

Enterprise Tech Café

Enabling the Digital Workplace

Transforming from a 'one size fits all' delivery model to a **personalized human experience** is the key to delivering an exceptional user experience that is secure, productive and always available.

Gartner recognized, Magic Quadrant Managed Workplace Services *

* **ISG** Leader Quadrant
Digital Workplace of the Future

IT User Support Reimagined

The promise of the Digital Workplace depends on the reliable performance of technology and free flow of information.

The increasing complexity of devices, software and security however challenges our ability to promote productivity and deliver an excellent user experience. Few employees have the expertise or time to troubleshoot malfunctioning devices so problem resolution becomes daunting for employees and IT support alike.

Pomeroy's Tech Café provides users with one-stop, on-demand access to on-site technical support by delivering retail-like, upscale consumer experience tailored to the needs and expectations of a mobile, tech-savvy workforce.

Convenient walk up, 'help for whatever you need' approach to user support improves employee satisfaction while alleviating the workload on the service desk and IT staff.

pomeroy[™]
workplace.optimized.

Increased User Productivity

Convenient, right on the spot support returns users to work quickly and efficiently.

Improved Business Alignment

Workplace satisfaction improves because IT is recognized as aligned and responsive to the needs of the business and its users.

Improved Cost Management

Technology issues are quickly triaged and alleviate time-consuming service desk and desk-side support.



Easy Access to Personalized Support, Accessories & Supplies

A relaxed, customer-friendly environment combines with excellent customer service to greet users whenever they visit the Tech Café or schedule appointments.

Tech Café technicians provide advice and assistance on a wide range of technology issues, from malfunctioning laptops, smartphones and peripheral devices, to support on software updates, apps, security and connectivity issues.

Users get answers to their technical questions and resolution of their technology problems while they wait or when they drop off their devices.



Walk-up On-demand Customer Service Convenience and simplicity are key features and no appointment is required to meet with a technician.



Personalized How-to Support Personalized support is provided to users for their mobile devices, applications & related technology.



Issue Triage Technicians document either prior to or during the appointment the customer's technology issues to help reduce time to resolution through root cause analysis.



Hardware & Software Support Device & application issues are routinely resolved. If extra time is required a loaner program provides users with temporary devices to keep them productive.



Device Configuration Technicians provide configuration support including synchronizing & transferring email and contacts to mobile devices, calendar setup, synchronization and more.



Issue Management Escalation For issues requiring extra time (e.g., >30 minutes) technicians may escalate to a Level 2/3 or other resource to resolve the problem as quickly as possible.

Vending Machines & Smart Lockers



IT Vending machines make user self-service possible providing increased flexibility, efficiency and an improved user experience. Vending reduces employee downtime by making common devices readily available through immediate access without waiting or need for technician assistance.

Smart Lockers give users access to more sophisticated, costly IT devices, for example, temporary replacement laptops. Users can access secure lockers to drop off hardware and retrieve repaired devices outside of regular office hours.



Comfortable Workspace

The Tech Café is typically located in a centralized area in the client facility and it can be designed to feature a comfortable space employees use to connect with colleagues or relax while service is being performed for them.

Hoteling provides a common area where users can continue to work using open workstations and access corporate resources like email, printers and copiers, remaining productive without the need to return to their office or desk.

Additional space is also available to showcase and demonstrate approved corporate technologies allowing hands-on evaluation of new products.



Getting Started

Enterprise Tech Café is a key component of the Next Generation Digital Workplace designed to be a preferred “destination” for users that transforms how they interact with IT which traditionally has been reactive and remote.

By delivering an exceptional experience that is secure, productive and always available, the Tech Café can significantly benefit your users and your company as a whole. Let us show you how.

For more information, contact your Pomeroy representative or visit www.pomeroy.com.

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