

Transform to a modern digital workplace with IBM integrated services

Reduce costs, improve user productivity and enhance user experience and satisfaction

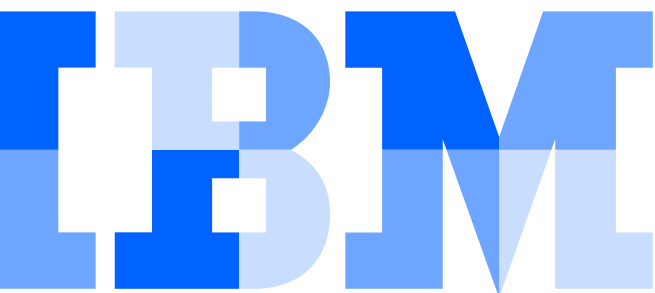


Highlights

- Provides a robust, integrated digital transformation solution
 - Helps attract and retain top talent by supporting a more engaging user experience through flexible, device-choice options and accessible support
 - Helps reduce total cost of ownership (TCO)
 - Helps support compliance and security needs
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In an on-demand world, the dynamics of what it means to deliver anytime, anywhere access, apps and data are changing rapidly. One thing, however, remains clear: The future of the digital workplace requires a user experience-centric approach. But ensuring that your users are empowered requires various infrastructure components—including compute, apps, devices, network and security. And all these components need to be bigger and more robust to support increasing numbers of people with different needs and preferences.

The modern digital workplace solution from IBM brings together components from across IBM—and its ecosystem of alliances and IBM Business Partners—into an integrated solution that enables you to transform to a modern digital workplace. The solution is designed to reduce costs, improve user productivity and enable a user choice-driven environment that keeps your employees productive and engaged.



Meets user needs with an integrated, end-to-end digital transformation solution

The IBM solution offers rapid deployment of end-to-end, pre-engineered and predefined IT workplace services. The modern digital workplace solution from IBM includes:

- Workplace support services (WSS) with IBM® Watson® technology
- Deskside support services
- Workplace support services
- Managed mobility services
- Device procurement and deployment services
- Virtualization services
- Collaboration services
- Integrated Managed Infrastructure Services for networking
- Software-defined networking (SDN): SDN services cloud
- Software-defined wide area network (SD-WAN): Multinetwork WAN services
- Unified communications managed servicesSecurity
- IBM Endpoint Managed Security on Cloud

Focuses on user experiences through device choices and convenient support

The modern digital workplace solution from IBM is an end-to-end, integrated, as-a-service solution that provides users with virtually seamless, security-rich access to data and apps anytime and anywhere, on virtually any device—with easily accessible and cognitive support. Devices, services, data and apps, and collaboration are five important touchpoints for creating a gratifying user experience, and these elements form the pillars of the modern digital workplace solution. Plus, the IBM solution provides persona analysis with user analytics enabled by Watson™ technology for a customized, richer user experience.

Helps save costs with ongoing monitoring of your modern digital workplace

IBM begins working with you by creating a plan based on an evaluation of your current account operations. IBM then analyzes incidents, identifies areas for improvement, employs methods to proactively influence future trends and continuously monitors your environment. Full-stack IT workplace management supports cost savings through left shift operations and using analytics and automation.

IBM Services

Solution brief

Provides a wide array of capabilities to help you manage security and compliance needs

The modern digital workplace solution helps support better compliance and security management for users and networks with built-in, security-rich components that include:

- Security-rich and quick provisioning of network functions
- Cloud-hosted, endpoint-managed security
- Next-generation antivirus for advanced endpoint security
- Threat protection and security management
- App and data protection
- File integrity monitoring
- Device control
- Memory protection
- Malicious application identification
- Application blocking

The services provided by the modern digital workplace solution from IBM are designed to work in synergy to help you get the most from your investment through:

- Accelerated time to value with services you can quickly deploy
- Reduced TCO
- Reduced costs with an as-a-service pricing model for select services through IBM Global Financing
- End-to-end service governance and device support
- An integrated solution that allows future enhancements to be made in a more efficient, centralized manner
- Support from Watson technology to help reduce service desk calls by up to 45 percent and increase employee productivity by up to 35 percent¹

Why IBM?

IBM can provide global resources, extensive expertise and a history of implementing mobile solutions. IBM offers:

- 35 years of experience in workplace and mobile solutions, with thousands of enterprises served across all industries
- 7.1 million-plus devices under management, with a global presence in 170 countries, with 40 call centers supporting over four dozen languages
- Recognition from leading analysts:
 - Gartner Magic Quadrant for Managed Mobility Services 2018—for the past four years²
 - Gartner Magic Quadrant for Managed Workplace Services 2018: North America and Europe³



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IBM Corporation
New Orchard Road
Armonk, NY 10504

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- 1 Based on IBM internal analysis of previous client engagements. Individual results will vary.
- 2 Magic Quadrant for Managed Mobility Services, Worldwide, Gartner, 14 March 2018, <https://www.gartner.com/doc/reprints?id=1-4TXC95J&ct=180326&st=sb>
- 3 <https://www.compucom.com/gartner-magic-quadrant-2018>



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