



Highlights

- Provides an integrated set of services for device-agnostic management and procurement of mobile devices
 - Helps avoid high up-front costs with a scalable and mature SaaS model
 - Enables real-time analysis and smart detection, and resolution of issues with a robust portal backed by an integrated platform
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IBM Digital Workplace as a Service

Leverage an integrated solution for unified device management and procurement

As a small or midsize business (SMB), you're often competing against larger companies with more resources, while facing the same enterprise mobility challenges they do. High costs, balancing security and usability, managing multiple devices and operating systems, and addressing privacy concerns are all challenges you routinely tackle.

When you must also work with numerous vendors to procure and manage mobile devices and applications, it can be costly and complicated. It can waste time, with your employees waiting weeks or even months to get what they need. Even after they're finally up and running, you still need to handle ongoing issues like customer support, maintenance, security and warranties.

With IBM Digital Workplace as a Service, you can address all these mobility challenges while also staying within budget.

IBM Digital Workplace as a Service is a cloud-based solution that supports device and application procurement and management across platforms—including laptops, tablets and smartphones. It's designed to be a one-stop shop for your company's enterprise mobility needs. This means one store for obtaining devices and applications, one portal to track orders and customer support issues, and one contract with one provider.

Managing your devices and applications with an integrated set of services

Whether you have 20 employees or 2,000, the complexities of managing mobile devices and applications across their lifecycle—including procurement, delivery, customer support, security issues, maintenance and upgrades—can be logistically and financially overwhelming. IBM can help you reduce complexity by taking a unified approach to multivendor device management and procurement.

IBM Digital Workplace as a Service provides an integrated set of services for direct customer consumption—no intervening interactions with procurement or sellers required. It also gives users the option to take advantage of customer support through the IBM Service Desk.



Providing a more cost-effective approach to fulfilling your device and application requirements

One service that handles *all* your device and application requirements? Sounds great, but aren't the initial costs of setting up such an arrangement prohibitive?

In reality, IBM Digital Workplace as a Service does not charge high up-front costs. Instead, it takes a rate-carded approach with a per-user, per-month subscription—offering better cost control and scalability.

IBM also uses a shared-services model, so the cost of base services is spread across many customers. You may be a smaller organization, but you can still benefit from IBM's large-scale purchasing power.

Enabling end-to-end device management and support through an integrated portal

IBM Digital Workplace as a Service gives users access to a self-serve portal, allowing them to choose enterprise preferences and manage selections. Users can also take advantage of an easy-to-use predefined catalog to order devices and apps. As a result, your employees can get what they need in days, not weeks.

This integrated portal also provides real-time analysis, security checks, issue surfacing, and ticketing and financial views. Users can easily and quickly adjust what they see in the portal.

In addition, built-in automation capabilities allow you to more easily scale the solution up or down, depending on your changing business requirements.

Why IBM?

As a leader in the enterprise mobility space, IBM can provide end-to-end solutions designed to meet virtually all your mobility needs. Our breadth and depth of skills and experiences make us uniquely qualified to support your digital workplace, while our close vendor relationships help us connect you more quickly and easily with the right technology for you.

For more information

To learn more about IBM Digital Workplace as a Service, please contact your IBM representative or visit ibm.com/services/digital-workplace-services



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