI/UX, API integration, and data layers
  - Database transformation, virtualization, masking, test management, and continuous AI
  - AWS/Azure platform/programs; aligning landing zones/DevSecOps
  - Hybrid transformation, transition, and automation
  - Embedded cybersecurity for all portfolio services
- Enterprise-wide AI: continuous AI for secure AI-automated operations to achieve zero-incident and self-healing, and integrated cross-BU offering development and integration
- Industry solutions and frameworks: Law Enforcement Messaging System, Social Services Cloud, Child Welfare, HigherEd Cloud, and Licensing and Permitting
- Intelligent automation: integrated self-service platform and business process workflows
- Accelerating deployment of Cloud Business Office concepts and workshops
- Refactor/rebuild/rearchitect legacy applications for cloud
- Cloud management: monitoring, governance, cloud FinOps, native observability, sustainability, and embedded security
- Focused solutions to enable industry use cases, including microservices, containers, serverless, sustainability, and sovereign clouds.

Talent and reskilling

- Increasing the supporting skillsets across AI and cloud architects, data scientists, AI/ML engineers, and automation engineers. This includes full adoption of the SRE model and increased focus on automation
- Deploying cloud business office at accounts, CCoE resources talent/upskill
- Enhancing Unisys University (CloudForte certifications) to drive upskilling and reskilling, including ecosystem and provider-specific training and cloud certifications

- Continuing to focus on automation saturation and measuring automation effectiveness across assisted automation and auto-resolution and adopting an outcomes-driven approach.

Outlook

Unisys will support clients wherever they may be on their cloud transformation journey. It will discover and assess the client environment through cloud consulting and advisory services, creating a migration and modernization roadmap and ongoing innovation post-migration. It will need to continue ramping up its dedicated business consultants to support its clients' cloud transformation initiatives.

Unisys invests in its CloudForte Asset Suite across applications, data & AI, hybrid cloud, and automation. This approach enables development teams to focus on different components in the suite without impacting others. It also uses its CloudForte framework to integrate partner and client tools where required. Unisys also invests in its CloudForte AIOps models across operational resiliency, monitoring, remediation, and automation. It will need to continue building its use cases to support AIOps. Unisys is also running several Gen-AI POCs with clients, and we expect to see more traction in this area as client use cases mature.

Unisys' CloudForte CMP provides the automation front-end unified console across hybrid and public cloud, and we expect it to expand its automation library artifacts, templates, and automated catalog items in CMP, which provides hyper-automation and enables clients to provision capabilities in the hybrid cloud. It is also expanding its FinOps capabilities, which will resonate with clients as they continue to tackle the current economic headwinds. Unisys is also investing in sustainability and sovereign cloud services, and we expect to see more traction in these areas as clients seek greater regulatory compliance across the cloud and a reduction in carbon footprints through cloud services.

Unisys has developed a Cloud Business Office to support the design, build, and run cloud transformation phases across its accounts. This includes DevSecOps and automation enablement across the entire lifecycle, including an SRE-enabled agile model, where it will need to continue ramping its SRE resources in support of this. In addition, its security, FinOps and observability teams will provide hybrid/native managed services.

Another key focus area includes talent and reskilling supported by its Cloud CoE and supporting skill sets for its agile squads. This includes SREs, data scientists, AI/ML engineers, cloud architects, and automation engineers. It will need to continue ramping up its capabilities across these areas to increase cloud-certified, data analytics, AI, and automation SMEs.

Unisys is also investing in GTM with hyperscalers on critical use cases and is developing industry-specific clouds. It is also developing native end-to-end AWS and Azure solutions, including standard cloud-native integration frameworks and PaaS. We expect it may also look for bolt-on acquisitions that provide geo, technology, or niche capabilities across cloud services.

End-to-End Cloud Infrastructure Management Services Market Summary

Overview

Key requirements for cloud infrastructure management services include improved visibility, plus control and optimization of hybrid multi-cloud usage. This includes improved show back, chargeback and cost allocation; in addition, utilizing multiple toolsets for on-premises monitoring and observability, including Dynatrace and Azure Monitor and AWS Cloud Watch in public cloud, and increasing full-stack monitoring and the ability to accelerate troubleshooting across stacks, including LLM/ML.

