

# Future of Work Solutions

A report comparing technology provider capabilities  
to help decision-makers in evaluating vendors



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The future of work is evolving with the changes in technology and the resulting new opportunities. This report explores the technology solution providers best suited to explore these opportunities. While many organizations are adopting the return-to-office strategy, most global organizations are implementing a hybrid working model for their employees. According to the ISG Buying Behavior Research – Future Workplace Study, an average of 45 percent of the workforce will work remotely for global organizations.

### **Technologies supporting back-end IT operations**

With the continuation of remote working and the pressure on enterprise IT organizations to do more with less, the adoption of solutions that automate many back-end IT operations is rising. The performance of the workplace technology endpoints, be it the devices, applications or the associated network, profoundly impacts the end-user experience. Any interruption results in the loss of productivity, and enterprise IT organizations do not want to be in the reactive mode of

supporting such issues. They are increasingly interested in software solutions that automatically resolve issues that hamper end-user productivity.

### **Technologies supporting collaborative work**

Modern collaborative work needs are not confined to just unified communication and collaboration solutions. The importance of team collaboration within project management has also increased with the expanding scope of communication and collaboration. AI has opened new possibilities to enhance employee productivity and efficiency.

This report covers key areas for technology providers for future of work challenges and opportunities in the modern workplace.



This study evaluates technology providers that enable **back-end IT** and **front-end EX** in the future of work.

Simplified Illustration Source: ISG 2024

**Digital Employee Experience (DEX) Solutions**

**Connected and Collaborative Work Solutions**

**The ISG Provider Lens™ Future of Work Solutions 2024 study offers the following to business and IT decision-makers:**

- Transparency on the strengths and weaknesses of relevant providers
- A differentiated positioning of providers by segments on their competitive strengths and portfolio attractiveness
- Focus on the global market.

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



## Digital Employee Experience (DEX) Solutions

### Definition

This quadrant assesses global technology providers that provide DEX solutions. Also known as end-user experience management (EUEM) solutions and digital end-user experience (DEUX ) solutions, DEX solutions aim to measure, analyze, benchmark, manage and enhance end users' experience with workplace technologies. These technologies include, but are not limited to, endpoint devices, applications, operating systems and networks. DEX solutions analyze information by collecting data from endpoints used by end users, such as devices, network points and applications. They typically deploy an endpoint agent that collects this information. IT teams can combine this with direct user feedback, either collected using the DEX solution or deployed via a third party. Data collected through a DEX solution provides insights, enabling the enterprise IT organization to take actions to improve the overall end-user experience with digital workplace technology.

These solutions also offer automated and assisted issue remediation. DEX solutions have become popular among enterprise clients of all sizes as clients aim for increased automation and automated endpoint management. As employees work from locations of their choice and use various devices and endpoints to access their workplace, enterprise IT needs tools to ensure device security, technology performance and enhanced EX. DEX solutions assist enterprise IT support functions and service desks in supporting user issues with comprehensive information in real time. This helps support agents resolve those issues with speed and efficiency. These solutions help clients achieve high employee productivity with uninterrupted technology performance by proactively and automatically resolving issues.

### Eligibility Criteria

1. Offer DEX separately **or** as part of an existing broader IT/endpoint management solution
2. Continuously **monitor endpoints**, such as devices, applications and network touchpoints, **using a lightweight endpoint agent**
3. **Provide telemetry-based insights** into technology estate impacting EX within the entire digital workplace technology ecosystem
4. **Offer automated resolution and remediation** for issues, ensuring uninterrupted end-user productivity
5. **Support user self-help** to resolve issues at their end
6. Has a **global presence with clients** in all major geographies



## Connected and Collaborative Work Solutions

### Definition

This quadrant assesses technology providers that provide software solutions to support enterprise clients' connected and collaborative work requirements. Connected and collaborative work involves working with a team of remote and in-office employees sharing a virtual workspace. Different anchor point solutions can act as an entry point for these workspaces. These solutions include content collaboration, project/task management, note-taking and content creation. Collaborative work management solutions enhance user productivity by automating tasks and providing analytics-driven insights. These features enable users to conduct AI-enabled intelligent searches across diverse tasks, processes and milestones. Many content collaboration technology providers offer this capability to evolve beyond enterprise file synchronization and share and enterprise wiki solutions. These solutions either integrate with existing unified communication-as-a-service (UCaaS) solutions or offer support for asynchronous communication. As AI adoption becomes more widespread, assessing its

application in connected and collaborative work will be imperative. These providers explore opportunities utilizing AI to support new possibilities, such as suggesting additional automation based on project activities, generating the entire project structure, allocating intelligent skill-based automated resources and predicting project risks. Modern productivity application providers functioning in niche areas, such as note-taking and online presentation creation, are increasingly utilizing AI to develop features that support workflow automation, enterprise wiki, project management and automation. Hence, technology providers from diverse domains compete in this space.

