NEAT EVALUATION FOR INFOSYS:

# Cognitive & Self-Healing IT Infrastructure Management

Market Segment: Overall

## Introduction

This is a custom report for Infosys presenting the findings of the 2025 NelsonHall NEAT vendor evaluation for *Cognitive & Self-Healing IT Infrastructure Management Services* in the *Overall* market segment. It contains the NEAT graph of vendor performance, a summary vendor analysis of Infosys for cognitive & self-healing IT infrastructure management services, and the latest market analysis summary.

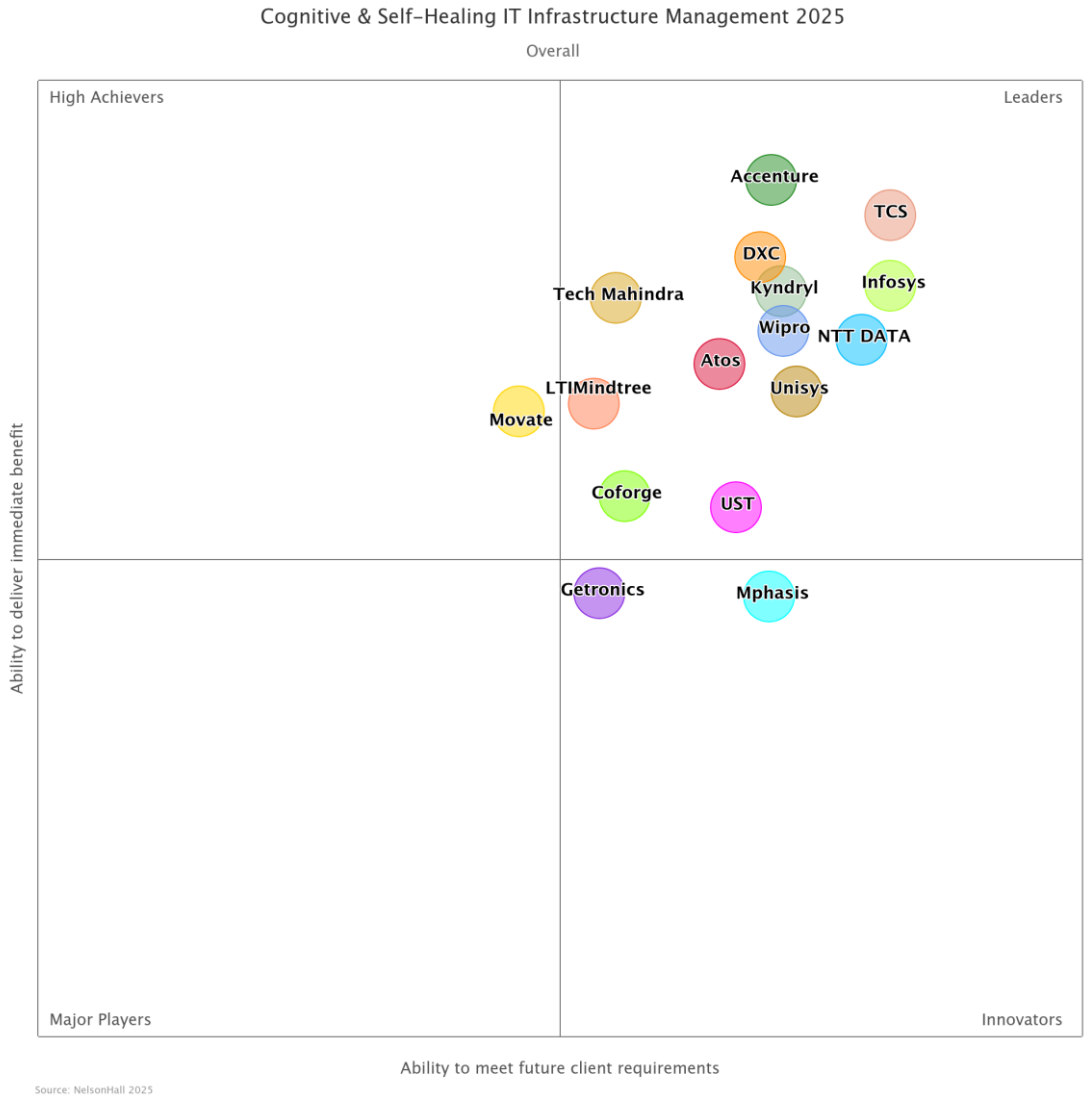
This NelsonHall Vendor Evaluation & Assessment Tool (NEAT) analyzes the performance of vendors offering cognitive & self-healing IT infrastructure management services. The NEAT tool allows strategic sourcing managers to assess the capability of vendors across a range of criteria and business situations and identify the best performing vendors overall, and with specific capability in server-centric services, cognitive service desk, and AI.