All vendors are incorporating FinOps and cloud economics throughout their processes to enable clients to maximize the business value of their cloud programs. This includes a real-time focus, shifting from spare capacity to real-time allocation capability, and deploying IP and third-party tools and platforms in support of clients' ESG and sustainability strategies. In addition, vendors are developing GenAI uses cases, increasing observability, AIOps and an SRE-led approach to cloud operations, and utilizing OCM with AI to drive persona-based digital adoption across the enterprise.

Vendors are increasing dedicated experience, innovation and transformation CoEs to support a consulting-led approach (design thinking), co-innovation, and co-creation in support of cloud infrastructure management service. Also, they are deploying AIOps capabilities in support of cloud infrastructure management and providing an open approach to orchestration, including cloud-native provisioning through cloud APIs.

Buy-Side Dynamics

The key capabilities and characteristics buyers look for when selecting a vendor to deliver cloud infrastructure management services are:

- Enabling AI-led multi-Ops empowering SREs to deliver end-to-end reliability across hybrid multi-cloud
- Utilizing an AI platform, including DevOps for automated code deployment, AI assistants (including GenAI POCs), and automated IaC templates, playbook creation, and business reliability though AIOps
- Improving developer productivity and experience through GenAI with, for example, GitHub Copilot
- Improving intelligent event management through AIOps with real-time insights and recommendations, automated cloud operations, intelligent capacity forecasting, and predictive scaling
- Using AIOps to provide recommendations for automation
- Utilizing gamification and Green apps and a carbon calculator, providing carbon footprint data to app owners
- Leveraging hyperscaler and partner tools including Azure Emissions Impact Dashboard and AWS Net-Zero Carbon/TCO, and ServiceNow ESG Management

- Ability to reduce TCO of cloud usage and best fit modeling for migration and transformation
- Utilizing multiple toolsets for on-premises monitoring and observability, including Dynatrace and Azure Monitor and AWS Cloud Watch in public cloud
- Increasing full-stack monitoring and the ability to accelerate troubleshooting across stacks, including LLM/ML
- Incentivizing optimization with FinOps decision and accountability structure
- Increasing hyperscaler and partner ecosystem certifications and accreditations
- Investing in digital skills training to enhance automation capabilities
- Expediting resources building automation and GenAI use cases, and dedicated automation and AI leads by client account
- Ability to provide industry-specific expertise across cloud services.

Market Size & Growth

The global cloud infrastructure management services market was worth ~$334m in 2023, and will grow 10.8% per annum to reach ~$558bn by 2028.

North America will account for 43% of the overall cloud infrastructure management services market in 2028, with growth of 8.6%, while EMEA will grow at 8.1%, making up 32% of the overall market by 2028. APAC will see 8.9% growth through to 2028 driven by propensity to adopt cloud-based services, with LatAm growing at 8.5% through 2028.

From a cloud orchestration perspective, growth is driven by increasing focus on AI (including AIOps and GenAI), and an open approach to orchestration, including cloud-native provisioning.

Cloud management growth in the next 12 months will be driven by clients increasingly adopting a hybrid multi-cloud approach and increasing requirements for monitoring and observability, security, FinOps through CMP to control and optimize cloud usage and costs. The propensity to increase cloud-native deployment, PaaS, APIs and container management is driven by the need to expedite new products and services.

Success Factors

Critical success factors for vendors within the cloud infrastructure management services market are:

- Deploying a consulting-led hybrid cloud business office approach to understand clients' business needs and issues and build out the solution. The collaborative approach identifies if buying, building, modifying, or partnering is the best approach to meet the client's required business outcomes
- Ramping automation assessment architects, cloud platform engineers, and cloud-native development resources. In addition, expanding machine first developers (LLMs), client success and business value specialists, hyperscaler SMEs (AI/ML) and site reliability engineers (SRE) in support of legacy and hybrid multi-cloud operations
- Using DevSecOps and an agile delivery model approach across cloud operations. Also, from an application perspective, taking clients from a traditional managed application environment to a continuous deployment and delivery at scale using agile techniques.

