ISG Provider Lens™

ISG Star of Excellence™ – Customer Experience Benchmark Report

DXC TECHNOLOGY

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In the fifth year of ISG Star of Excellence™, ISG is back with the results of this voice of customer study as the industry grapples with new challenges and explores new opportunities. In the post-pandemic world, global organizations are struggling with macroeconomic factors such as the great resignation, talent shortage and a possible economic slowdown that are impacting their investments in technologies and services.

After the somewhat debilitating and widespread impact of the pandemic, global businesses have got back on the bandwagon of development, pushing the pedal on their digital transformation initiatives and relooking and transforming their business models. This factor has led to customers critically evaluating their service provider and technology providers for their ability to ensure enhanced customer experience (CX).

The independent, industry-wide Star of Excellence™ program recognizes managed services and technology service providers that deliver excellent client-centric services and solutions and rewards those that stand apart from the rest with exceptional experience scores.

ISG looks at six key pillars defining CX in technology sourcing in these unusual times: business continuity, collaboration, delivery execution, cultural fitment, governance, and innovation.

Customers have rated their service providers, in terms of experience, along the six categories (mentioned above) and across multiple regions, industries and technologies. This report outlines the key findings from the 2022 ISG Star of Excellence™ program and **DXC Technology's** position with respect to enterprise CX requirements.

We encourage you to use this report to deep dive into **DXC Technology's** CX scores across regions, technologies and industries.

Bravo **DXC Technology**! Your confidence in seeking direct feedback from your clients in 2022 is truly commendable!

We look forward to your continued participation in 2023 as we relentlessly focus on improving client-centricity in our industry.

Jan Erik Aase
Partner and Global Head - ISG Provider Lens

Heiko Henkes
Director & Principal Analyst, Global IPL Content Lead

Top insights of ISG Star of Excellence™ – Voice of Customer survey 2022 are:

1. **Collaboration and transparency are critical in uncertain times:** As global enterprises cautiously spend on technology services and solutions, they expect quick, measurable RoI. When engaging service providers, clients (customers) expect them to offer innovative ways of managing service transition, communication, collaboration and openness. These expectations have led to them prioritizing collaboration and transparency in the context of CX. They appreciate providers for defining clear roles and responsibilities for both parties. Concurrently, they also insist on continuous communication with the concerned providers on the status, workload and timelines concerning service delivery. As business demands continue to change in these volatile times, clients also appreciate providers for being open to constructive criticism or for accepting suggestions for improvements. This year, ISG noted an often inversely proportional relationship in this context; as client expectations on the above-mentioned parameters are gaining focus, providers often fall short in meeting these expectations.

2. **Customers continue to have low expectations of providers' ability to innovate and achieve a cultural fit**: Similar to the trend last year, despite service providers focusing on offering innovative solutions and trying to position themselves as thought leaders instead of only service implementors, these capabilities have little influence on CX among enterprises. This indicates that innovative services and solutions from service providers must be backed by robust business use cases and industry-proof points. Similarly, providers' ability to culturally fit with client organizations and businesses is not a significant CX influencer. As critical decision-making and engaging with service providers still fall under the purview of an enterprise's IT unit, clients are yet to start relying on the deep industry and business line expertise of their service provider. Factors such as the great resignation and ongoing talent crunch have also influenced clients' confidence in providers' ability to hire experts who understand their business.

3. **Providers going above and beyond with governance and compliance services and solutions**: Clients have given a low importance score to governance and compliance as a category influencing CX. However, they gave service providers high ratings to indicate high satisfaction with their efforts to ensure governance in compliance with policies and regulations. This highlights that most governance and compliance requirements are usually covered in standard contractual and project obligations. Therefore, clients do not always consider these as the most important factors defining experience with service providers. High satisfaction scores in this category indicate client appreciation of providers for their ability to maintain active contact with various stakeholders, proactively engage to resolve issues and maintain effective security measures.

- **Business Continuity and Flexibility** and **Execution and Delivery** continue to be important CX parameters, and providers are performing above expectations in these categories
- Providers ensure **High Governance and Compliance**, although it is not the most critical CX parameter and is covered in SLAs
- Providers need to improve communication and touchpoints with customers to ensure **Collaboration and Transparency**
- CX continues to be less influenced by **People and Cultural Fitment and Innovation and Thought Leadership**, and providers received low satisfaction scores

Footnote: For 2022, ISG Star of Excellence™ program surveyed the data for category importance scores which allowed the enterprise respondents to score the importance of each of the categories for the services delivered by the service provider. This data was collected in addition to the customer experience score for each of the categories.