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, Atos, Coforge, DXC, Getronics, Infosys, Kyndryl, LTIMindtree, Movate, Mphasis, NTT DATA, TCS, Tech Mahindra, Unisys, UST, and Wipro.

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

# NEAT Evaluation: Cognitive & Self-Healing IT Infrastructure Management (Overall)




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

Leaders are 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.

Buy-side organizations can access the *Cognitive & Self-Healing IT Infrastructure Management Services* NEAT tool (*Overall*) here.

# Vendor Analysis Summary for Infosys

## Overview

Infosys has several key platforms for cognitive operations augmented by AI, including:

- *Infosys Polycloud platform*: enabling hybrid cloud management and operations with AI capabilities, recently upgraded to 2.1 release encompassing GenAI capability and enhanced AI models including anomaly detection, correlations, and detections
- *CIS AI framework*: how AI can be used to enhance Infosys' service delivery offerings focused on opensource AI models integrated with Polycloud and to strengthen operations
- *Infosys Applied AI platform*: Infosys in-house developed AI platform to cater to the needs of end-to-end AI/GenAI requirements in the applications space
- *ESM Café*: amplifies AI adoption in the enterprise's ability to interact with closed-source and open-source models, integrating with ServiceNow, including ServiceNow AI capabilities.

Infosys is evolving from automation-assisted engineering and service delivery to AI-augmented engineered systems. This includes composite systems engineered with guardrails, observability, and SRE to ensure resiliency and performance with pervasive AI capabilities. The next phase is reimagining the AI-first full lifecycle, including the dominant use of GenAI in engineering for innovative digital platforms and autonomous operations for performance, reliability, and scalability.

Its AI-first approach includes a cloud for AI blueprint, engineering toolset, and pipelines, supported by core technology operations, lifecycle management, resiliency and availability management, and FinOps. Infosys aims to enhance operations by building platforms and open-source AI models and transforming service delivery approaches. This includes AI driving cognitive operations and self-healing and accelerating the NoOps model.

Infosys is expanding dedicated advisory and consulting services supporting cloud and infrastructure services, bringing in domain-specific CIS capabilities and cybersecurity services. It helps clients pre-RFP to develop strategy and business cases, including people strategy, M&A, licensing and optimization, sustainability, and workplace transformation. It also focuses on architecture and blueprinting to define future state blueprinting, which is a combination of data center, network, and cyber.

Another key focus is AI as a service where clients are looking for help in AIOps and benefits, as well as AI-foundation setup and management of the change from a development and overall consumption standpoint. The consulting and advisory capabilities include datacenter and network transformation, service experience transformation, and cloud, including Polycloud.

Infosys is focused on three offerings in support of AI for infrastructure and infrastructure for AI, including:

- *DGX Cloud*: helping clients set up, for example, AI infrastructure from NVIDIA and providing a tested and certified blueprint deployed and managed
- *Sovereign AI Cloud*: partnering with telcos to offer this capability to countries and states as a single tenant to address compliance and regulatory requirements
- AI consulting, assessment, advisory, and implementation services.