Also, changing app development cultures, and helping clients develop CI/CD pipelines and integrate with the application environment

- Investing in AI, including GenAI, with dedicated labs for GenAI model training and building GenAI capabilities with cloud-native stack. Expanding ML/GenAI-driven assessment capabilities, including portfolio rationalization and cloud fitment, and increasing POCs in support of GenAI with Microsoft Copilot, Google Duet and Gemini, AWS Code Whisperer, Amazon Q and multiple open source LLMs. Also, driving AI-led multi-ops and empowering SREs to deliver end-to-end reliability and more focus on AIOps and remediation
- Utilizing a data-driven approach to identify specific changes to deliver compelling content to enable cloud adoption. Also, facilitating the move from traditional infrastructure and app support to a pipeline-based, CI/CD approach. Applying AI to OCM engine to target and tailor technology adoption and updates, training and enhanced experience by persona
- Expanding dedicated automation CoEs to augment runbooks and AI/ML-based recommendations and resolutions; expanding catalog-based self-service and bot store for reusable automation assets developed by cloud CoE; continued development of solution accelerators based on repeatable patterns across the managed services client base; expanding automation, AI (AIOps, GenAI), and cloud CoEs and innovation labs, and industry-specific cloud offerings; more focus on product and business-oriented consulting teams
- Providing a single-pane management view and fully integrated lifecycle management of multi-cloud services, IaaS, PaaS, CaaS, DBaaS, network, cloud landing zones and managed services; incorporation of AIOps to self-diagnose and self-heal IT estates on-premises and in cloud environments
- Deploying a dedicated sustainability platform, including ESG data management and reporting, which include custom ESG analytics and dashboard; developing solutions to decrease carbon emissions and footprint across infrastructure, platform, apps, and data, including providing infrastructure in carbon neutral regions; utilizing gamification to promote sustainability through Green champions; utilizing device as-a-Service (DaaS) to manage device lifecycle, circular services, and PC as-a-Service (PCaaS), and automating actions through remediation and self-healing, and reducing the support footprint through proactive resolution
- Utilizing toolsets, including Dynatrace, for full-stack monitoring and observability. Including infrastructure monitoring, application performance monitoring, UX monitoring, data observability and monitoring, and LLM/ML observability monitoring.

Outlook

The future direction for cloud infrastructure management services will include:

- Increasing focus on moving GenAI POCs into production and GTM with hyperscalers to define use cases by industry and regions, and development of LLMs by industry verticals and business-specific requirements
- Expanding sustainability practices and utilization of cloud to achieve a lower carbon footprint and cloud engineers providing infrastructure in carbon-neutral regions
- More focus on FinOps as-a-Service and joint gainshare models and legacy systems transformation, including mainframe to next-gen technology stack in a microservices architecture

- Ongoing investment in automation (including GenAI Github Copilot) and IaC to enable a developer-centric model that extends from DevOps to DevSecOps to NoOps in an agile manner; and DevSecOps in support of cloud-native apps (DevOps and microservices)
- Development of use cases with CSPs and partners, including management of hybrid edge data center environments and connecting edge to the core in support of distributed cloud
- Expanding AI-led multi-Ops with SREs delivering end-to-end reliability, taking events, metrics, and logs from hyperscaler environment and on-premises data center; driving monitoring across infrastructure, applications, data, and LLM/ML, including how much of the model is drifting from the expected standard outcomes. This includes establishing dedicated SRE CoEs across each cloud delivery location
- Greater focus on skills development, including SRE, AI SMEs (including GenAI), innovation and experience leads, and full-stack engineers. Also, increasing investment in localized cloud implementation and delivery capabilities
- Focused solutions and frameworks to enable industry use cases, including sovereign cloud, microservices, containers, serverless, and sustainability
- Enhancing vendor innovation ecosystems and providing a framework of tools and integration options to support business-line-focused client innovation initiatives and roadmaps.

NEAT Methodology for End-to-End Cloud Infrastructure Management Services

NelsonHall's (vendor) Evaluation & Assessment Tool (NEAT) is a method by which strategic sourcing managers can evaluate outsourcing vendors and is part of NelsonHall's *Speed-to-Source* initiative. The NEAT tool sits at the front-end of the vendor screening process and consists of a two-axis model: assessing vendors against their 'ability to deliver immediate benefit' to buy-side organizations and their 'ability to meet future client requirements'. The latter axis is a pragmatic assessment of the vendor's ability to take clients on an innovation journey over the lifetime of their next contract.