Category Importance vs. Customer Satisfaction Score

High

Category Importance
For customer experience

- **Collaboration and Transparency**

- **Business Continuity and Flexibility**
- **Execution and Delivery**

- **People and Cultural fitment**
- **Innovation and Thought Leadership**

- **Governance and Compliance**

Low

Low   **Customer Satisfaction Score**   **High**

N~1800; Source= ISG Research 2022

DXC Technology

Star of Excellance™ | 2022 Overall Winner
Universal Industry | 2022 Winner
Universal Emerging Technology | 2022 Winner
Future of Work (workplace) | 2022 Winner
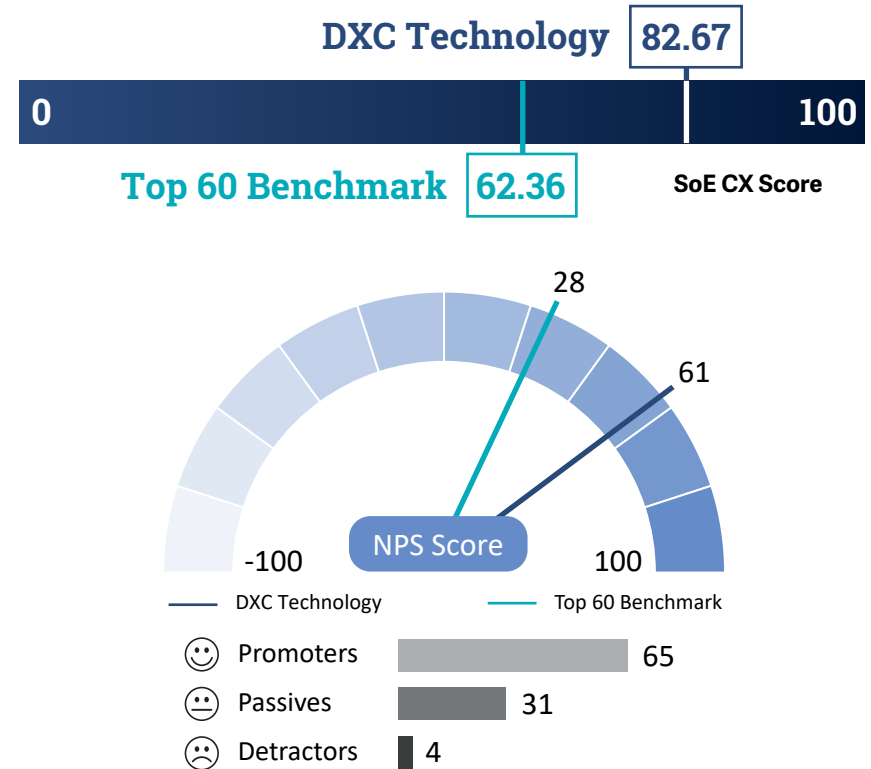
ISG Star of Excellence™ Score

DXC Technology did exceptionally well in ISG's 2022 Star of Excellence Voice of Customer Study. The service provider achieved a CX score of 82.7 against an average of 62.3 for the top 60 benchmarked companies.

Enterprise clients were highly satisfied with DXC Technology across four CX pillars – business continuity and flexibility, execution and delivery, collaboration and transparency, and governance and compliance. They regarded the first three pillars with greater importance. Enterprise clients also appreciated DXC Technology's adaptability to changes in business needs during the COVID-19 pandemic while adhering to enterprise policies, industry compliances and regulations. CX pillar.

Enterprise clients highly appreciated DXC Technology's ability to quickly adapt to changes in business needs during the COVID-19 pandemic while abiding by the enterprise policies and industry compliances and regulations. DXC

Technology enhanced its service delivery capability for resources agreed upon during the COVID-19 pandemic through strong business and vertical-specific expertise. With an ear for constructive criticism, enterprise clients expect DXC Technology to exhibit continued improvement across all CX pillars, drive innovation-led thought leadership and continuously invest in emerging technologies such as AI/ML, automation, analytics, blockchain, etc.

In 2022, enterprise clients endorsed DXC Technology with a net promoter score (NPS) of 61, a significantly higher number than the average score of 28 achieved by the top 60 benchmarked service providers. In addition, 65% of DXC Technology's respondents were promoters (respondents who gave a recommendation score in the range of 9-10 on a scale of 0-10), with 4% detractors (respondents who gave a recommendation score in the range of 0-6 on a scale of 0-10).

