Next Generation Mobile Workspace Services

Today it is often the norm that employees have better personal technology than that provided in their work environment - they procure the latest devices driven by their adoption of social media, gaming and the wide range of timesaving, lifestyle-centric applications that are instantly accessible.

The sheer rate of change and flexibility can make IT departments appear pedestrian to these users, who want to be able to access corporate systems using their preferred smart devices at any time and from any location. IT departments must adapt to this challenge, using it to generate business benefits, including flexibility, cost savings and enhancing the organisation’s ability to attract and retain the best talent, further extending its competitive advantage.

The challenge facing IT departments is to enable this flexible environment, making ever greater use of the devices chosen and often purchased by the employee base, whilst incorporating those devices into the overall corporate security framework. They need to ensure both access control and the security of the data held on these devices, which is far more complex than managing a locked down corporate PC environment. This is where our Next Generation Mobile Workspace Services can help.

In addition, no mobile environment is effective for productive, corporate use without being able to access and interact with applications. Getronics’ investment in Mobile Applications development – with our own specialist global teams – enables applications mobility across a wide range of industries.

Customer Need
With the proliferation of mobile devices within organisations and users selecting to use their own devices to access corporate data and email, CIOs need to have a strategy for controlling where confidential and sensitive corporate data resides.

It is critical that businesses have the ability to manage and secure this data no matter what device it resides on and respond quickly if the device (and with it sensitive data) is lost or stolen.

IT managers need a new set of ‘Tools & Rules’ enabling the protection of business information in an appropriate manner.

They must provide access to applications tailored for mobile device interaction and make them available as quickly and easily as users experience from the best consumer app stores.

IT departments must also enable access to company information from mobile devices in a straightforward and user-friendly way.

Business Impact
Enabling the end user to work from any location ultimately saves on corporate office space, a reality even in a restrictive corporate device-only environment.

Enabling end users to supply and use a device chosen, owned and maintained by them personally rather than by the IT department can reduce corporate costs yet further – whilst being seen as a business enabler.

Getronics’ research indicates that up to 20% of the Workspace Service budget could be saved by enabling a secure managed environment to make use of personally owned devices together with a secure mobility infrastructure.

That potential saving recognises that for the next 3-5 years most corporate environments will remain ‘Hybrid’ – encompassing a mix of PC/Laptop and Smart Mobile devices.

Up to 20% cost savings in the IT Workspace Service budget

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Getronics has incorporated best in class Mobile Device Management into our ITSM framework. This includes Service Desk support, device enablement and security, it can also extend to the physical distribution and replacement of devices should your organisation be supplying / supporting devices by choice.

SLA backed services such as selective or complete device ‘wipe’, enrolment and enablement, or the removal of access rights are just a sample of the menu of services available.

Recognising the need for data synchronisation across devices and the safe storage of that data is also available as an option based on an additional monthly charge per device, for those devices selected by the business.

Getronics has highly trained consultants ready to assist in the planning, design and implementation of our Mobile Workspace Services, in addition to a pool of global teams specialising in application development across a wide range of industries.

Getronics Proposition

Getronics offers the opportunity for organisations to experience our Mobile Workspace Services through a Proof of Concept environment designed to run for 1-2 months in order to demonstrate some of the services which can be rapidly deployed.

Getronics will deploy to an agreed number of users to enable the Business / IT teams to experience and to test the delivery of content and the security aspects of the service over this period.

Getronics will also provide some days of Applications Consultancy to the business in order to advise on issues of applications mobility and business enablement.

Following the Proof of Concept full deployment can be quickly carried out.

Getronics will deliver real time dashboards during the engagement and comprehensive reports that will be used to identify areas of cost saving, remove existing performance issues, enforce security compliance and support planning for future service improvement including Workspace transformation.

Getronics conducts the Mobile Workspace Proof of Concept at a fixed price of £6,000 (ex. VAT).

Business Benefits

The benefits of Getronics’ approach to Mobile Workspace Services include:

- Extension of corporate security protecting access and data on mobile devices
- Potential reduction in the IT Workspace Service budget spend by up to 20% through enabling the first phase of user-provided mobile devices
- Only pay for what is used with per device per month charging
- Part of a comprehensive package of end user-focused Workspace Services including Security, Pro-active Analytics, Data Synchronisation and Mobile Device Management
- Utilise Getronics’ mobile applications enablement, development and support services
- Integration of Mobile Workspace Services with pre-existing Getronics services (if applicable)

For further information on how Getronics can help assist your organisation in improving Mobile Workspace Services and end user IT then please contact Martin Gaines, Getronics Global Portfolio Manager for Workspace at Martin.Gaines@getronics.com, or visit our website at www.getronics.com

ABOUT GETRONICS

The Getronics family is an ICT Services group consisting of the Getronics and Connectis brands and is owned by the AURELIUS Group, a holding company headquartered in Munich, Germany. With an extensive history that extends over 125 years, the Getronics family has approximately 4,000 employees in 13 countries across Europe, Asia Pacific & Latin America, and has a complete portfolio of integrated ICT services for the large enterprise and public sector markets. This includes Workspace, Applications, Unified Communications, Data Centre, Cloud, Consulting, Partner Technology, Managed Services and Security. For more information, please visit: www.getronics.com