

resolving

reliably, flexibly and cost-effectively
the challenges of desktop management



End User Computing services

Flexible, integrated desktop management services that reduce costs, improve productivity and apply innovation to your environment

For every organization, desktops, laptops and now increasingly tablets provide an interface to the work environment. However, managing and maintaining this burgeoning infrastructure can be challenging. Keeping users up and running and their software up to date takes time and effort - resources that could be well spent on more strategic initiatives.

Our End User Computing (EUC) services take that burden away from your IT department. Our full portfolio of services - ranging from service desk and field services to image management and software distribution - are based on ITIL best practices and proven processes fine-tuned with the experiences of providing these services to dozens of clients. You can select specific services from our catalog or engage with us for your complete EUC solution customized to fit your need.

Either way, as a client you will benefit from deep subject matter expertise, economies of scale and a globally optimized staffing model, while end-users gain the reliability, flexibility and service they need to work productively from anywhere in the world.

The services we offer

Our services include complete physical infrastructure management including on-site and remote options. We leverage existing knowledge, best practices and skills, integrating the support into our Centers of Excellence to create the value-added service desired by our clients.

The EUC solution set includes:

On-site support

- ▶ Service desk and deskside support
- ▶ Break / fix - including support of customer warranty agreements
- ▶ Physical install, move and change services.

End-point management

- ▶ Virtual install, move and change services
- ▶ Remote desktop management
- ▶ Structured software distribution
- ▶ Operating system image management
- ▶ Software packaging
- ▶ Anti-virus and data protection.

Your company can take advantage of all of these functions or select just a few - whatever fits best with your overall IT strategy and business needs.

The tools we use

We are tool-agnostic, though we have reference tool sets and support strategies that utilize industry-standard tools to create reliability and optimize cost and quality. We also have the experience and flexibility to work with client tools to integrate with existing client operations.

The option of alternative operating systems

In addition to Microsoft, we have deep experience in multiple desktop operating systems. We can be flexible in supporting alternative operating systems throughout the enterprise.



Centers of Excellence

One of the greatest advantages of partnering with Atos is the knowledge base driven from our Centers of Excellence. Here, our engineers collaborate, share expertise and create best practices in image engineering, desktop automation, and ongoing support, as well as explore the benefits of emerging technologies. If there's an emerging technology or a new innovative process or methodology that can drive greater efficiency and productivity, we can bring that knowledge - and those resulting benefits - to you. Instead of a small team of internal IT staff working on your behalf, you now have hundreds of experts worldwide.

We utilize Lean Six Sigma practices to drive performance and are guided by ITIL v3 in our structuring and operations to continuously align our solutions to your changing business needs.

The advantage of innovation

With an EUC engagement, you gain through innovation and leveraged best practices harvested from across our entire client base.

As an example, when a client had laptops with proprietary information stolen, we created a solution that remotely wipes the hard drive, so data wouldn't be compromised. For another client that wanted to reduce its carbon footprint, we created a number of solutions that enabled the client to reduce power consumption, including a hosted solution that provides power alerts, automatic screen time outs and other energy-saving initiatives. These services are now available to all of our clients.

When you combine the opportunity to apply innovation with the efficiencies and reliability our EUC services solution can bring to your organization, it's easy to see why more companies are trusting their desktop, laptop and mobile device management to Atos. We deliver measurable value and operational excellence - again and again.

Contact us at atos.net or email dialogueito@atos.net

About Atos

Atos SE (Societas Europaea) is a leader in digital services with 2014 pro forma annual revenue of €11 billion and 93,000 employees in 72 countries. Serving a global client base, the Group provides Consulting & Systems Integration services, Managed Services & BPO, Cloud operations, Big Data & Security solutions, as well as transactional services through Worldline, the European leader in the payments and transactional services industry. With its deep technology expertise and industry knowledge, the Group works with clients across different business sectors: Defence, Financial Services, Health, Manufacturing, Media & Utilities, Public Sector, Retail, Telecommunications and Transportation.

Atos is focused on business technology that powers progress and helps organizations to create their firm of the future. The Group is the Worldwide Information Technology Partner for the Olympic & Paralympic Games and is listed on the Euronext Paris market. Atos operates under the brands Atos, Atos Consulting, Atos Worldgrid, Bull, Canopy, and Worldline.

For more information, visit: atos.net

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