DXC Technology 82.67

0   100

Top 60 Benchmark 62.36

SoE CX Score

28

61

NPS Score

-100   100

—— DXC Technology   —— Top 60 Benchmark

☺ Promoters   65
😐 Passives   31
☹ Detractors   4

CX Scores by Categories

For all six CX categories, including business continuity and flexibility, execution and delivery, governance and compliance, collaboration and transparency, innovation and thought leadership, and people and culture fit, enterprise clients provided a high satisfaction score for DXC Technology compared to the average score for the top 60 providers. DXC Technology, for most categories, received a CX score well above 85, highlighting their customer-centric services and approach.
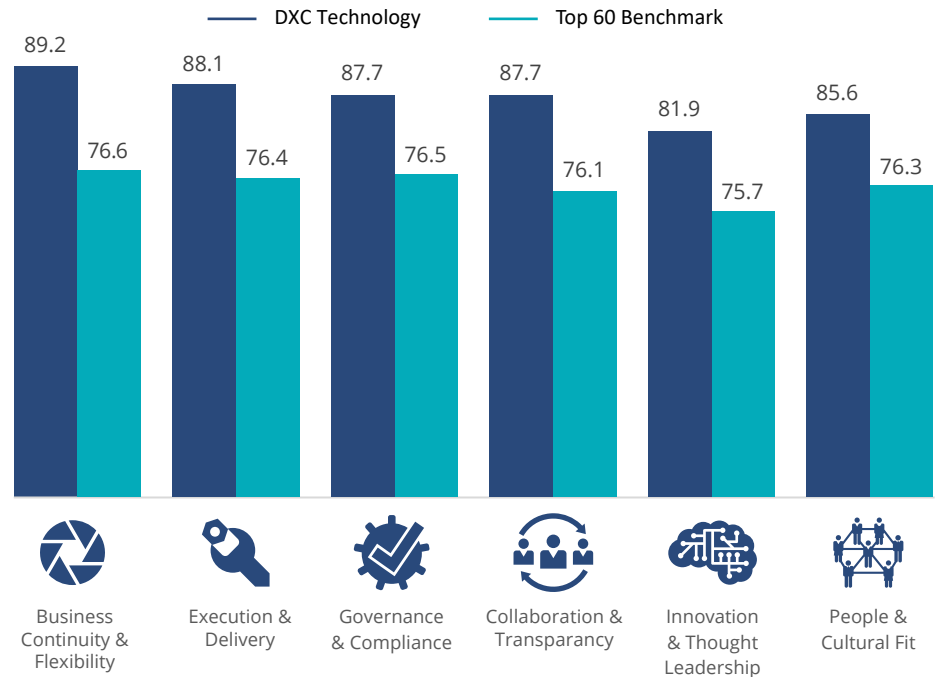
DXC Technology's business continuity and flexibility capabilities received the highest satisfaction score from enterprise clients. Notably, the ability to swiftly transition work from other provider capabilities in the business continuity category received high appreciation. Enterprise clients remain highly optimistic about DXC Technology's ability to ensure limited downtime across offered services. Being more proactive in adapting to changes in demand due to COVID-19 or other external factors will be one of the critical areas of improvement.

DXC Technology's governance and compliance services and capabilities received the second-highest CX score. This rating ensures the enterprise clients' high satisfaction with the service provider's ability to maintain adequate cybersecurity measures and comply with policies and regulations.

Following governance and compliance capabilities, enterprise clients prioritized DXC Technology's people and culture fit. Across all global providers, however, the clients Edit reads rated collaboration and transparency as the most critical CX-defining category, followed by business continuity and execution and delivery.

At a sub-category level, DXC Technology received an expectational CX score of 90.0 for making extra efforts to communicate timely information and data around their projects, workload and timelines, 91.7 for offering new methods of work, techniques, or tools to accelerate time to market, and 91.9 for integrating emerging technologies.

Six Category Score – Provider vs. Industry benchmark

DXC Technology   **Top 60 Benchmark**

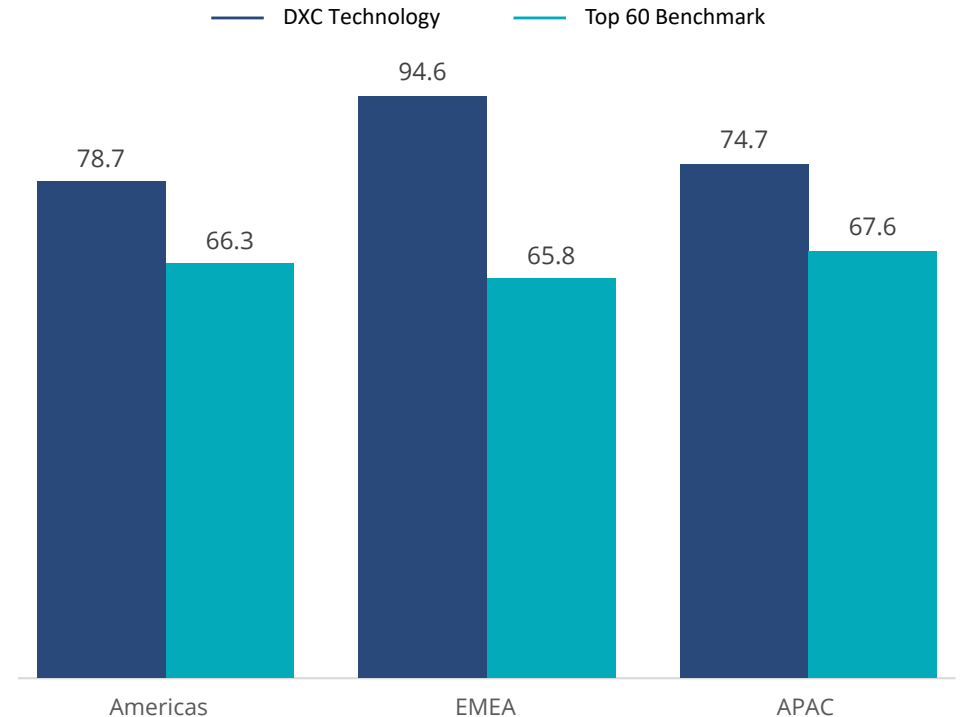| Category	DXC Technology	Top 60 Benchmark
Business Continuity & Flexibility	89.2	76.6
Execution & Delivery	88.1	76.4
Governance & Compliance	87.7	76.5
Collaboration & Transparency	87.7	76.1
Innovation & Thought Leadership	81.9	75.7
People & Cultural Fit	85.6	76.3

