

Managed Operations On-Site

'Highly customized IT services close to the business'

IT management and support must be flexible and capable of keeping pace with business dynamics. Often a customer requires a combination of standards-based management and customer-specific management respecting specific requirements and policies due to local oriented business needs and culture. In these situations the specific client IT needs and environment prevents a full adoption of standards in IT services. With Managed Operations On-Site the global Getronics Workspace Alliance (GWA) can reliably and cost-effectively take on the responsibility for IT management and perform the work either in part or in full on-site tuned to the business.

Customized service delivery close to the business

Customization, flexibility, continuity and an emphasis on delivery on-site close to the business with multiple support teams are here the business drivers for IT service delivery.

These organizations typically bundle the service desk with second/third line support either on-site or nearby. They focus on phone and face-to-face support. This approach is still popular where client/server architectures dominate and decentralized delivery models exist. Employees are more heavily regulated and controlled.

Managed Operations On-Site provided by the GWA

The GWA can reliably and cost-effectively take on the responsibility for IT management and perform the work either in part or in full on-site.

We do this through tuned services to the current customer situation through skilled and experienced sources and delivery according to SLA from onsite and remote locations respecting and working according to client policies and practices. GWA focuses on customer-specific management of workspace infrastructure at customer sites, the implementation of changes to that infrastructure, and the resolution of complex end-user problems. Customers enter into a management contract in order for their IT management to be carried out via an SLA. In addition to activities in the context of this contract, it will always be possible to perform project-based work. No matter which type of IT Management a customer chooses, GWA will always deploy dedicated professionals and ensure that our services are fully aligned with customer requirements. This will give the customer the assurance that its local IT infrastructure is being managed in a reliable and cost-effective way.

For the management of IT infrastructure, GWA often combines various service elements, including a service desk with secondary and tertiary support such as desktop management, asset management, desktside support, server and network management to facilitate the desktop end user environment. We focus on telephone-based and personal on-site end user support, as well as customer-specific IT management of systems and associated policies and tooling. In most cases management is specifically tailored to local requirements and the customer's line of business.

Service Management is part of the service: the work is accounted for in detailed reports and the customer has a single point of contact at a tactical level in case any adjustments to the service are required.

The service additionally helps to improve the ICT infrastructure with planned innovation and long-term improvement programs.

The Benefits

Management continuity is safeguarded by specialized and certified management teams that are always close at hand and highly attuned to the customer's business culture. This means that customers receive the type of IT management they need at transparent flat rates. If necessary, the customer may choose to expand its service package or include a different combination of services at a different rate. By offering clear reports and a single point of contact for control of the service provision, we take responsibility for all the customer's IT staff issues, allowing them to fully focus on their core activities. Deployment of the right professionals who manage the IT infrastructure in the most efficient way possible thanks to short lines of communication. They can be deployed flexibly and in a way that is tailored to the customer's requirements.

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.