



NEWS RELEASE

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CompuCom Named a Leader in Advanced Digital Workplace Services by NelsonHall

Leading analyst firm highlights CompuCom's strengths in field services, customer experience, and future technology integration

FORT MILL, SC, March 3, 2022 – [CompuCom](https://www.compucom.com), a leading managed services provider, was recognized as a Leader in the Advanced Digital Workplace Services market by NelsonHall. As a Leader, CompuCom was found to exhibit a high capability relative to their peers to both deliver immediate benefit and to meet future client requirements.

[NelsonHall's Vendor Evaluation & Assessment Tool \(NEAT\)](#) is used by strategic sourcing managers and BPS and ITS category managers across a comprehensive range of business process outsourcing and IT outsourcing service lines, both horizontal and industry specific.

"We're honored to see NelsonHall recognize CompuCom's commitment to helping our customers adapt to new operating models," said Mick Slattery, CEO of CompuCom. "We are connecting people, technology and the edge with a seamless experience, creating the future of work in real-time. This is the new reality for cybersecurity, business resilience, and employee retention."

According to NelsonHall, CompuCom's strengths in the Advanced Digital Workplace Services industry were primarily due to:

- 1. Ability to Adapt to Future Needs:** NelsonHall found CompuCom demonstrated an ability to meet future client requirements by investing in IP, accelerators and partner technologies. As part of their "Remote Right" initiative to support new hybrid workforce models, CompuCom is implementing AI-led virtual agents, partnering with Twilio to support asynchronous text interactions, and using the Intel vPro chipset to further enable remote management of devices.
- 2. Advanced Customer Experience:** CompuCom's Customer Experience Office drives continuous improvement in its customers' user experience. This is evidenced by their increased use of experience level agreements (XLAs) across its client base, customized by persona, client verticals, and client-specific requirements.
- 3. Expansive Field Services Capabilities:** CompuCom uses its extensive field services capabilities to facilitate remote support and use of Advanced Exchange and immersive

technologies. This is done through Solution Cafes, smart lockers, IT vending machines, residential onsite support, and strengthened remote capabilities.

NelsonHall is the leading global analyst firm dedicated to helping organizations understand the “art of the possible” in digital operations transformation. The firm’s 2021 NEAT vendor evaluation analyzed the performance of 19 vendors offering advanced digital workplace services. This included evaluating companies’ capabilities to provide proactive and predictive support services, self-serve capabilities, on-site and virtual support services, AR/VR and other immersive technology, smart meeting rooms and smart offices, artificial intelligence, personalized experience services and many other key buy-side dynamics.

“At the start of the pandemic, clients needed help to get their teams remote and up and running. CompuCom provided this service, known as Remote Light, by getting basic equipment to staff working remotely and providing the most secure working environment to essential workers,” said John Laherty, senior research analyst at NelsonHall. “Now, CompuCom has pivoted toward ‘Remote Right,’ which means planning for the long-term implications of managing remote, on-premises or hybrid workplace connectivity, productivity and security.”

NelsonHall’s report also noted that CompuCom’s Elite Employee Experience provides customized technology, support, and managed services from its core offerings to create an end-to-end experience. In addition, the report highlighted the company’s use of persona-based needs and linking contractual engagement to measurable experience outcomes (XLIs) to improve business processes and outcomes.

Access to the NelsonHall Advanced Digital Workplace Services 2021 NEAT Assessment report is free registered buy-side organizations and available to qualifying NelsonHall clients on [NelsonHall’s site](#).

About CompuCom

CompuCom is a leading provider of business services, products and digital workplace technology solutions through an integrated business-to-business distribution platform, which includes world-class supply chain and distribution operations. CompuCom has more than 7,000 dedicated professionals, manages more than 7 million devices globally and serves around 700 clients in the United States and Canada. CompuCom provides end-to-end managed workplace services, infrastructure modernization and digital consulting to enable the digital workplace for enterprise, midsize and small businesses. For more information, visit compucom.com.

About NelsonHall

NelsonHall is the leading global analyst firm dedicated to helping organizations understand the ‘art of the possible’ in digital operations transformation. With analysts in the U.S., U.K., and Continental Europe, NelsonHall provides buy-side organizations with detailed, critical information on markets and vendors (including NEAT assessments) that helps them make fast and highly informed sourcing decisions. And for vendors, NelsonHall provides deep knowledge of market dynamics and user requirements to help them hone their go-to-market strategies. NelsonHall’s research is based on rigorous, primary research, and is widely respected for the quality, depth and insight of its analysis.

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