As a global provider, DXC Technology received higher-than-average CX scores from clients across all regions. Its CX scores across the Americas, EMEA and APAC were higher than the scores of the top 60 providers. These high CX scores from enterprise clients are recognition of DXC Technology's services offering with a customer-first approach and understanding of how to deliver and scale projects globally while adhering to regional compliance and regulation requirements. The enterprise clients in EMEA were extremely satisfied with DXC Technology's services and solutions. With a CX score of 88.75 in Eastern Europe and 88.41 in Western Europe, DXC Technology outperformed the competitors with an average CX score of 72.8 and 63.4 in the respective regions.

Among various regions, North America is a mature outsourcing market. While most service providers in this region received

a low CX score of 65.3 on average, DXC Technology received a CX score of 78.72. In Central and South America, its CX score from the enterprise clients is 87.30, which is way ahead of the average CX score of 72.7 received by other providers in the region.

DXC Technology brings a strong heritage in digital transformation and SAP Ecosystem, and global enterprise clients have continued to rate its capabilities high in these service lines. These higher CX and recommendation scores showcase the service provider's focus and robust capabilities in supporting transformation projects. Among areas to improve, DXC Technology can be more adaptive to the enterprise clients' culture, establish robust communication methods, and proactively resolve issues.

Customer Experience Scores by Region

Legend: DXC Technology — Top 60 Benchmark

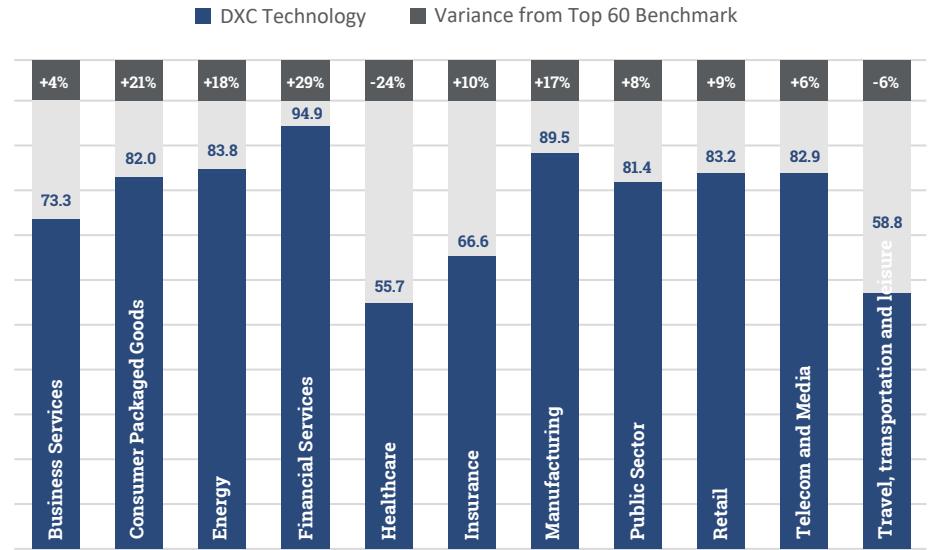| Region	DXC Technology	Top 60 Benchmark
Americas	78.7	66.3
EMEA	94.6	65.8
APAC	74.7	67.6

DXC Technology received the Star of Excellence™ Universal Industry award and got positive CX scores from enterprise clients across almost all industries. The award is given to the service provider that receives the highest CX scores across most industries compared to its counterparts. DXC's CX scores are at least 10 percent higher than the top 60 provider benchmark for six industry verticals and more than 17 percent higher for four key verticals.

Enterprise clients in the financial services industry expressed strong satisfaction with DXC Technology's services and gave the highest CX scores. These clients have rated the service provider very highly for its ability to maintain effective cyber security measures and its flexibility in service delivery to meet business objectives.

Clients in the manufacturing sector are extremely satisfied with DXC's ability to adapt to changing demands in the post-pandemic world and maintain effective contact with stakeholders.

Clients in the energy vertical gave high CX scores to DXC for successfully complying with the stringent regulations in the industry. Consumer packaged goods clients expressed high satisfaction with DXC's operational capabilities, particularly its ability to understand the client working culture and proactively engage with them for better service delivery. Enterprise clients in the healthcare and travel transportation leisure verticals rated DXC with lower CX scores than its peers. However, the clients in this sector rated DXC very strongly for its ability to adapt service delivery to changing client expectations and ensure minimum service downtime.