The company is taking these services to market for the entire architecture lifecycle, platform build, platform adoption, and operations. As part of its AI for infrastructure approach, it leverages AI to drive operations and optimization and UX, as well as efficiency for Infosys and clients' operations and experiences. Infosys is working with multiple partners, including ServiceNow, on multiple use cases, including Now AI licensing model and Google Gemini, and on-premises models that can be tailored and customized for some clients that do not want to leverage Open AI models. Infosys enables clients to have a digitally resilient infrastructure, providing availability and the ability to recover quickly.

NelsonHall estimates that Infosys has ~240k cloud-enabled resources globally, ~72k cloud-certified resources and 160k trained cloud professionals. It has established a GenAI community, launched training, and has hackathons in place. Infosys has over 100 development centers globally and operates in 43 countries.

NelsonHall estimates Infosys has ~350 clients globally across cognitive & self-healing IT infrastructure management services.

## Financials

Infosys' FY 2024 revenues were ~$18.5bn. NelsonHall estimates that ~25% (~$4.6bn) of this is associated with cognitive & self-healing IT infrastructure management services.

NelsonHall estimates the geographical breakdown of Infosys' cognitive & self-healing IT infrastructure management revenues in FY 2024 were: North America 50% (~$2,300m), EMEA 34% (~$1,564m), ROW including Japan 16% (~$736m).

## Strengths

- Significant IP (Polycloud Platform v2.1, Infosys Topaz, Infosys Cobalt, CIS AI framework, Infosys Applied AI platform, ESM Café ServiceNow Platform, Polycloud Support Mate) and strategic investment in the cloud as a key focus area for Infosys; expanding sustainability capabilities through Polycloud in support of clients’ ESG agendas
- Investments in AI, including AIOps and GenAI, with cognitive and self-healing powered by AI in the cloud
- Focus on SRE-led operations and observability and value-based services in support of cloud and infrastructure
- Investing in consulting and advisory services in support of cloud & infrastructure, cybersecurity, and AI as a service to drive AIOps and GenAI and set up and design future blueprinting
- Increased investment in FinOps, including cloud-native capabilities
- Ability to leverage Infosys innovation network
- Focus on AIOps observability capabilities, Kubernetes, microservices, and Docker-based architecture
- Flexible pricing model (managed services, consumption-based, agile POD, fixed price, unit of work, service catalog, agile capsule, T&M, business outcome, user stories, ITaaS, and managed burst)
- Cobalt Labs at its global digital centers to enable clients to prototype and co-create new cloud-first solutions rapidly. It also benefits from innovation hubs and Living Labs

- Automation factory approach for large deal transformation, enabling rapid innovation and development of use cases utilizing templates and patterns and in partnership with hyperscalers
- Comprehensive partner ecosystem in support of cloud services and expanding innovation network in support of start-ups to drive next-gen capabilities
- Partnerships with academic institutions to seed skilled workforce
- Significant investment in the training of personnel, including via Wingspan. Also, dedicated power programs to enable freshers to become full-stack engineers and reskill existing Infosys resources.

## Challenges

- Continuing to increase onshore presence in EMEA; however, Infosys is focused on scaling its localized approach
- Expanding GenAI POCs into production environments
- Ramping cloud certifications and SREs, which is part of Infosys' investment roadmap.

## Strategic Direction

Infosys is looking to expand its cognitive and self-healing IT infrastructure management services capabilities through the following initiatives over the next 12-18 months:

### Investments in IP and accelerators

- Continued investment in platforms including Polycloud v2.1, Infosys Applied AI platform, ESM Café, and accelerating the shift to an AI core using Infosys Topaz and Cobalt, creating greater predictability of services and continued investment in GenAI
- Building AI models on top of Polycloud platform to drive AIOps and GenAI models and leveraging assets into the architecture and design
- Investing DGX Cloud and Sovereign AI cloud capabilities, including with NVIDIA and HPE
- Expanding sustainability practice and utilization of cloud to achieve a lower carbon footprint in support of clients' ESG agendas, including gamification and engineering providing infrastructure in carbon-neutral regions
- Investing in site reliability engineering (SRE) capabilities and observability, including SRE-based operating models, and investments in DevSecOps capabilities in support of cloud-native apps (DevOps and microservices platforms)
- Investment in FinOps, including cloud-native capabilities
- Expanding CoEs, including AI/ML/DL and automation of human experience with chatbots, zero trust, and Quantum
- More focus on industry clouds with an outcomes-based focus
- Focusing on value-based services around the cloud and infrastructure space
- Ongoing investment in automation and IaC to enable a developer-centric model that extends from DevOps to DevSecOps to NoOps in an agile manner

