



Managed Workplace Services

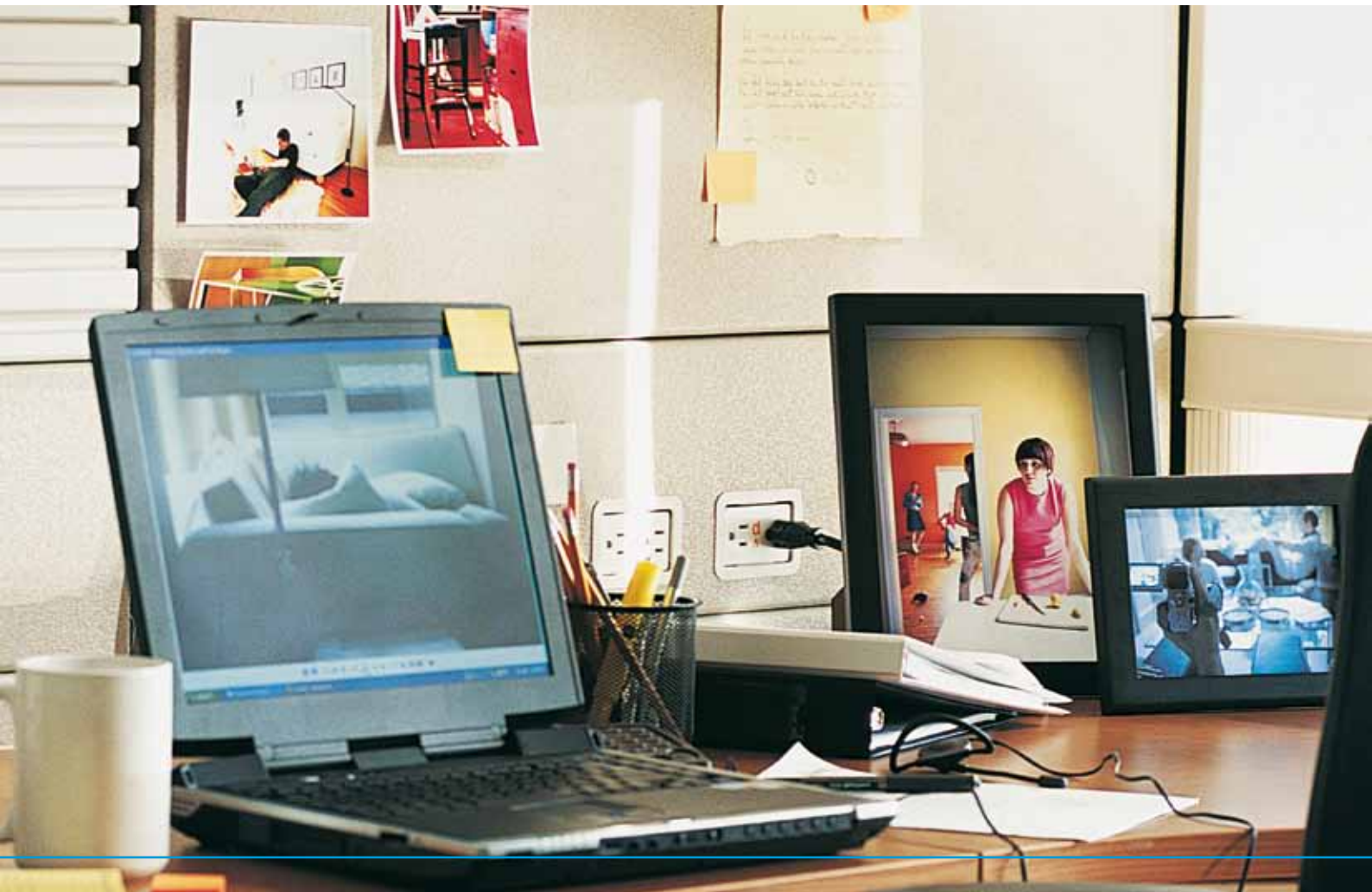
**Open for movement.**

**Familiar working environment.**

## Work with what you know

Productivity arises in the workplace. Only, workplaces can be very different. Users' requirements of their IT equipment vary to the same extent. Whilst pure office workers are always connected to the network for example, mobile users also need to be able to use their applications and data offline. Furthermore, every company has user groups that have particular demands of their hardware.

However, all users are the same in one respect: they feel most comfortable in their familiar working environment. What is more: that is where they are most productive. Ideally, users should be able to take their usual screen contents with them, regardless of where they are or the device they are using. The latter should also be functional as quickly as possible. Just like an iPhone or iPad – switch it on and away you go.



## At best all at once



IT bosses also have wishes. For example, they would like to know how to secure the innovation available whilst at the same time reducing costs for their client infrastructure. The technology behind users' productivity requirements is built on a solid foundation. Thin client concepts, virtualization and the integration of smart end devices require a great deal of know-how. The next big hurdle already approaches: migration to Windows 7.

Technological support, short project durations and a share in innovations are therefore also high up on IT departments' wish lists. Compliance and security as well of course, whereby secure IT operation is increasingly difficult to guarantee with upgraded users. It is therefore understandable if IT bosses would like to fulfill all of these wishes in one go. Through outsourcing.

# A question of type

Computacenter offers three highly modern desktop products for the different requirements of various user types: Classic, Published and Virtual. They are part of an extensive outsourcing portfolio for the workplace and form the software platform upon which the users' applications run. That can be envisaged as a basic installation of the operating system including all configurations. The applications, which are intended for either a specific user or a group of users, are the second important component of our managed workplace services. Together, the desktop and the applications form the client.

