

Global Program Management

'Consistent workspace services through a single point of contact with effective global control'

As part of outsourcing engagements it is crucial for our customers to have a strong central responsible and accountable liaison function that manages all aspects of the contracted services. This entity assures the control of the entire delivery and its service- and financial performance by any party within the chosen outsourcing approach. It is a good way to outsource the solving of the problem of coordinating subcontractors in workspace services and get one reporting dashboard for all contracted services.

The global Getronics Workspace Alliance (GWA) guarantees you an effective, lean and very cost-competitive global program management service around workspace services from early start to the ongoing managed service phase.

Enabling a high performance workforce, focus on your business

Competitive advantage and a productive organization always starts with understanding your need: the needs of your business, your markets and clients, your partners and your own employees. The ICT workspace with which you equip your workforce is critical to success. Get it right, and you provide your colleagues with the means to collaborate and perform to their best ability. Get it right and you establish an ICT workspace which will evolve as needs and technologies change. Get it right and you will also minimize environmental impact. You have more choice in how you achieve this than ever. Some organizations will continue to favor an ICT workspace which resides predominantly on their premises. Others lean towards an online desktop, or a cloud-based model. What works best for you will depend in part on the complexity of your current ICT environment and in part in the culture, work styles and policies which exist within your organization.

In all circumstances you need a clear workspace strategy and when it comes to outsourcing a central contact for global program management managing all aspects of the service and creating a roadmap to future directions.

Global Program Management provided by the GWA

The global program management service provides you with a single responsible entry point for managing all global – regional – local services in scope. It is also managing third party contracts underneath including vendor management such as related hardware and software suppliers. Besides service level- and process management it also assures the financial management with program- and project management including support office, governance board and quality improvement. Quality improvement concerns coordinating of quality programs, driving process improvement and assure annual information technology planning with shared roadmaps. The global program management service manages all international tax, contract and payment optimization and guides all related operations within the GWA and third parties. Service level and performance reporting including audit- and risk management is part of the service. Reporting contains traffic light dashboard reports. The pricing is standard embedded in the seat price as fee.

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

Attractive Benefits

The global program management service provides a managed service allowing you to focus on your core business through one leading contract owner. Local engagements with subcontractors are not your responsibility anymore, and will be eliminated now with global control. You can increase business alignment with internal business departments and align this with the global program management office directly. Last but not least the global program management service supports you with a global best practice, high degree of client focus, care, expertise and ideas you can benefit from.

Why GWA?

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.