- Investing in edge cloud and IoT management platform capabilities
- Expanding low-code/no-code platforms, employee apps, and digital experience
- Developing templates and patterns for large deals with a geo focus and templates for hyperscalers to meet client-specific challenges, with client solutions built off these templates
- Ability to deploy application and DB on containers and Smart Catalog solution templates that can be saved, edited, and configured.

### Digital reskilling initiatives

Infosys is investing in digital skills training to enhance automation capabilities, with initiatives including:

- Developing SRE automation skill sets supporting Polycloud across its dedicated C&IS resources
- Reskilling and upskilling existing Infosys resources to be full-stack engineers
- Establishing power program (currently ~3k resources from top tier schools) enabling freshers to become full-stack engineers with plans for ~15k in the next couple of years
- A talent strategy to focus on emerging needs in Horizon 2 & Horizon 3 technologies, with 350 learning paths and 46 digital skill tags
- Expanding partnerships with individual universities to curate curricula for Infosys employees in areas such as ML, autonomous technologies, AI, and design thinking
- Investing in training programs focusing on competencies, including AI/ML, UX, cloud, big data, digital offerings, core technology, and computer science skills, and utilizing Wingspan to support cloud-specific training initiatives.

### Investment in the Expand Localization initiative in support of cognitive and AI services

- Enhancing consulting, advisory, and design thinking capabilities through utilization of WONGDOODY and Brilliant Basics with human experience-centered capabilities to enable business transformations
- Expanding digital studios, Cobalt labs, and innovation hubs globally (to provide localized support), investing in digital skills, and forging partnerships with academia to better enable clients' IT infrastructure and cloud transformation roadmaps and initiatives. This includes Infosys' innovation network to develop partnerships with next-gen technology companies and startups.

### Partner-enabled offerings

This will include joint industry-specific solutions with hyperscalers, including AWS, Azure, GCP, Oracle, and IBM, and increased start-up partnerships.

## Outlook

Infosys invests in domain-specific consulting and advisory capabilities to support cloud and infrastructure services. This includes strategy, business case development, and future state blueprinting at whatever stage the client may be in their cloud journey. Another key focus is AI as a service to help clients drive value from AI, including AIOps and GenAI. It will need to continue increasing its dedicated consulting and advisory resources to support clients' cloud initiatives.

Infosys continues to invest in Polycloud, building AI models on top of it to drive AIOps and GenAI capabilities and support full-stack observability. It has a digital command center where these insights are available to L2 engineers and SREs to take necessary actions. It also uses IaC and automation to extend DevOps to DevSecOps and ZeroOps agilely. Another key Polycloud module includes its FinOps framework, which takes a three-persona view across finance, business, and IT/applications. It is also investing in cloud-native FinOps capabilities, and we expect these capabilities to resonate with clients as they look to manage and optimize increasingly complex hybrid multi-cloud environments.

Another key investment includes ESG and sustainability, including gamification, AIOps optimization for effective decarbonization, and providing infrastructure in carbon-neutral regions. We expect to see more traction in this area as clients increasingly seek to meet their ESG and sustainability agendas.

Infosys invests heavily in AI, embeds AI and GenAI into all infrastructure, deals with 100 use cases in POCs and production, and infuses AI across all service lines. It continues to invest in Infosys Topaz, which has 12k AI use cases, 150 pre-trained AI models, and ten platforms. In addition, it is investing in AI as a service with NVIDIA in a client on-premises model and Sovereign AI cloud with HPE. This will resonate with clients in support of repatriating workloads to the private cloud for improved cost and resiliency, in support of GenAI developments, and to expedite production of AI models.

