Agile Workforces Require Proactive & Innovative Next Gen User Support

Are you ready?

Gartner recognized
Magic Quadrant
Managed Workplace Services

ISG Leader Quadrant
Digital Workplace of the Future

Agile Workplace Support

Pomeroy's Agile Workplace enables organizations to develop and execute a plan to reignite or accelerate digital transformation that fully enables and optimizes your Work from Home and Office based workforce across four key areas.

Integrate Leverage your existing investment in ITSM service delivery and company-wide workflows & processes by integrating with our Enterprise Services Platform (ESP) or by fully utilizing ESP to enhance your productivity, efficiency & user experience.

Automate Intelligent Process Automation drives efficacy and improved Out-of-Box Experiences (OOBE) through the combined strengths of ServiceNow and Microsoft endpoint management solutions.

Connect High speed access to bandwidth intensive applications is what matters most to your workforce. That is best supported by the latest in SD-WAN, Wi-Fi 6, 5G & 'last mile' technologies which deliver an exceptional, always available workplace experience.

Protect Malicious attacks are increasing and that requires hardening workplace devices to protect your information, reputation and brand by utilizing the latest endpoint security, privileged access management & Security at the Service Edge (SASE) computing.

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workplace. optimized.

Pomeroy's Agile Workplace Process

The ultimate goal of the Agile Workplace is simply **delighting** the end user. The key is an Optimized Workplace support model delivering proactive, dedicated, dispatched & hybrid support using omni channel voice, chat & automated intelligent chatbots with Natural Language Processing (NLP) along with additional physical asset support on-premise and depot & advanced exchange.
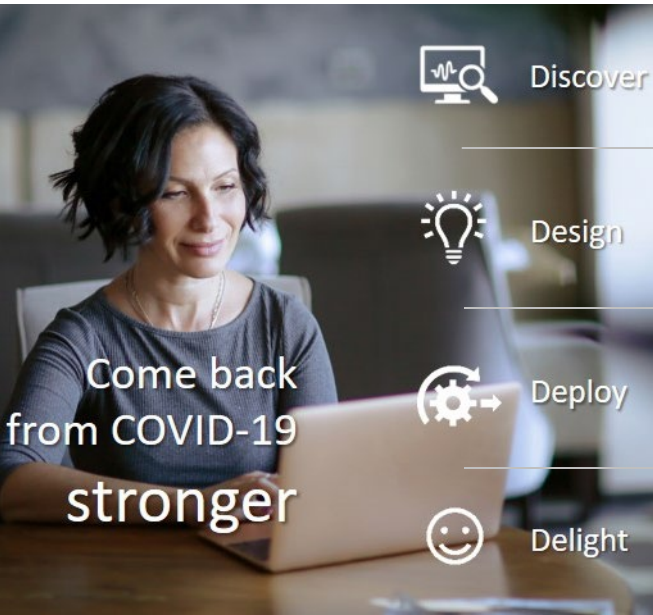
Discover
- ✓ Enable flexible/adaptive environment based upon **Agile WP Workshops**
- ✓ Determine requirements for users WFH and physically in buildings
- ✓ Status of device refreshes & optimizing home office environments
- ✓ Reignite delayed/stalled digital transformation due to COVID-19

Design
- ✓ The right **devices, applications, security & support**
- ✓ Connectivity requirements to maximize performance & uptime
- ✓ End point hardening to identify & mitigate risk
- ✓ Enhanced workflow automation for onboarding & device refreshes

Deploy
- ✓ Persona role-based configuration & mobile application deployment
- ✓ Delivering an exceptional **Out of Box Experience (OOBE)**
- ✓ End point management of device/OS monitoring & patching
- ✓ Hybrid access to applications, legacy on premise & cloud

Delight
- ✓ Proactive dedicated/dispatched & hybrid support
- ✓ Integrated with our cloud-based **Enterprise Services Platform**
- ✓ Omni channel voice, chat & automated intelligent chatbots with NLP
- ✓ Physical asset support on premise, depot & advanced exchange

Workplace. Optimized.

Today's agile workforce embraces a straightforward expectation–that the workplace should be a highly mobile, simple and intuitive, anytime, anyplace, any device environment.

Supporting the productivity of a talented workforce requires a smart combination of enabled workplace technology, automated tools & responsive user support.

Pomeroy is an industry recognized leader in Optimized Workplace Services because we help transform work environments into seamless digital workplaces for agile workforces.

