

Future of Work – Solutions

A report assessing capabilities of technology vendors
to help decision-makers in vendor evaluation



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The future of work is rapidly evolving due to technological advancements and the resulting new opportunities. This report examines technology solution vendors that are best equipped to capitalize on these opportunities. While many organizations are adopting return-to-office strategies, a significant number of global companies are implementing hybrid working models for their employees. According to the ISG Buying Behavior Research — Future Workplace Study, an average of 45 percent of the workforce in global organizations is expected to work remotely. Additionally, the integration of AI usage is expected to generate 28-50 percent savings in IT operations.

As remote work persists and enterprise IT organizations face pressure to do more with fewer resources, the adoption of solutions that automate various back-end IT operations is rising. The performance of workplace technology endpoints — whether devices, applications or associated networks — has a profound impact on the end-user experience.

Disruptions can lead to productivity losses, prompting IT organizations to seek proactive software solutions that automatically resolve issues affecting user productivity.

Many technology solutions are designed for IT organizations, and AI has expanded their capabilities. Enterprise IT aims to achieve more with fewer resources by leveraging AI to enhance processes and improve end-user experience. This approach involves using AI to ensure that essential tools remain operational, monitoring asset performance and proactively resolving issues before they impact users.

This report addresses key areas for technology vendors concerning the challenges and opportunities related to the future of work in the modern workplace.



This study evaluates technology vendors that support **back-end IT operations** and **front-end EX** in the context of the future of work.



Digital Employee Experience (DEX) Solutions

AI-enabled Digital Workplace

Simplified Illustration Source: ISG 2025

The ISG Provider Lens™ Future of Work – Solutions 2025 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 technology vendors that provide DEX solutions, also known as end-user experience management (EUEM) or digital end-user experience (DEUX) solutions. DEX solutions measure, analyze, benchmark and manage the end-user experience with workplace technologies, including endpoint devices, applications, operating systems and networks. They collect data from endpoints using an endpoint agent and can be enhanced with user feedback.

The insights derived from DEX solutions enable IT organizations to improve the end-user experience with digital workplace technology. These solutions offer automated issue remediation and are increasingly favored for improving automation and endpoint management. As employees work remotely and use multiple devices, IT needs tools to ensure device security, optimize technology performance and enhance EX. DEX solutions provide IT support with real-time information to quickly resolve user issues, ensuring seamless technology performance.

Eligibility Criteria

1. Provide DEX solutions either as a **standalone offering** or as **part of a comprehensive** IT/endpoint management solution
2. Continuously **monitor endpoints**, such as devices, applications and network touchpoints, **using a lightweight endpoint agent**
3. Deliver **telemetry-based insights** into the technology landscape that affect EX across the entire digital workplace ecosystem
4. Offer **automated resolution and remediation** for issues to ensure uninterrupted end-user productivity
5. Enable **user self-help** to allow individuals to resolve issues independently
6. Maintain a **global presence with clients** in all major regions



AI-enabled Digital Workplace

Definition

This quadrant assesses global technology vendors that provide AI-enabled solutions for the digital workplace and modern end-user technology. These solutions 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). AI-enabled digital workplace solutions enhance automation, intelligence and proactive management across these technologies, optimizing user experience, security and operational efficiency.

The solutions offered by the vendors in this quadrant assist IT teams in managing and securing workplace environments more effectively by leveraging AI-driven insights, predictive analytics and automation.

As hybrid and remote work models continue to gain traction, enterprises increasingly seek AI-driven solutions that enhance user productivity, reduce the IT workload and improve service desk efficiency.

Eligibility Criteria

1. Offer AI-enabled digital workplace solutions either as a **standalone offering** or **as a part of a comprehensive** solution
2. **Integrate AI into core EUC functionalities**, including VDI, DaaS, MDM and unified endpoint management (JEM)
3. Enable **contextual and intelligent support** for end users, featuring virtual assistants, self-service recommendations and automated troubleshooting
4. Support **security and compliance enforcement** through AI-driven policies, anomaly detection and adaptive security mechanism
5. Demonstrate **successful implementation** or have a running PoC with an actual client, rather than just showcasing capabilities
6. Maintain a **global presence** with enterprise clients across major regions



Quadrants by Region

As a part of this ISG Provider Lens™ quadrant study, we are introducing the following two quadrants on Future of Work – Solutions 2025:

Quadrant	Global
Digital Employee Experience (DEX) Solutions	✓
AI-enabled Digital Workplace	✓

ISG is simultaneously conducting a study to analyze the Future of Work — Services market. The study compares professional and managed service providers in the U.S., the U.K., Brazil, Germany, Switzerland and Australia. Additionally, there is a separate study focused on comparing service providers in the U.S. public sector that offer Future of Work — Services.



The research phase falls in the period between March and September 2025, during which survey, evaluation, analysis and validation will take place. The results will be presented to the media in October 2025.

Milestones	Beginning	End
Survey Launch	March 24, 2025	
Survey Phase	March 24, 2025	April 14, 2025
Sneak Preview	August 2025	
Press Release & Publication	October, 2025	

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™ 2025 research agenda.

Access to Online Portal

You can view/download the questionnaire from [here](#) using the credentials you have already created or refer to the instructions 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 2025. 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 2025 – 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*	Freshservice	Liquidware	Sophos
Absolute Software*	Freshworks	ManageEngine*	Soti
Adobe Workfront	Google*	Matrix42	Stack Overflow
AlSera	HCL Software*	Microsoft*	Tanium*
Akumina	Hexnode	Nanoheal*	Zscaler
Allot	Hive	Nextthink*	
Appspace	HP*	NinjaOne	
AWS	IBM	Omnissa	
baramundi *	Igloo	Quest	
Blackberry	Interact Software	Riverbed*	
BMC Software	Ivanti*	Samsung	
Citrix	JumpCloud	Scalefusion	
ControlUp*	Kandji	ServiceNow	
Espressive	Lakeside Software*	Snow Software*	



*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™ 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

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.



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REPORT: FUTURE OF WORK – SOLUTIONS