Customer Experience Scores by Industry

■ DXC Technology   ■ Variance from Top 60 Benchmark

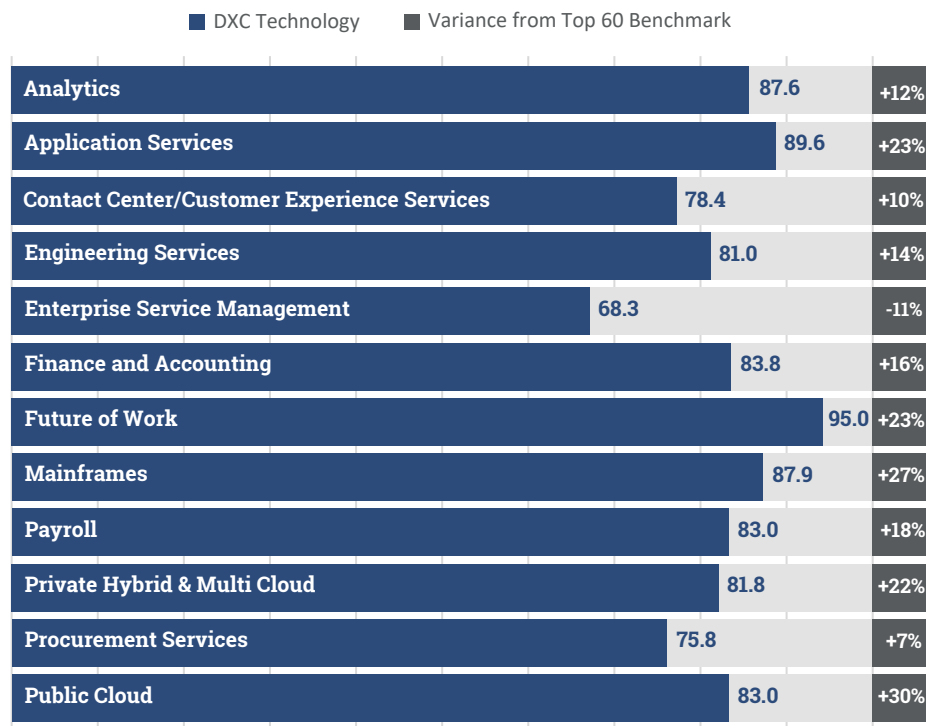| Industry	DXC Technology Score	Variance
Business Services	73.3	+4%
Consumer Packaged Goods	82.0	+21%
Energy	83.8	+18%
Financial Services	94.9	+29%
Healthcare	55.7	-24%
Insurance	66.6	+10%
Manufacturing	89.5	+17%
Public Sector	81.4	+8%
Retail	83.2	+9%
Telecom and Media	82.9	+6%
Travel, transportation and leisure	58.8	-6%

DXC Technology's CX scores for 11 out of 12 technology services are higher than the top 60 provider benchmark scores. These high scores demonstrate the strong customer advocacy that the service provider holds for different service lines. DXC Technology received the highest CX score for its future of work services delivered through its Modern Workplace solution. Enterprise clients working with DXC for future of work services expressed strong satisfaction with its consistently high-quality delivery and minimum service downtime. Notably, DXC won the ISG Star of Excellence™ award for the future of work in 2022 as its score was the highest in this technology space compared to other service providers.

DXC Technology's CX score for application services is also higher than the top 60 benchmark score for this technology service. DXC's application services clients have rated it very strongly for

flexibility with changing client demands and delivering projects on time. It also received higher-than-average scores for clients engaging with mainframes and public cloud services.

Customer Experience Scores by Technology

■ DXC Technology　　■ Variance from Top 60 Benchmark

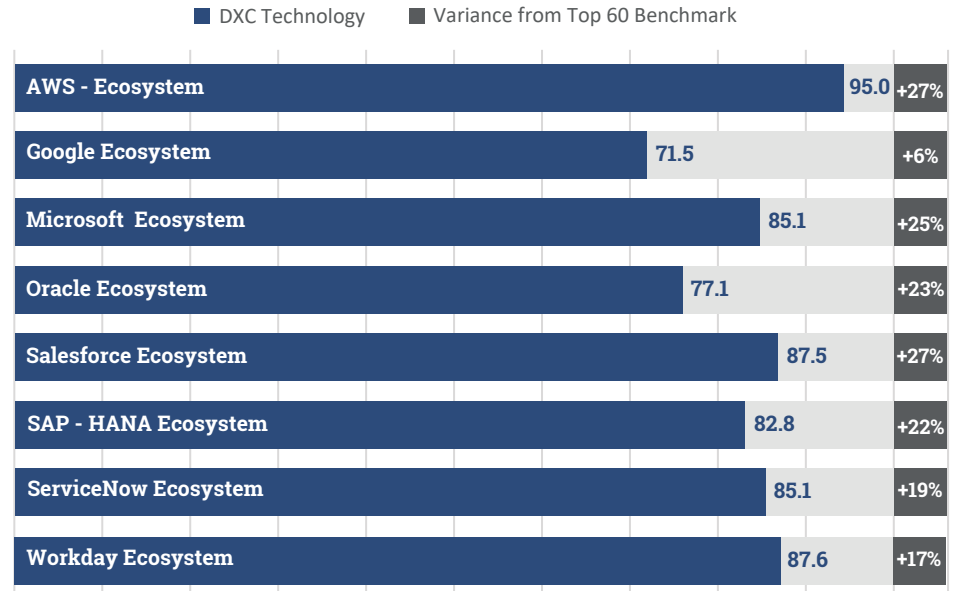| Technology	DXC Technology	Variance from Top 60 Benchmark
Analytics	87.6	+12%
Application Services	89.6	+23%
Contact Center/Customer Experience Services	78.4	+10%
Engineering Services	81.0	+14%
Enterprise Service Management	68.3	-11%
Finance and Accounting	83.8	+16%
Future of Work	95.0	+23%
Mainframes	87.9	+27%
Payroll	83.0	+18%
Private Hybrid & Multi Cloud	81.8	+22%
Procurement Services	75.8	+7%
Public Cloud	83.0	+30%