### Eligibility Criteria

1. Offer a connected and collaborative virtual workspace that assists in **efficient work management and collaboration within the hybrid workforce**
2. Provide native features or support third-party **task and project management**, along with **reporting and dashboard and workflow automation**
3. Deliver **seamless access** across devices like **desktop apps, web browsers and mobile apps**, facilitating consistent UX
4. Provide **strong privacy compliance** program with new security controls, including data governance measures
5. **Support integration for third-party productivity applications and unified communication and collaboration tools**
6. Offer an **intuitive UI** for easy access to applications
7. Provide **AI-enabled features** to enhance productivity, conversational interfaces, personalized content, knowledge management and intelligent knowledge base search



## Quadrants by Region

As part of this ISG Provider Lens™ quadrant study, we are introducing the following two quadrants on Future of Work Solutions 2024:

Quadrant	Global
Digital Employee Experience (DEX) Solutions	✓
Connected and Collaborative Work Solutions	✓

ISG is also conducting a parallel study to analyze the future of work services market. It will compare professional and managed service providers in the U.S., U.K., Brazil, Germany, Switzerland, Australia and U.S. Public Sector



The research phase falls in the period between March and August 2024, during which survey, evaluation, analysis and validation will take place. The results will be presented to the media in September 2024.

Milestones	Beginning	End
Survey Launch	March 12, 2024	
Survey Phase	March 12, 2024	April 10, 2023
Sneak Preview	August, 2024	
Press Release & Publication	September, 2024	

Collecting client testimonials via the Star of Excellence Program requires early client referrals (no official reference needed) because CX scores have a direct influence on the provider's position in the IPL quadrant and the awards.

Please refer to the [link](#) to view/download the ISG Provider Lens™ 2024 research agenda.

**Access to Online Portal**

You can view/download the questionnaire from [here](#) using the credentials you have already created or refer to instructions provided in the invitation email to generate a new password. We look forward to your participation!

**Research Production Disclaimer:**

ISG collects data for the purposes of writing research and creating provider/vendor profiles. The profiles and supporting data are used by ISG advisors to make recommendations and inform their clients of the experience and qualifications of any applicable provider/vendor for outsourcing the work identified by clients. This data is collected as part of the ISG FutureSource™ process and the Candidate Provider Qualification (CPQ) process. ISG may choose to only utilize this collected data pertaining to certain countries or regions for the education and purposes of its advisors and not produce ISG Provider Lens™ reports. These decisions will be made based on the level and completeness of the information received directly from providers/vendors and the availability of experienced analysts for those countries or regions. Submitted information may also be used for individual research projects or for briefing notes that will be written by the lead analysts.



### ISG Star of Excellence™ – Call for nominations

The Star of Excellence™ is an independent recognition of excellent service delivery based on the concept of “Voice of the Customer.”

The Star of Excellence™ is a program, designed by ISG, to collect client feedback about service providers’ success in demonstrating the highest standards of client service excellence and customer centricity.

The global survey is all about services that are associated with IPL studies. In consequence, all ISG Analysts will be continuously provided with information on the customer experience of all relevant service providers. This information comes on top of existing first-hand advisor feedback that IPL leverages in context of its practitioner-led consulting approach.

Providers are invited to [nominate](#) their clients to participate. Once the nomination has been submitted, ISG sends out a mail confirmation to both sides. It is self-evident that ISG anonymizes all customer data and does not share it with third parties.

It is our vision that the Star of Excellence™ will be recognized as the leading industry recognition for client service excellence and serve as the benchmark for measuring client sentiments.

To ensure your selected clients complete the feedback for your nominated engagement please use the Client nomination section on the Star of Excellence™ [website](#).

We have set up an email where you can direct any questions or provide comments. This email will be checked daily, please allow up to 24 hours for a reply.