Infosys is increasing investment in cognitive use cases, including its Polycloud support mate, an AI-powered infrastructure support chatbot rolling out across its wider CIS client base. We anticipate more traction for this capability as clients increasingly look to improve alert resolution and reduce MTTR. Infosys is also expanding its AIOps use cases across Polycloud, and we expect to see a focus on small language models (SLM) to address industry and business-specific use cases.

Infosys aims to enhance operations through platforms, open-source AI models, and transformation of the service delivery approach. This includes AI driving cognitive operations and self-healing and accelerating the NoOps model. A key focus here is on SREs, where Infosys has SRE advisory services and a structured framework to enable clients to progress toward SRE-based operations. It aims to reduce toil through SRE platform engineering, allowing the operations team to take an automation-first approach.

Infosys continues to reskill most of its resources within CIS in SRE automation and reskill and upskill existing Infosys resources to be full-stack engineers. It will need to ramp up its digital reskilling program in support of this and will utilize its Wingspan platform to expedite this.

We expect Infosys to develop more joint IP and GTM with key hyperscalers, including AI and GenAI. We also expect Infosys to expand its AI and GenAI use cases and focus on LLMs and SLMs in support. Finally, we expect Infosys to make potential bolt-on acquisitions to support cognitive, AI, and automation across cloud and infrastructure services and strengthen partnerships across its innovation network, including GenAI startups and academia.

# Cognitive & Self-Healing IT Infrastructure Management Market Summary

## Overview

Key requirements for cognitive & self-healing IT infrastructure management services include increasing full-stack monitoring and observability (including AIOps) and accelerating troubleshooting across stacks through an SRE-led command center approach. This includes proactive and predictive monitoring across cloud infrastructure, applications, and networks; expanding dedicated SRE and DevSecOps practices and resources; an SRE-led approach to operations; and reducing operations toil through an automation-first approach.

Vendors are adopting a cognitive consulting and advisory-led approach to expedite clients' AI transformation strategies. This includes a design thinking approach and utilizing IP and frameworks to co-create and co-innovate with clients on their AI journeys. Vendors are incorporating FinOps and cloud economics throughout their processes to enable clients to maximize the business value of their cloud infrastructure programs. This includes a real-time focus, shifting from spare capacity to real-time allocation capability.

Vendors are increasing AI, GenAI, hyperscaler, and partner ecosystem certifications and accreditations and investing in SRE and AI training and coaching programs. They are expediting resources for building automation, GenAI, and Agentic AI use cases, and dedicated automation and AI leads by client account, supported by AI CoEs and academies. This includes upskilling and reskilling infrastructure SMEs to full-stack engineers, increasing DevOps and cloud engineers, data scientists, and client-experience SMEs.

## Buy-Side Dynamics

The key capabilities and characteristics buyers look for when selecting a vendor to deliver cognitive & self-healing IT infrastructure management services are:

- Utilizing AIOps for proactive issue detection and resolution and private AI capabilities
- Providing AI orchestration platforms and LLMOps capabilities from development to production
- Improving the efficiency of engineers with AIOps incident prediction though Copilot capabilities and developer experience with GitHub Copilot
- Expanding GenAI use cases, including SLMs for local AI processing on the edge and domain-specific and specialized tasks. In addition, expanding use of agentic AI capabilities
- Defining data strategy and governance, including data availability/accessibility
- Provision of AI discovery workshops, assessments, and roadmap development services. In addition, end-to-end GenAI lifecycle services, including industry-specific GenAI services
- Building end-to-end scale GenAI applications and operationalizing existing GenAI platforms
- Increasing full-stack monitoring and observability (including AIOps) and the ability to accelerate troubleshooting across stacks through an SRE-led command center approach, including LLM/ML

- Proactive and predictive monitoring across cloud infrastructure, applications, and networks
- Native monitoring dashboard to integrate all monitoring systems and the aggregation of metrics and operational alerts
- Increasing AI, GenAI, hyperscaler, and partner ecosystem certifications and accreditations
- Expediting resources for building automation, GenAI, and Agentic AI use cases, and dedicated automation and AI leads by client account, supported by AI CoEs and academies.

