

Future of Work — Solutions

A report assessing solution capabilities to
help decision-makers in vendor selection



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The digital workplace continues to evolve as remote work becomes increasingly common, hybrid models mature and many organizations put their return-to-office expectations on paper. Meanwhile, shifting business priorities, evolving IT delivery models and ongoing pressures around profitability and staffing make it difficult for enterprises to enable, manage and optimize complex and varied workplace environments.

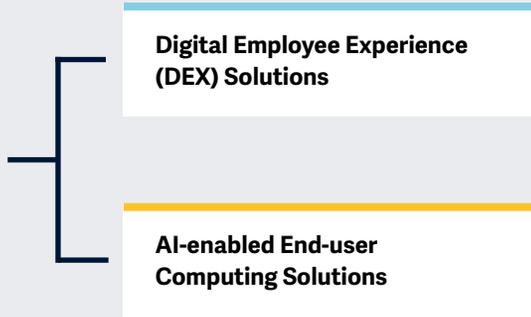
A broad ecosystem of platforms and tools now helps IT and business leaders deliver secure, reliable and productive DEX, spanning endpoint and device management, collaboration optimization, observability and analytics, workflow automation, service orchestration and DEX. Its objective is to maintain operational resilience, while ensuring seamless employee access to the needed applications, services and insights for effectiveness.

The most significant development in this landscape is the expanding role of AI. Modern workplace and DEX platforms are increasingly applying AI to automate routine tasks, interpret telemetry at scale, predict and prevent service issues, generate contextual support responses, and deliver personalized guidance. AI adds value across simple and advanced use cases alike, freeing teams from repetitive work, improving decision-making and amplifying staff capability to focus on high-impact work.

This report evaluates vendors best positioned to support ongoing digital workplace modernization, with a particular focus on the evolving hybrid work models that are now shaping enterprise operations.



This study evaluates vendors that support **back-end IT operations** and **front-end EX** in evolving digital workplaces through **future of work solutions**.



Simplified Illustration Source: ISG 2026

This ISG Provider Lens® Future of Work — Solutions 2026 study offers the following to business and IT decision-makers:

- Transparency on the strengths and weaknesses of relevant vendors
- A differentiated positioning of vendors 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 vendors that provide DEX solutions, typically encompassing end-user experience management (EUEM) and digital end-user experience (DEUX). DEX solutions measure, analyze, benchmark and manage workplace end-user experience with technologies, including endpoint devices, applications, operating systems and networks. They collect data using endpoint agents and can be enhanced over time with user feedback.

The insights derived from DEX solutions enable IT organizations to improve end-user experience with automated issue remediation and are increasingly being favored for endpoint management. As employees work remotely and use multiple devices, organizations need solutions to ensure device security, optimize technology performance and enhance EX. DEX solutions provide the required support, using real-time information to rapidly resolve user issues.

Eligibility Criteria

1. Provide DEX solutions either as **standalone offerings** or as a **part of a comprehensive** IT/endpoint management solution
2. Can continuously **monitor endpoints** such as devices, applications and network touchpoints **using lightweight endpoint agents**
3. Deliver **telemetry-based insights** on technologies that affect EX across the entire digital workplace ecosystem
4. Offer **automated resolution and remediation** of issues to ensure uninterrupted end-user productivity
5. Enable **user self-help** options to allow independent resolution of issues
6. Maintain a **global presence with clients** in major regions



AI-enabled End-user Computing Solutions

Definition

This quadrant assesses global vendors that provide AI-enabled solutions that integrate AI with modern end-user computing (EUC) technologies, including desktop as a service (DaaS), virtual desktop infrastructure (VDI), mobile device management (MDM) and enterprise mobility management (EMM). These AI-enabled digital workplace solutions enhance automation, alongside fostering intelligent and proactive management of these technologies, thereby optimizing UX, security and operational efficiency.

The vendors assessed for this quadrant offer solutions that assist IT teams in managing and securing workplace environments effectively through AI-driven insights, predictive analytics and automation. As hybrid and remote work models continue to gain traction, enterprises are increasingly seeking AI-driven solutions that enhance productivity, reduce IT workloads and improve service desk efficiency.

Eligibility Criteria

1. Integrate **AI into core EUC functionalities**, including VDI, DaaS, MDM and unified endpoint management (UEM)
2. Enable **contextual and intelligent device support** for end users, featuring virtual assistants, self-service recommendations and automated troubleshooting
3. Support **security and compliance enforcement** through AI-driven policies, anomaly detection and adaptive security mechanisms
4. Demonstrate **successful implementation** or run PoCs with one or more clients rather than just showcase capabilities
5. Maintain a **global presence** with enterprise clients across major regions



Quadrants by Region

This ISG Provider Lens® study includes the following two quadrants on Future of Work — Solutions for 2026:

Quadrant	Global
Digital Employee Experience (DEX) Solutions	✓
AI-enabled End-user Computing Solutions	✓



The research phase falls in the period between February and April 2026, during which survey, evaluation, analysis and validation will take place. The results will be presented to the media in July 2026.

Milestones	Beginning	End
Survey Launch	February 17, 2026	
Survey Phase	February 17, 2026	March 17, 2026
Sneak Preview	June 1, 2026	
Press Release & Publication	July 2026	

Please refer to the [ISG Provider Lens® 2026](#) research agenda to view and download the list of other studies conducted by ISG Provider Lens.

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!

Buyers Guide

ISG Software Research, formerly “Ventana Research,” offers market insights by evaluating technology providers and products through its Buyers Guides. The findings are drawn from the research-based analysis of product and customer experience categories, ranking and rating software providers and products to help facilitate informed decision-making and selection processes for technology.

In the course of the Future of Work — Solutions IPL launch, we want to take advantage of the opportunity to draw your attention to related research and insights that ISG Research will publish in 2026. For more information, refer to the [Buyers Guide research schedule](#).

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:
star@cx.isg-one.com



ISG Star of Excellence



The ISG Provider Lens® 2026 – 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.

Study Sponsor:

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The research and analysis presented in this study will include data 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. ISG recognizes the time lapse and possible market developments between research and publishing, in terms of mergers and acquisitions, and acknowledges that those changes will not reflect in the reports for this study.

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



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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	Catchpoint*	Google	ManageEngine*
Absolute Software	Centreon	HCL Software*	MangoApps
Adobe Workfront	Circular Computing	Hexnode*	Microsoft*
Airtable	Cisco	Hive	Miro
Akumina	Citrix*	HPE GreenLake for VDI*	Monday.com
Allot	ClickUp	Igloo	Nanoheal*
Anunta Tech*	Coda	Interact Software	Nexthink*
Appspace	ControlUp*	Ivanti*	Nifty
Asana	Dynatrace*	Jive	Notion
Atlassian	eG Innovation*	Jostle	Omnissa*
Axero	Evernote	Kissflow	Parallels RAS
baramundi	Firstup	Lakeside Software*	Powell Software
BMC Software	FlexxClient	Liquidware*	Riverbed Technology
Bumblebot*	Flexxible	LiveTiles	Riverbed*
Canva	Freshservice	LumApps	Salesforce



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* Rated in previous iteration

SAP	Workelevate*
ServiceNow*	Workplace from Meta
Simplr	Workvivo
Slack	Wrike
Smartsheet	Zoho
Snow Software	Zoom
Stack Overflow	Zscaler*
Staffbase	
Tanium*	
TeamViewer-1E*	
ThousandEyes	
Trianz	
Unily	
Vmware	
VMware / Omnisia Horizon	



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](#).

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](#).

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 (Nasdaq: III) is a 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.





JULY, 2026



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