

**Zones Contact:**

Dawne Hanks

Director, Marketing Communications, Zones, LLC

[Dawne.Hanks@zones.com](mailto:Dawne.Hanks@zones.com)

**Zones Recognized by Everest Group for Digital Workplace Services**

Company Named a “Major Contender” in 2022 North American PEAK Matrix® Assessment

Auburn, WA, Sept. 16, 2022 – Zones, LLC, a leading global provider of IT solutions, has been recognized as a Major Contender in Everest Group’s Digital Workplace Services PEAK Matrix® Assessment 2022 – North America. Zones was selected because of its expertise in delivering employee experience-centric solutions and driving digital transformation for clients across diverse industries. The Digital Workplace Services PEAK Matrix® is an exhaustive evaluation of 25 digital workplace service providers and their capabilities, strengths, and weaknesses in the Digital Workplace space.

“Evolving employee expectations due to hybrid workplace enablement and the great resignation movement have compelled North American enterprises to rapidly pivot toward an experience-centric digital workplace, underpinned by empathy and hyper-personalization, to navigate and address the challenges around poor employee experience and productivity, attrition, and lack of organizational citizenship behavior,” said Udit Singh, Practice Director, Everest Group.

“Zones’ value proposition as an end-to-end partner for hardware, software, and services needs, coupled with strong industry-specific expertise, innovative and flexible commercial models, and a robust partner ecosystem, have contributed to its position as a Major Contender in Everest Group’s Digital Workplace Services PEAK Matrix® Assessment 2022-North America.”

Digital workplace services are an integral component of organizations' overall digital transformation strategy. There is a fundamental shift in the conventional service desk's operation due to the quickly changing technology environment. Workplaces are increasingly centered on the user experience, with a strong emphasis on effective collaboration and communication. The overall impact of workplace modernization services on the end user experience and workforce productivity has provided further impetus to the adoption of next-generation workplace services.

“We are excited to be included in this highly coveted industry recognized assessment, as we have consistently prioritized strengthening our capabilities to deliver a superior user experience and excellence in service delivery,” said Derrek Hallock, President and COO, Zones, LLC. “Zones is committed to delivering customer-focused, automated, self-service-enabled user experiences across the enterprise ecosystem, using a cloud-first and mobile-first approach. With a keen focus on enhancing the digital experience, Zones is investing in experience management, proactive monitoring, and intelligent analytics.”

Zones has created a robust suite of services in the digital workplace services domain, developed under the purview of Zones Innovation Center. Zones Innovation Center is a multi-disciplinary and collaborative technology environment that helps transform business use cases into working prototypes. Leveraging technology experts, OEM alliances, and scalable technology platforms, Zones assists businesses in simplifying and accelerating their digital journeys.

For more details on Zones Digital Workplace Services, please visit:

[zones.com/site/statics/static\\_page.html?name=solutions/digital-workplace-modernization](https://zones.com/site/statics/static_page.html?name=solutions/digital-workplace-modernization)

### **About Zones**

Zones, LLC, a \$2.4B global IT solution provider, delivers products and services to help organizations make a complete digital transformation – from desktop to data center – to the cloud and beyond. As a certified Minority Business Enterprise (MBE), an eleven-time Microsoft Excellence in Operations award winner, and a member of the CRN MSP 500 list, we’ve proven our ability to support many of the world’s largest corporations. To learn more about why Zones is the First Choice for IT,™ please visit [www.zones.com](http://www.zones.com).

Follow Zones: [Twitter](#), [LinkedIn](#) and [Facebook](#)

**Contact:**

[media@zones.com](mailto:media@zones.com)

*Copyright ©2022. All rights reserved.*