CX Scores by Ecosystem

DXC Technology witnessed high levels of customer appreciation across diverse 2022 ISG Ecosystems studies – AWS, Google, Microsoft, Oracle, Salesforce, SAP HANA, ServiceNow and Workday.

DXC Technology achieved higher than average CX across the different ecosystem studies but attained significantly higher CX scores for AWS, Microsoft, Oracle, Salesforce and SAP HANA. DXC's ability to provide industry-specific solutions, which helped it transform and modernize its processes efficiently, led to its success in improving customer perception. For instance, enterprise clients of DXC's AWS practice enjoyed parallel managed service capabilities with stringent quality control.

DXC Technology pays close attention to the upskilling of its full-time employees (FTE s) and investment in building subject matter and vertical-specific expertise around the ecosystem studies. Its investment in the Microsoft Cloud Academy is an example of such an effort. In addition, DXC continues to invest on co-development efforts with enterprises through its Google Cloud Business units, and in developing intelligent automation to achieve data-driven process optimization. The client's perception of DXC's Google Ecosystem is almost on par with that enjoyed by the services delivered by the other 60 benchmarked service providers in the Star of Excellence study.

Customer Experience Scores by Ecosystem

■ DXC Technology   ■ Variance from Top 60 Benchmark

Ecosystem	DXC Technology	Variance from Top 60 Benchmark
AWS - Ecosystem	95.0	+27%
Google Ecosystem	71.5	+6%
Microsoft Ecosystem	85.1	+25%
Oracle Ecosystem	77.1	+23%
Salesforce Ecosystem	87.5	+27%
SAP - HANA Ecosystem	82.8	+22%
ServiceNow Ecosystem	85.1	+19%
Workday Ecosystem	87.6	+17%

CX Scores by Emerging Technologies

DXC Technology received appreciation from multiple enterprises for emerging technologies, including containers, cybersecurity, digital business transformation, intelligent automation, IoT and software-defined networks. Overall, DXC scored 90.22 across all emerging technologies, with a high score of 92.18 in software-defined networks, 89.76 in containers and 88.61 in IoT.
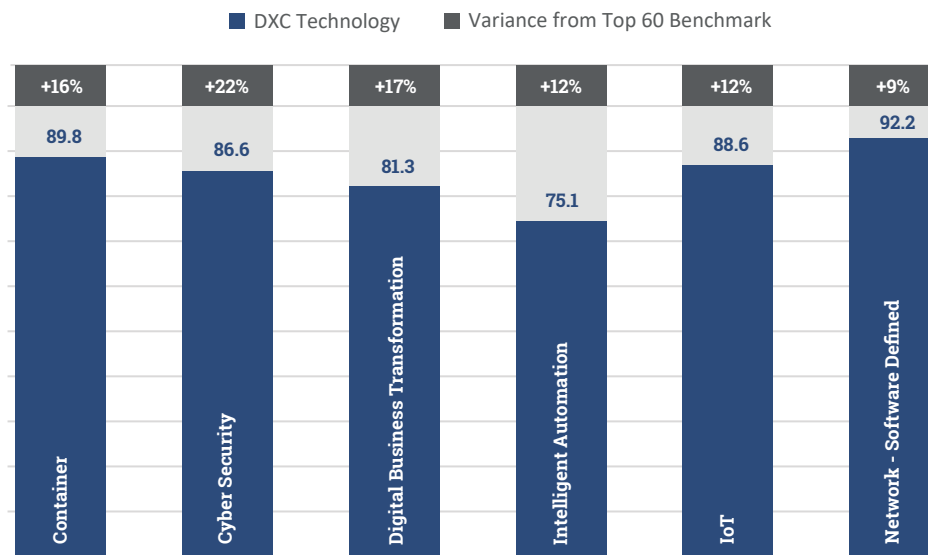
For software-defined networks, enterprise clients recognized DXC for demonstrating new methods, work and techniques in innovation, execution and delivery. They recognized DXC for executing projects on time, maintaining high quality of work and using emerging technologies for software-defined networks. In addition, the enterprise clients gave DXC the highest recognition in governance and compliance.

For cloud-native container segment, enterprise clients recognized DXC for both governance and compliance,

and business continuity and flexibility. Within governance and compliance, the enterprise clients recognized DXC for maintaining active contact with stakeholders and cyber security measures. Within business continuity and flexibility, the clients recognized DXC for its flexibility and adaptability to changes in demands due to the pandemic. Across the categories, DXC is recognized for maintaining high quality of work, using emerging technologies and demonstrating new work techniques.