The 'ability to deliver immediate benefit' assessment is based on the criteria shown in Exhibit 1, typically reflecting the current maturity of the vendor's offerings, delivery capability, benefits achievement on behalf of clients, and customer presence.

The 'ability to meet future client requirements' assessment is based on the criteria shown in Exhibit 2, and provides a measure of the extent to which the supplier is well-positioned to support the customer journey over the life of a contract. This includes criteria such as the level of partnership established with clients, the mechanisms in place to drive innovation, the level of investment in the service, and the financial stability of the vendor.

The vendors covered in NelsonHall NEAT projects are typically the leaders in their fields. However, within this context, the categorization of vendors within NelsonHall NEAT projects is as follows:

- Leaders: vendors that exhibit both a high capability relative to their peers to deliver immediate benefit and a high capability relative to their peers to meet future client requirements
- High Achievers: vendors that exhibit a high capability relative to their peers to deliver immediate benefit but have scope to enhance their ability to meet future client requirements
- Innovators: vendors that exhibit a high capability relative to their peers to meet future client requirements but have scope to enhance their ability to deliver immediate benefit
- Major Players: other significant vendors for this service type.

The scoring of the vendors is based on a combination of analyst assessment, principally around measurements of the ability to deliver immediate benefit; and feedback from interviewing of vendor clients, principally in support of measurements of levels of partnership and ability to meet future client requirements.

Note that, to ensure maximum value to buy-side users (typically strategic sourcing managers), vendor participation in NelsonHall NEAT evaluations is free of charge and all key vendors are invited to participate at the outset of the project.

Exhibit 1

'Ability to deliver immediate benefit': Assessment criteria

Assessment Category	Assessment Criteria
Offering	Cloud platform capabilities and functionality
	Cloud management including monitoring and observability capabilities
	Cloud orchestration capabilities
	Industry specific cloud offerings, including re-usable assets and blueprints
	Cloud AI-Ops capabilities
	Sustainability and ESG capabilities
	Predictive analytics, AI (inc. GenAI) and ML capabilities in support of hybrid multi-cloud
Delivery	Cloud Infra Mngt North America delivery capabilities
	Cloud Infra Mngt EMEA delivery capabilities
	Cloud Infra Mngt APAC delivery capabilities
	Cloud Infra Mngt LatAm delivery capabilities
	Dedicated cloud SMEs, architects, engineers, data scientists, hyperscaler-certified, and SRE's
	Dedicated cloud CoEs, experience centers and innovation hubs
	Ability to provide IP and accelerators in support of Cloud Infra Mngt Services
	Ability to incorporate DevSecOps, agile, and SRE led approach to cloud ops
	Extent of third-party and hyperscaler partnerships in support of Cloud Infra Mngt Services
	Ability to provide advanced analytics, and cognitive capabilities in support of hybrid multi-cloud ecosystem
Presence	Scale of Ops – Overall
	Scale of Ops – NA
	Scale of Ops – EMEA
	Scale of Ops – APAC
	Scale of Ops – LatAm
	Number of clients overall for Cloud Infra Mngt Services
Benefits Achieved	Improvement in infrastructure and application performance, reliability and availability
	Level of cost savings achieved
	Improved access to next-gen cognitive capabilities
	Increased end-user/business satisfaction
	Improved speed of problem resolution

Exhibit 2

'Ability to meet client future requirements': Assessment criteria

Assessment Category	Assessment Criteria
Overall Future Commitment to Cloud Infrastructure Management Services	Financial rating
	Commitment to Cloud Infrastructure Management
	Commitment to innovation in Cloud Infrastructure Management
Investments in Cloud Infrastructure Management Services	Investment in IP and platforms in support of cloud infrastructure management services
	Investment in cloud management across IaaS, PaaS, SaaS, DBaaS, and CaaS
	Investment in cloud orchestration including cloud native services
	Investment in industry-specific offerings, sustainability, cloud assets and blueprints
	Investment in support of cloud AI-Ops managed services
	Investment in support of hyperscaler GTM initiatives
	Investment in analytics, AI (inc. GenAI) and ML services
Ability to Partner and Evolve Services	Key partner
	Ability to evolve services

For more information on other NelsonHall NEAT evaluations, please contact the NelsonHall relationship manager listed below.

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Sales Inquiries

NelsonHall will be pleased to discuss how we can bring benefit to your organization. You can contact us via the following relationship manager:

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