

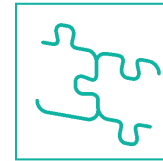
# WORKSPACE SERVICES

AS A WORKSPACE COMPANY, WE BELIEVE THAT ICT MUST BE DRIVEN BY THE NEEDS OF THE INDIVIDUAL MEMBERS OF THE WORKFORCE. AS AN ICT DECISION-MAKER, HOW CAN YOU HELP PEOPLE BECOME MORE PRODUCTIVE - MAKING IT EASIER FOR THEM TO COLLABORATE, WHEREVER THEY ARE, SECURELY AND COST-EFFECTIVELY?

WE CAN HELP YOU CREATE AND MANAGE AN EXCEPTIONAL WORKSPACE ENVIRONMENT. WE OFFER FOUR COMPLEMENTARY SERVICE SPECIALTIES.



**WORKSPACE**  
• Collaboration  
• Devices  
• Support



**CONNECTIVITY**  
• Personal  
• Enterprise  
• Client Interaction



**DATACENTER**  
• Systems  
• Security  
• Availability



CONSULTING

**WORKSPACE SERVICES** - giving your employees the applications, devices and support they need to collaborate creatively and productively.

How can you ensure that the demands you make of the workforce are matched by the resources you make available to them?

In both public and private sector organisations, we see a **continual increase in information work**. We ask more of our workforces today than ever before.

We expect people to use their initiative, to find information quickly, to collaborate effectively, and to follow the rules of process and security.

As an influential ICT decision-maker, how will you **create and sustain a workspace** for today and for the future?

We describe ourselves as 'The Workspace Company'. All our **experience and expertise** comes together in the workspace.

We find it useful to think about the workspace in terms of **three focus areas**.

We put **collaboration** first, asking how people can be helped to work together, to serve their customers, and to access the information they need to perform to the best of their ability.

Then we look at the physical **devices** – at the PCs and phones, mobiles and printers – and ask what best fits each individual's professional work-style.

And finally, we ask how best we can make sure that the right level of **support** is always on hand.

These are exciting times in work culture. There is a massive crossover between the way we use digital technology in our private and professional lives: fixed and mobile, voice and data, individual and community – it's all coming together.

But it's not simple. Are you positioned to manage the often conflicting demands for **greater workforce flexibility** with the need to control **budget and guard compliance**?

This is what we do. We're ready to help.

## COLLABORATION

### Collaboration

- Team Sites
- Portals
- Social Computing

### Enterprise Content Management

- Document & Records Management
- Web Content Management
- Business Process Management

### Enterprise Search

We are obsessed with **workforce productivity**. As you can see here, our focus on collaboration is geared completely to helping the individual make the greatest contribution.

Does your workspace help people **save time, reduce stress and increase productivity**? We need to make sure that people can plug straight into collaboration and information resources wherever and whenever they need to.

Success combines **cultural wisdom** with **technology expertise**. That's why we will always seek to involve your workforce in workspace innovation. How, for example, can social networking practice add business value?

**Effective information management** is core to the proposition. Our long experience in content management adds real value here, helping your workforce get straight to the information they need.

## DEVICES

### Assets

- Client Lifecycle Management
- Asset Management: Hardware and Software
- Software Licence Resale
- Hardware Resale & Leasing

### Optimisation

- Managed Printing
- Client Migration & Deployment
- Desktop Virtualisation
- Client System Management
- Application Packaging

Fat clients, thin clients, laptops, smart-phones, printers and copiers. How do you keep all that **under control** and **fit for purpose across** the enterprise?

Managing these assets with clinical efficiency **drives out cost** and **increases productivity**. It ensures, for example, that people have the software licenses they need and only the licenses they need.

It's also about thinking how to help people **work smarter**. Effectively managed print services, for example, can deliver real gains and savings.

**We currently manage around six million ICT assets** for clients around the world. Because it's a core competence for us, it means we can take the pressure off for you.

The service is sustained too: **leased or owned**, we manage the **entire life cycle**.

## SUPPORT

### Support

- Service Desk
- Desktop Management
- Desk-Side Support
- Hardware Maintenance

First things first: **prevention is always better than cure**. When we work together to design and manage your workspace environment, we will work to minimise support needs.

The expectation and experience of support has changed dramatically as the sophistication of the information worker has increased.

People demand **instant responses** and often prefer **self-help** to assisted service.

Our support methods and practices fully embrace this variety of approach. Remote and self-service response is immediate and cost-effective. But it's not always enough. We **co-ordinate all remote and onsite service** to make sure that business continues efficiently.

We are meticulous in our adherence **to standards and best practice**, and are a leading voice in ITIL-based support. It's a virtuous circle that makes sure you get the benefit of our continually growing experience.