For IoT technology, DXC received high recognition from enterprise clients for innovation and thought leadership, people and culture fit, business continuity and flexibility, governance and compliance. Across the SoE categories for IoT, clients have recognized DXC for executing projects on time, maintaining high quality of work, and ensuring limited downtime.

Customer Experience Scores by Emerging Tech

Legend: ■ DXC Technology   ■ Variance from Top 60 Benchmark

Category	DXC Technology	Variance from Top 60 Benchmark
Container	89.8	+16%
Cyber Security	86.6	+22%
Digital Business Transformation	81.3	+17%
Intelligent Automation	75.1	+12%
IoT	88.6	+12%
Network - Software Defined	92.2	+9%

Client Speak

"DXC has provided continuity in supporting my company's business and operation. DXC understands in-depth business processes and has created the competitive advantage."

"Most important for DXC is to get things done. Commercial and/or political considerations come second. Also, DXC is extremely collaborative both with us and other suppliers in a multi-vendor environment."

"DXC has been a great partner to scale our delivery and help us architect our solutions and drive into a better environment for our business and our customers."

"Our SAP hosting, managed services and application staff has been outstanding with DXC. They are a valued partner in business technology we use throughout the enterprise."

Appendix

ISG Star of Excellence™
Benchmark Report

Number of Responses

By Technology

Public Cloud	339
Enterprise Service Management	313
Application Services	271
Private Hybrid & Multi Cloud	265
Analytics	252
Finance and Accounting	242
Future of Work (Workplace)	234
Contact Center/ CX Services	225
Mainframe	197
Engineering Services	178
Marketing Technology Services	178
Procurement Services	161
Payroll	148
Talent Management/HR	71

By Cloud Ecosystem Partners

Microsoft Ecosystem	336
Oracle Ecosystem	277
Google Ecosystem	253
Salesforce Ecosystem	248
SAP - HANA Ecosystem	217
AWS - Ecosystem	195
ServiceNow Ecosystem	159
Workday Ecosystem	98

By Emerging Technologies

Cyber Security	374
Digital Business Transformation	308
Intelligent Automation	259
Network - Software Defined	234
Container	209
IoT	208

By Roles

ITO and Shared Services	721
Non-IT business functions	342
Procurement/VMO	344
Line of Business/Others	136

Number of Responses

By Industry

Business Services	296
Financial Services	213
Retail	167
Manufacturing	147
Consumer Packaged Goods	127
Insurance	111
Healthcare	81
Energy	63
Travel, Transportation and Leisure	59
Other	55
Pharmaceuticals and Life Sciences	50
Public Sector	36
Telecom and Media	19

By Region

North America	897
Western Europe	654
Asia	518
Eastern Europe	475
Central / South America	325
Middle East	258
Australia / New Zealand	244
Africa	219

By Consolidated Region

EMEA	1606
Americas	1222
APAC	762

By Revenue*

<1000	1204
1,000-5,000	316
5,000+	166

*in Million ($US)

Program Methodology

For the ISG Star of Excellence™ program client experience information is solicited through an ongoing survey. ISG also gathers information from an independent channel via a public client link. In addition, providers can nominate clients to participate in the program through a dedicated microsite. Each client representative appointed through the microsite receives a unique URL via email to verify the nominee's identity. As a benefit for participating in the survey, the nominated clients receive a complimentary copy of an ISG Provider Lens™ report that is most relevant to them.

Survey period: The ISG Star of Excellence™ survey is open throughout the year. Once a year, the information collected is assessed to recognize providers that stand out in different categories with related awards.

Quality checks: The information received from the clients undergoes thorough quality checks to ensure the validity of responses from clients.

ISG Primary Research and proprietary sampling

+

Nominated Provider & Advisor references via custom links

=

Unbiased customer experience ratings for sourcing

Public Client Link

Private Client Link

CX categories: ISG identifies six categories that define enterprise CX. In the survey, ISG asks enterprises to provide **an importance score** for each category. Then the enterprise clients rate their service provider, with a **satisfaction score**, for performance along each category.

The CX score is calculated in the following way:

ISG Star of Excellence™ CX Score
= Weighted average satisfaction and importance scores for six categories.

- The **satisfaction score** is the customer experience score for each of the six categories as rated by a client
- The **importance score** as rated by a client is the importance given to each of the six categories

CX scores are scaled to highlight differentiation among providers.

The providers that have nominated clients in the program see diverse client responses and may have a slight advantage.

Net Promoter Score (NPS) analysis:
The NPS question asks participants how likely they are to recommend a provider to a friend or colleague on a 0 to 10-point scale. Based on the response, participants are categorized into Promoters (scores of 9 or 10), Passives (scores of 7 to 8) or Detractors (scores of 0 to 6). The NPS score is calculated by subtracting the percentage of Detractors from the percentage of Promoters.