Here is the email address:

[ISG.star@isg-one.com](mailto:ISG.star@isg-one.com)



**ISG Star of Excellence**



The ISG Provider Lens 2024 – Future of Work Solutions research study analyzes the relevant software vendors/service providers in the global market, based on a multi-phased research and analysis process, and positions these providers based on the ISG Research methodology.

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The research and analysis presented in this report includes research from the ISG Provider Lens program, ongoing ISG Research programs, interviews with ISG advisors, briefings with services providers and analysis of publicly available market information from multiple sources. The data collected for this report represents information that ISG believes to be current as of March 2024, for providers who actively participated as well as for providers who did not. ISG recognizes that many mergers and acquisitions have taken place since that time, but those changes are not reflected in this report.

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



## Contacts For This Study

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### ISG Provider Lens Advisors Involvement Program

ISG Provider Lens offers market assessments incorporating practitioner insights, reflecting regional focus and independent research. ISG ensures advisor involvement in each study to cover the appropriate market details aligned to the respective service lines/technology trends, service provider presence and enterprise context.

In each region, ISG has expert thought leaders and respected advisors who know the provider portfolios and offerings as well as enterprise requirements and market trends. On average, three advisors participate as part of each study's quality and consistency review team (QCRT). The QCRT ensures each study reflects ISG advisors' experience in the field, which complements the primary and secondary research the analysts conduct. ISG advisors participate in each study as part of the QCRT group and contribute at different levels depending on their availability and expertise.

The QCRT advisors:

- Help define and validate quadrants and questionnaires,
- Advise on service provider inclusion, participate in briefing calls,
- Give their perspectives on service provider ratings and review report drafts.

## ISG Advisors to this study



**Jim  
Kane**

**Director**



## Invited Companies

**If your company is listed on this page or you feel your company should be listed, please contact ISG to ensure we have the correct contact person(s) to actively participate in this research.**

\* Rated in previous iteration

1E*	Coda	Liquidware	ServiceNow
Absolute Software*	ControlUp*	LiveTiles	Simplr
Adobe Workfront	Dynatrace*	LumApps	Slack*
Airtable*	Evernote	ManageEngine*	Smartsheet
Akumina	Freshservice	MangoApps	Snow Software*
Allot	Google*	Microsoft*	Stack Overflow
Appspace	HCL Software*	Miro*	Tanium*
Asana*	Hive	Monday.com*	ThousandEyes*
Atlassian*	HP*	Nanoheal*	Trianz
baramundi *	Igloo	Nextthink*	Unily
BMC Software	Interact Software	Nifty	Vmware*
Canva*	Ivanti*	Notion	Workplace from Meta
Catchpoint*	Jive	Powell Software	Wrike
Centreon	Jostle	Riverbed*	Zoho*
Citrix	Kissflow*	Salesforce	Zoom*
ClickUp	Lakeside Software*	SAP	Zscaler



## ISG Provider Lens™

The ISG Provider Lens™ Quadrant research series is the only service provider evaluation of its kind to combine empirical, data-driven research and market analysis with the real-world experience and observations of ISG's global advisory team. Enterprises will find a wealth of detailed data and market analysis to help guide their selection of appropriate sourcing partners, while ISG advisors use the reports to validate their own market knowledge and make recommendations to ISG's enterprise clients. The research currently covers providers offering their services across multiple geographies globally.

For more information about ISG Provider Lens™ research, please visit this [webpage](#).

## 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, cities) as well as higher education institutions. Visit: [Public Sector](#).

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## ISG

ISG (Information Services Group) (Nasdaq: III) is a leading global technology research and advisory firm. A trusted business partner to more than 900 clients, including more than 75 of the world's top 100 enterprises, ISG is committed to helping corporations, public sector organizations, and service and technology providers achieve operational excellence and faster growth. The firm specializes in digital transformation services, including automation, cloud and data analytics; sourcing advisory; managed governance and risk services; network carrier services; strategy and operations design; change management; market intelligence and technology research and analysis.

Founded in 2006, and based in Stamford, Conn., ISG employs more than 1,600 digital-ready professionals operating in more than 20 countries—a global team known for its innovative thinking, market influence, deep industry and technology expertise, and world-class research and analytical capabilities based on the industry's most comprehensive marketplace data.

For more information, visit [isg-one.com](https://isg-one.com).





**MARCH, 2024**



**REPORT: FUTURE OF WORK SOLUTIONS**