Global Service Desk

Pomeroy Global Service Centers support users by delivering a seamless customer experience based upon a thorough understanding of the nature and nuances of the client's business & established user personas.

Our support comprehends all aspects of the workplace affecting users–devices, apps, networks & connectivity, and databases & security.

Users and their devices stay connected and productive with 24/7/365 "Follow the Sun" coverage through our

network of global service centers operating as one virtual integrated support organization. Our global standards establish a singular approach to service delivery, user/device support & seamless disaster recovery.

This proven approach ensures consistent and responsive issue resolution and service quality anywhere in the world.

Our service desk analysts utilize industry standard HDI and ITIL frameworks, quality assurance & Continual Service Improvement methodologies to quickly and consistently respond and resolve user issues.

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Field Services Support

Pomeroy field engineers support more than 50,000 sites across North America and respond to more than 3 million incidents and user requests annually covering 2 million desktops, laptops, smartphones & tablets, servers, printers & other peripherals.

Our 45 Pomeroy Regional Logistics Centers triage hardware & software issues and resolve them in the most expeditious, cost-effective manner.

Automated solutions combine with remote or onsite deskside support, self-service, client walkup Tech Cafés, and Advanced Exchange depot services to provide overnight replacement of damaged devices for remote users.

Our Zero Touch deployments for new or refreshed devices provide an exceptional "Out of Box Experience" for end users.

Enterprise Services Platform

The best incident is one that never happens. Our preventative, self-healing technologies are always-on & always aware to intercept & resolve potential incidents.

And when incidents do occur, we act swiftly to deliver faster recovery–powered by our Enterprise Services Platform built upon integrated technologies designed to dramatically enhance the User Experience.

- Industry-leading ITSM system at the core of support
- Omni-channel access to obtain service
- Chatbot for remediation of issues & service requests
- Proactive Analytics for deep diagnostics
- Intelligent Automation for preventative resolution of issues "behind the scenes"
- Human-based chat for analyst support combined with traditional methods, e.g., phone, email, etc.

These impactful features also can be extended for client use in the provision of service.
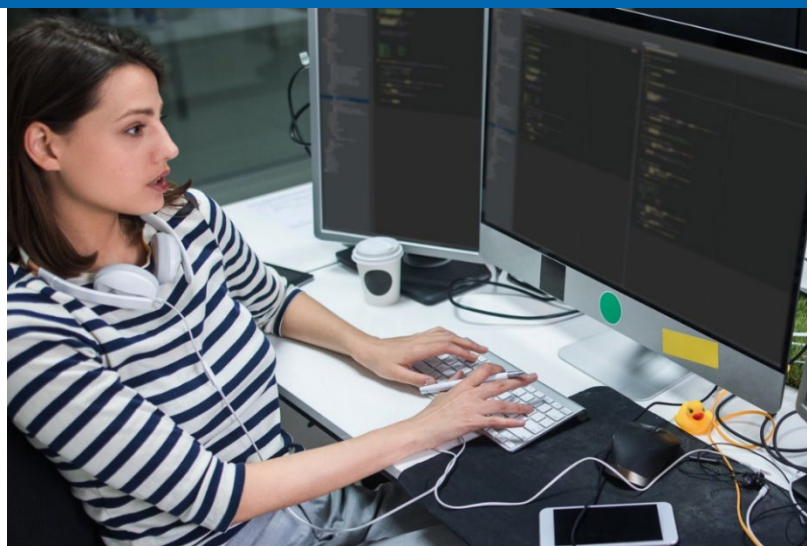
Agile Workplace Workshop

Reigniting or accelerating digital transformation can be overwhelming. Compounding the problem is many companies aren't sure where to begin.

Pomeroy's Agile Workplace Workshop is the perfect approach to help you understand the state of your current workplace environment, inform you about the latest industry trends and solutions you can leverage, and the strategies & roadmaps to get you there.

Our Subject Matter Experts guide you through the major activities and decisions required to source & configure the right workplace technologies for your user personas, and the innovative solutions for maintaining & supporting them.

The workshop also focuses on comprehensive security solutions to harden endpoints against malicious activity along with flexible connectivity solutions to support today's remote & mobile workforce.

Schedule 15 minutes with us to learn more today.

Pomeroy is recognized by **Gartner** in its Magic Quadrant for Managed Workplace Services and by **ISG** in its Leader and Market Challenger Quadrants for Managed Workplace, Mobility Services, and Digital Workplace Consulting Services. For more information on building and sustaining flexible IT environments and maximizing the efficiency & productivity of your evolving workplace contact your Pomeroy representative.