

Desktop Management

'Proactive management of the desktop environment to enable user productivity'

End users need devices such as desktops, laptops and PDAs with office and collaboration applications to enable personal and team productivity. Whether your organization has 50 or 100,000 end users with access to business collaboration tools, these should be stable, secure and up-to-date. This needs to be assured through effective desktop management practices.

A stable and secure collaboration environment

To ensure stable, secure and latest approved versions of user collaboration tools regularly checks and updates of the software (operating system and applications) is needed. Sufficient attention is to be addressed to security and the right continued cooperation with other applications and systems.

In short, you want to be sure of a correctly functioning and continuously available collaboration desktop environment with reliable architecture, releases and updates.

Desktop Management provided by the GWA

Desktop Management services offered through the Getronics Workspace Alliance (GWA) provides a proactive and effective management approach for the software running on your workstations, desktops and laptops. The GWA will take care of your workspace environment and its evolution.

Our technicians remotely manage the back-office systems and applications across desktops, laptops and PDAs. We provide management of configuration and - invisible to the user - timely software distribution to keep the personal work environment up-to-date. We also monitor the use of the latest versions and upgrades to avoid unexpected problems and guarantee compliance with both your security policies and external regulations.

The premise of our Desktop Management Services is a proactive service. Standard elements of desktop management include the testing of new releases, patches and antivirus updates. It also includes new releases and updates in release plans (after acceptance, based on agreed-upon policies and standards). Desktop management also performs emergency updates as required and contains centralized software deployment and installation of unattended 'pushed' updates. Platform back-office maintenance and second line end user remote support to assist service desk where appropriate is also part of the service.

Desktop Management is a complete package of services that has proven its value for years in large organizations and aims – as 'hidden service' - at optimal performance and security of the workspace office environment.

The service is typically combined with core workspace services like service desk, asset management, server- and network management, onsite support and global program management.

Attractive Benefits

Desktop Management Services contributes to an optimal assured availability of user productivity by a continuously available, secure workspace environment. This brings the ability to your IT department to spend more time for core tasks like aligning your IT with business objectives and business aspects of your organization.

Besides the benefits of continuity and productivity it ensures you maximum flexibility. The GWA provides sufficient freedom to plug in your policies and requirements surrounding the management of the workspace environment, applications and operating systems. And the benefits of our services can bring an attractive cost, and is an integral part of our integrated workspace management services.

Due to the fact that the GWA is using proven, certified methods, you are assured of optimal results, partly because desktop management is closely integrated with related services such as service desk, server/network Management and our onsite services such as deskside support & IMACs. This creates balance between flexibility and standardized building blocks for predictability and cost control. And since our core business is service work, you benefit from both scale and unparalleled knowledge and experience.

A global top player and visionair in desktop outsourcing

As ITIL implementer of the first hour and a challenging global player in integrated workspace management, our service has for decades proven in hundreds of companies. Based on a set of common ITIL v.3-based processes, the alliance's workspace outsourcing offerings offer a role-based approach and use highly standardized offerings. Worldwide GWA is a top 3 player in the market for workspace management with strong presence in all regions. You can rely on a consistent and flexible service.

Because IT services for the workspace is our core business, you benefit from economies of a flexible scale - lower operational costs and improved total cost of ownership. Our offer consists of a mix of self-adaptive, remote and on-site services that are tailored to your current organizational and user needs, locally and globally, with strong local business knowledge. GWA works according to tested, certified methods and provides very effective global and local billing including VAT management we fully take care of. You are assured of optimal results.

GWA offers 24x7 standardized services across different time zones from various global and local service centers. Our Global Service Delivery Model (GSDM) provides a proven, flexible and cost-effective assurance of consistent services worldwide, integrated onsite services and program management tuned to your local and global needs. GWA enables more than 11.5 million service desk supported end-users, services more than 6 million workspace related assets across the globe. GWA has more than 3,800 ITIL certifications and counts up to more than 32,000 headcount.

In addition, GWA is a leading service provider in the field of IT management with an excellent reputation in supporting remote mobile team(net)working and new rich unified communications in the workspace. We offer a one stop shop for a new effective and flexible way of outsourcing of IT infrastructure and support that goes with it because no single provider can effectively meet or deliver the needs of a global client. Tier 1 providers lack the flexibility and agility to respond to client needs in multiple geographies. As a result the GWA is recognized by leading analysts as having a clear vision of the market's direction and focused on providing services to meet future market needs.