## Market Size & Growth

The global cognitive & self-healing IT infrastructure management services market was worth ~$96bn in 2024 and will grow 12.1% per annum to reach ~$151bn by 2028.

North America will account for 42% of the overall cognitive & self-healing IT infrastructure management services market in 2028, with an overall growth of 12.3%, with EMEA growing at 12.9%, making up 34% of the overall market by 2028. APAC will see 10.9% growth to 2028, driven by a propensity to adopt AI-based services, with LATAM growing at 9.8% through 2028.

BFSI, manufacturing, public sector, healthcare, retail, and transportation will see the highest growth in cognitive & self-healing IT infrastructure management services through 2028.

## Success Factors

Critical success factors for vendors within the cognitive & self-healing IT infrastructure management services market are:

- Ramping automation and AI 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
- Provision of discovery workshops, assessments, and roadmap development services to help clients define the next generation of infrastructure. Services include program management strategy and governance, as well as responsible AI. In addition, providing industry-specific GenAI and Agentic AI consulting capabilities
- Identifying potential use cases, developing best-fit analytics strategy, and building the relevant business case; utilization of advanced analytics, including data science and predictive and prescriptive analytics for real-time prediction. This includes greater use of AI, reporting, interactive dashboards, and self-service analytics capabilities
- Applying AI to OCM engine to target and tailor technology adoption and updates, training, and enhanced experience by persona. Utilizing OCM to drive Microsoft Copilot adoption, training, and expedite productivity. Linking AI-ready enterprise and AI-infused application and data modernization to OCM
- Investing in AI, including GenAI and NVIDIA GenAI industry-specific capabilities, Sovereign AI cloud, and embedding AI and GenAI in all deals; this includes conversational AI use cases, AI-augmented engineering services, and Open-Source AI models. Greater utilization of small LMs to meet client and industry-specific requirements; for example, GenAI-powered advisors built on local LMs customized to client data. Driving AI-powered Copilot capabilities and providing a single delivery team for GenAI in high-performance centers. Increasing dedicated labs for GenAI model training and building GenAI capabilities with a

cloud-native stack. Driving AI-led multi-ops and empowering SREs to deliver end-to-end reliability and more focus on AIOps and remediation

- Providing an AI aggregation platform enabling clients to orchestrate all their AI and GenAI capabilities and investments. Providing faster deployment to production with pre-configured blueprints, and enhancing productivity and right selection of stack based on an industry use case with built-in responsible AI framework
- Enabling clients to reuse existing investments in IT estate through extension services integration, ingesting data at scale across the estate. Bringing this into AIOps, applying AI/ML insights and visualization to prevent issues and faster MTTR. In addition, AIOps driving touchless and self-healing systems, and AI algorithms driving insights and recommendations across the environment
- Utilizing ML observability, including automated model lifecycle monitoring, the ability to proactively identify model challenges, and the ability to troubleshoot LLM traces and spans. In addition, LLM observability includes modeling lifecycle monitoring and monitoring runtime metrics, including latency and client errors, etc. This includes the identification of model drift from expected standard outcomes, AI/ML-based correlations, and visibility for teams across ops and business
- Enabling a dedicated team for enhancing Agentic AI capabilities and frameworks to enable citizen developers to create AI agents that co-exist and collaborate with humans. This includes faster ticket processing (20-30% reduced MTTR), automation of administrative tasks, and dynamic incident summarization and translation. Also, provision of structured data for automation and AI and knowledge article generation
- Expanding SRE assets and accelerators, including SRE adoption framework, transformation services, reliability adoption framework, process framework, and SRE tools and best practices. Focusing on the SRE model to increase engineers' productivity with AI-assisted steps for resolution and shortening the learning curve in infrastructure operations. Seeding SREs into client end-to-end teams and cross-training to build competencies over time, including GenAI use cases, Agentic AI, small LMs, algorithms for AIOps platforms, etc. Aligning SREs to verticals with value streams and domain skills as clients move to product-centric models.

