

# Are you getting the most from your digital workplace?

The what, when and why of keeping your workforce connected

<b>What:</b> A proliferation of devices	<b>When:</b> Anytime, anywhere	<b>Why:</b> Productivity and profitability
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## And there's the how ...

How are you managing and supporting all devices so everything and everybody stays connected—and saving money while you're at it?

From purchase to retirement, IBM Mobility Services provides end-to-end, step-by-step management for all your user devices.



Employees carry an average of **2.9 devices** every day.<sup>1</sup>

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### Procurement

One-stop employee shop for devices, plans, and accessories: From procurement, staging, tagging and shipping to your office or home.



6M+

devices under IBM management



**Enroll and dynamically provision** devices out-of-the-box to your organization's unique needs for virtually instant productivity.

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### Security and compliance:

Apply, manage and enforce your security policies and leverage cognitive device analytics for IBM MaaS360 with Watson™; Apply, manage and enforce your security policies using cognitive device analytics with IBM MaaS 360 with Watson.



### Application management:

Save time through an enterprise app store with persona management entitlement that unites all applications for all device types. Deploy critical and time-sensitive apps, then allow users to choose the other apps they need—when they need them.

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### Cognitive 24/7 multichannel support:

Whatever way users choose to receive support—either through a virtual assistant, chat, phone or simply walking to the client center—delivering a personalized experience is at the core.

37%

reduction in problem determination time when our agents use Agent Assist with IBM® Watson®.<sup>2</sup>



79%

of employees say that remote access to business apps outside working hours is **critical for increased productivity**.<sup>3</sup>



### Virtual apps and desktops:

Security-rich, centralized, server-based or as-a-service management to support virtual apps and desktops delivered to any device.

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### Cloud applications and collaboration:

Optimize resources and boost productivity for virtually all cloud application suites in all geos, enabling users to connect, communicate and collaborate with anyone—anytime and anywhere using any managed device.



### Device recycling and refresh:

Simplify recycling and management when it's time to get a new device.

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IBM is a LEADER in Gartner MQ for Workplace Services 2016/2017 (service desk) and for Managed Mobility Services for four consecutive years

## IBM Mobility Services: Convenience, ease and economy



Pay-as-you-go: as-a-Service model—per-device, per-month charge



Automation using service management tools and a cognitive roadmap for self-service features



Help reduce costs by moving from CAPEX to OPEX

Sources: <sup>1</sup><http://cloud-computing-solutions.com/gallery/top-use-cases-for-desktop-virtualization.pdf> <sup>2</sup>Based on IBM-internal analysis. Individual results will vary. <sup>3</sup>[https://www.citrix.com/content/dam/citrix61/en\\_us/images/graphics/infographics/a-day-in-the-life-of-a-remote-worker.pdf](https://www.citrix.com/content/dam/citrix61/en_us/images/graphics/infographics/a-day-in-the-life-of-a-remote-worker.pdf)

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