

# MANAGED WORKPLACE



## MANAGED WORKPLACE – HOLISTIC IT INFRASTRUCTURE MANAGEMENT

IT infrastructures have to adapt faster and more flexible to the requirements of the “digital age” leading to ever-growing digitalization of business areas. This is especially impacting the administrative burden within enterprises: Approx. 71 % of the entire IT budget is spent on operation and updates. Only around 21 % is invested in innovations (source: Capgemini 2016).

The larger the company, the more important it is, not the biggest part of the IT budget is used for maintenance – Managed Workplace makes it work, creates space for innovation and makes your IT future-oriented. We ensure your IT is tailored to your core business. Trans4mation assumes the holistic management of your IT infrastructure.

## MANAGED WORKPLACE CHANGES THE WAY YOU WORK – IMMEDIATELY AND SUSTAINABLY

- Worldwide Operation – even in BRIC
- Full maintenance of your IT infrastructure
- Highest standard of quality according to relevant ISO Standards aligned with the ITIL framework
- Full range end-to-end Remote Desktop Management covered by our 360-degree-services
- Expertise provided by three core areas
- Reduction of risks and incidents through guaranteed service levels
- Unlimited scalability to support growth in core business
- Consistent support and improved end user experience

UNLIMITED  
SCALABILITY



IMPROVED  
END USER  
EXPERIENCE



REDUCTION  
OF RISKS AND  
INCIDENTS



HIGHEST  
STANDARD OF  
QUALITY



# THREE CORE AREAS FOR A HOLISTIC MANAGEMENT OF YOUR IT INFRASTRUCTURE



## DEVICE LIFECYCLE MANAGEMENT

As a sustainable company, it is necessary to think about where devices fitting your company's needs come from and what happens when hardware lifecycles come to an end. Trans4mation provides following on- and off-site services: Procurement, Rollout, Break & Fix, IMAC/R/D and End of Life Services. Products, services and individual hard-

and software bundles are administrated and can be ordered online incl. refinancing, IT leasing as well as asset and software license management. In case of incidents, there is the Break & Fix support. Additionally, we take care of installing, moving, adding and change as well as removal and disposal of outdated devices.



## SERVICE DESK

What is the winning formula for an effective and efficient Service Desk? It is a combination of the end-user self-service plus a monthly service fee per user plus the reduction of which fee due to clearly defined goals: Our customers benefit from the 3rd Generation Trans4mation Service Desk. Budgeting will be easier since costs will be known. This model provides concrete advantages:

cost reduction based on goals, improved service quality, higher innovative capability and first contact resolution, increased user productivity and satisfaction, visibility of IT services, shorter delivery times, less routine work for the IT department, 24/7 available User Help Desk and simply less work.



## CLIENT OPERATION SERVICES

Outsourcing individual business tasks or the entire maintenance of your software and device management enables you to run your IT infrastructure much more efficiently and secure decisive advantages: Our ISO 20000-certified client operationsmanagementsolutionencompasses the full scope of end-to-end remote desktop management – an all-round carefree package thanks to our

360-degree-service. That includes Deployment System Management, Client Patch Management, Application Management, Driver Management, Image Management and Service Management. Furthermore, we offer numerous optional services such as Mobile or Apple Device Management or Antimalware Management – tailored to your individual needs.

### TRANS4MATION – ...AND IT WORKS!

Lean back and relax, if you are looking for intelligent, performant IT solutions that should grow along with your requirements and enterprise. Thanks to the Trans4mation system house you have found a provider which is focused precisely on that and simultaneously offering a wide range of products and services.