Evolve Together

Workplace Services for End-User Computing

End-user computing services require consistency, standardization and a focus on the fundamentals of process discipline.

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Challenge

Managed IT services around end-user computing are an essential component of business operations. Key trends that businesses need to address include the consumerization of IT services, increasing end-user demands for any time/any place functionality and accelerated technology innovation. In this environment, many enterprises struggle to deliver basic services around managing assets, incidents, expenses and security.

One challenge – particularly for large enterprises – is ensuring consistency across the chain of service delivery. In many cases, multi-vendor sourcing arrangements are characterized by discrete operational and geographic silos of operations. Rather than seamless integration of service delivery, each vendor functions as an island, resulting in conflicting processes and standards.

Many businesses, moreover, are neglecting the importance of basic oversight of end-user computing. By focusing on the latest technology innovation, CIOs risk losing sight of the fundamentals of service management – fundamentals that include the critical components of skilled people and process improvement. This results in a limited return on existing technology investment, as well as a missed opportunity to smooth the transition to digital models.

❝ PLACE FUNCTIONALITY & ACCELERATED TECHNOLOGY INNOVATION. ❞

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Solution

Our Managed IT Outsourcing service provides seamless end-user computing support for a wide range of devices and applications. Through a global footprint comprising North America, LatAm and EMEA, we deploy standardized governance policies and a single point-of-contact model to ensure customer success and consistent, high-quality service.

By combining traditional end-user outsourcing (Service Desk, Deskside Support) with modern digital services (integrated self- service and automation), we optimize support for a wide range of devices and applications to enhance user productivity and satisfaction.

Benefits

› Integrated global footprint, partner relationships and standardized governance processes deliver consistent and standardized service
› Cost savings of 20%-25% annually through process optimization and shift-left methodologies
› Ticket reduction of 10%-15% through self-service and automation
› Hardware and tool-agnostic solutions enhance flexibility across multiple device \ types and device management tool sets
› Customers focus on core competencies by shifting the burden of service \ management and compliance to a third party
› Engagement management model includes transformational road mapping
› Flexible and scalable solutions align with ecosystem and culture
› Internal IT resources focus on business priorities
› Enhanced user experience through automation, self-service and secure anytime/ anywhere support

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