And last but not least: hardware. Our products are suitable for practically every end device type. Users could therefore all work with the same standard client, regardless of the hardware they use. And users who run several systems can take their desktop and applications from one device to another.



## **Classic – the classic for experienced knowledge workers**

The Classic product provides users with a full PC or notebook system with all applications locally installed. The desktop and hardware are therefore permanently connected to each other; processing power depends on the user's end device. This model is ideal for mobile users who also want to work offline. Office workers who have special requirements for their PC's hardware and software are also suitable candidates for this desktop version.

## **Published – a virtual standard client for stationary users**







The Published product is the perfect option for all other office workers and mobile users who only work online. In this case, users start a standard desktop and all applications on a server in the data center. Their own PC, thin

client or iPad does not have to perform any processing.

## **Virtual – individuality out of the cloud**

Users also work with a virtual client from the data center with the Virtual model, this time however users operate their individual client. This variation is especially well suited to office workers who switch between technologically differing environments. That is typical for software developers or programmers for example.



	 Desktop PC	 Thin Client	 Notebook	 Tablet	 Smartphone	 Printer
Central Workplace Services	✓	✓	✓	✓	✓	✓
Classic	✓		✓			
Published	✓	✓	✓	✓	✓	
Virtual	✓	✓	✓	✓	✓	
Mobile				✓	✓	
Print						✓

### Comprehensive service for all hardware types

The highlight of our Managed Workplace Services: despite their development as efficient standard products, they can be adapted to individual company requirements without problems. They are complemented by the Central Workplace Services, which provide all workplace systems with central IT services, from file & print to directory services.

With Mobile, we have taken even the smallest computers into consideration. Upon request, these end-to-end services for iPhones, BlackBerrys and other smartphones even include telecommunications-provider management.

Our efficient output management Print, for which there is even a pull-print option, does however offer more than just printing services.

# Productive, innovative and safe

## Just be able to work

If you ask users what they expect from their work device, the response is often: just be able to work. They can do that with the Managed Workplace Services from Computacenter. For example, because we combine standard solutions in such a way that they match with the user's tasks. Or because we have optimized our IT services in such a way that we can rectify problems very quickly. Less complexity, faster integration of new technologies, safer data storage and flexible work in every location all additionally relieve strain on users and increase their productivity.

## Technologically up to date and flexible for business

Strong partnerships pay off, both in daily IT operations and in real money. That is why Computacenter uses products from long-standing technology partners for Managed Workplace Services. Our excellent manufacturer relationships assure good prices, top support and an early insight into technological innovations.

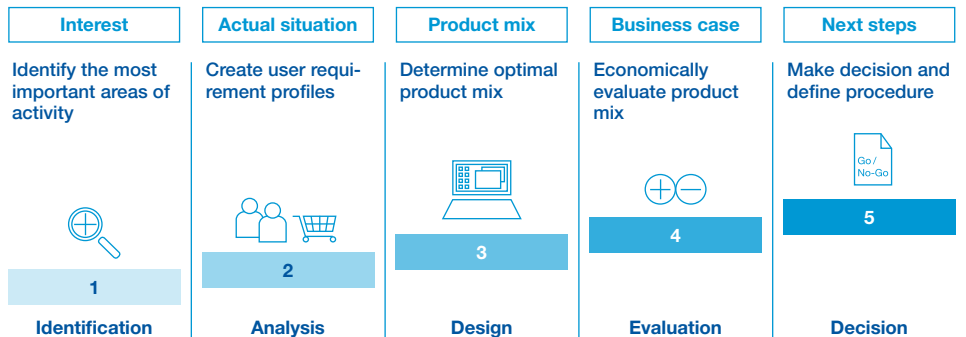
The costs of our Managed Workplace Services are also transparent. Nothing then stands in the way of performing an internal cost allocation according to the principle of causality. In addition, our pricing models take the development of our customers' business and their human resources into consideration. For example, by allowing for predictable growth or need-based use.

## The right decision – secured

As established infrastructure experts and IT workplace equipment providers, we are convinced that nobody understands the challenges of modern workplace technologies better than Computacenter. That is why our customers feel equally confident about their choice to use Managed Workplace Services. They know that we have made sure that their compliance guidelines are adhered to and that their data and systems are protected. And they can rest assured when thinking about changing to a new operating system in the future.



## It's all about the mix



Everyone knows that standards help to increase efficiency in service provision. On the other hand, individual solutions can better support a user's productivity. Managed Workplace Services show our customers how both elements can be combined, in just a few steps.

First, our experts analyze the tasks and working styles of the various jobs within a company. For each user group, a requirement profile is then created, the technical conditions of which we look at in close detail. With the aid of our compatibility database, our consultants check which applications are suitable for virtualization for example.

Based on that knowledge, our experts combine desktop types, applications and end device models into a company-specific product mix which guarantees an optimal balance of user productivity and service efficiency.

This product mix also provides the foundations for an economic evaluation in a business case. Visitors to our live demonstrations can however get an impression of the practical benefits of Managed Workplace Services. With virtualization technology to touch and try out, the showcase simulates the use of our workplace products in realistic daily working life.

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Computacenter is Europe's leading multi-vendor IT infrastructure services provider. To us, customer proximity means understanding business requirements and reacting to these in a precise manner. On this basis, we develop, implement and operate tailor-made IT solutions for our customers. We evaluate the benefits of new technologies and swiftly and professionally integrate these into existing IT environments.

Our financial strength and market presence offer customers and partners long-term stability and security.

We reach our customers through an extensive network of sites throughout Germany, the UK, France and Benelux as well as international partners in Europe, Asia and North America.