The results from the ISG Star of Excellence™ survey are consolidated to form a benchmarking parameter along which provider results can be compared. Qualitative analysis of the open-ended feedback is integrated with quantitative results to derive critical insights for individual providers, technologies and geographies.

Six Categories of Enterprise CX

- Collaboration and Transparency
- Execution and Delivery
- People and Cultural Fit
- Governance and Compliance
- Innovation & Thought Leadership
- Business Continuity and Flexibility

Eligibility criteria for ISG Star of Excellence™ Awards:
Providers need to have a minimum of 30% of responses via the public link.
In addition, each category has the following eligibility criteria.

Universal Region Category:
Minimum 20 responses
Above average CX scores for each region
Top three providers with highest CX scores win the award

Region Category:
Received above average number of responses for respective region
Received above average CX score for respective region
Provider with highest CX score wins the award

Universal Industry Category:
Minimum 10 responses across industries
Responses in 75% industries covered
Above average CX scores across industries
Top three providers with highest CX scores win the award

Industry Category:
Responses from respective industries
Above average CX score for respective industry
Provider with highest CX score wins the award

Universal Technology Category:
Minimum 20 responses across technologies
Responses in 75% technologies covered
Above average CX scores across technologies
Top three providers with highest CX scores win the award

Technology Category:
Responses from respective technology
Above average CX score for respective technology
Provider with highest CX score wins the award

Universal Emerging Technology Category:
Minimum 20 responses across all emerging technologies
Responses for each emerging technology
Above average CX scores across all emerging technologies
Top three providers with highest CX scores win the award

Emerging Technology Category:
Responses from respective technology
Above average CX score for respective technology
Provider with highest CX score wins the award

Overall Category:
Minimum 20 responses
At least 30 % response from independent source
Above average overall CX score
Customer response coverage across all regions, 75% industries and technologies
Top three providers with highest CX scores win the award

1. Choose the role that best represents your position.

2. How many employees does your company have?

3. In which regions does your business conduct business?

4. What are your company's annual revenues? (optional)

5. Please select your company's primary industry segment.

6. Which country or region is your business headquartered in?

7. Which of the following best describes your primary role in the management of Service Delivery from [PROVIDER]?

8. [PROVIDER] has nominated you to rate the following service [CONTEXT]. Please continue by clicking the forward button or select additional services.

9. Please provide an estimate of the portion of the work performed by [PROVIDER] which is performed in each of the following locations. Please answer for what was standard before COVID.

10. Please select which "Service" [PROVIDER] is performing for you.

11. Of the services that [PROVIDER] provides, please rate the following categories of service delivery from most important, to least important.

12. How successful has [PROVIDER] been at the following components of service delivery & execution?

13. How successful has [PROVIDER] been at the following components of collaboration and transparency?

14. How successful has [PROVIDER] been at the following components of governance and compliance?

15. How successful has [PROVIDER] been at the following components of innovation & thought leadership?

16. How successful has [PROVIDER] been at the following components of people & cultural fit?

17. How successful has [PROVIDER] been at the following components of business continuity and flexibility?

18. On a scale from 0-10, how likely are you to recommend [PROVIDER] to another business or colleague?

Thank you very much for your participation on behalf of [PROVIDER]. Please click "Next" below to finish your responses and receive your complimentary ISG Provider Lens reports.

Author & Editor Biographies

Author

Rohan Thomas
Senior Lead Analyst

Rohan Thomas has nearly a decade's worth of knowledge expertise in the realms of ICT, which include telecommunications, data centers, and networks and application performance management. At ISG, Rohan is the lead analyst for ISG Provider Lens™, leading research activities and benchmarking exercises pertaining to the regional adoption of digital infrastructure such as private/hybrid cloud.

He has a Bachelor's degree in Mechanical Engineering from Visveswaraya Technological University and a Master's degree in Computer Aided Design and Manufacturing from Vellore Institute of Technology.

Data Analyst

Kiran B
Data Analyst

Kiran works as a Data Analyst and has a professional experience of 7+ years. He has pursued master's in Computer Vision and has worked in multiple fields such as IT and Hospitality.

He has worked on market segmentation, customer segmentation and derived insights from customer data and had used it to generate additional revenue.

He is passionate about research and interested in advanced exploratory data analysis using ML algorithms. He has also worked on data science projects such as 'Time Series Forecasting' and 'Natural Language Processing' using Neural Networks. He is currently responsible for data insights derivation and task automation using Python.

SOE Product Owner, Editor

Heiko Henkes
Director & Principal Analyst, Global IPL Content Lead

Heiko Henkes is a Director and Principal Analyst at ISG; in his role as Global ISG Provider Lens™ (IPL) Content Lead and Program Manager, he is responsible for strategic business management and acts as thought leader for IPL Lead Analysts. In his role as ISG Star of Excellence™ (SOE) Product Owner, he leads the program design and IPL integration. His core competencies are in the areas of defining derivations for all types of companies within their IT-based business model transformation.

Within this context, Mr. Henkes supports companies to undergo continuous transformation, combining IT competencies with sustainable business strategies and change management. He acts as Keynote speaker in the context of digital innovation.

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