## Outlook

The future direction for cognitive & self-healing IT infrastructure management services will include:

- Increasing focus on GenAI as-a-Service offerings and new product lines enabled by GenAI. This includes building GenAI capabilities with a cloud native stack and Agentic AI uses cases supporting AI-ready infrastructure. In addition, GenAI marketplace and GenAI-enabled decision support systems with self-improving AI systems and AI augmentation tools to support internal and external stakeholders
- Utilizing GenAI to drive more experience and workflow orchestration and moving up the stack for full business application-level visibility will provide improved business outcomes. In addition, accelerating automation, change, and insight generation, as well as problem-solving capabilities
- Greater focus on DEX is needed to drive holistic experience across the enterprise and measure total experience through AI-enabled unified monitoring and observability. Also, Advanced AI integration for predictive analytics and anomaly detection

- Enhancing vendor innovation ecosystems and providing a framework of tools and integration options to support business line-focused client innovation initiatives and roadmaps
- Increasing innovation labs and CoEs supporting AI (including GenAI and Agentic); and ramping AI training to enable employees to use GenAI in all activities (e.g., building and delivering automations or running day-to-day activities), and re-skilling and up-skilling to meet future client requirements
- Expanding industry-specific GenAI capabilities across BFSI, manufacturing, automotive, public sector, and healthcare
- Utilizing AI to create visualization across enterprises, benchmarking peers' and clients' sustainability goals, and co-innovating to improve carbon-reduction initiatives. More focus on FinOps carbon capabilities to evaluate the financial and carbon impact of the IT estate
- Continued investment in real-time monitoring (SRE command center) and analytics, providing proactive insights with scalable, cloud-native solutions and microservices architecture to ensure flexibility.

# NEAT Methodology for Cognitive & Self-Healing IT Infrastructure Management

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 client future 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 client future 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 | Cognitive & self-healing IT infrastructure management capability<br>Cognitive IT infrastructure remediation capability and self-healing of assets<br>Cognitive and self-healing IT infrastructure server and cloud management capability<br>Cognitive IT service desk capability<br>AIOps capabilities<br>Monitoring and observability services<br>AI including GenAI capabilities<br>Advanced analytics, cognitive and ML capabilities |
| Delivery | North America delivery capabilities<br>EMEA delivery capabilities<br>APAC delivery capabilities<br>LATAM delivery capabilities<br>Dedicated SREs, automation architects, engineers, hyperscaler-certified, and SMEs<br>Dedicated automation/AI CoEs, experience centers and innovation hubs<br>Ability to provide IP and accelerators in support of cognitive and self-healing IT infrastructure management<br>Ability to incorporate DevSecOps and agile methodologies in support of cognitive and self-healing<br>Extent of third-party and hyperscaler partnerships in support of cognitive and self-healing  Ability to enact AI-enabled service desk, utilize AI agents and drive zero-touch automation |
| Presence | Scale of Ops – Overall<br>Scale of Ops – North America<br>Scale of Ops – EMEA<br>Scale of Ops – APAC<br>Scale of Ops – LATAM<br>Number of clients overall |
| Benefits Achieved | Improved server availability<br>Level of cost savings achieved<br>Reduced service outages<br>Increased end-user/business satisfaction<br>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 cognitive and self-healing IT infrastructure management services |
| | Commitment to innovation in cognitive and self-healing IT infrastructure management services |
| Investments in Cloud Infrastructure Management Services | Investment in IP and platforms in support of cognitive and self-healing IT infrastructure management |
| | Investment in support of cognitive and self-healing IT infra remediation |
| | Investment in cognitive and self-healing IT infra server and cloud management |
| | Investment in support of cognitive IT service desk |
| | Investment in AIOps capabilities and move to NoOps |
| | Investment in support of monitoring and observability services |
| | Investment in AI capabilities including GenAI |
| | Investment in analytics, cognitive 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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