Customer Need

The workplace has changed dramatically in the last decade with consumerisation driving expectations that the workspace should provide the same ubiquitous access to data and systems as in our personal lives.

“I need access to my data, my applications, on a device of my choice”. Recognise this request, and do you feel challenged in responding to it?

Business Impact

WaaS from Getronics is a collaborative IT environment providing the agility, user experience and quality of service you need to focus on business demands – not managing IT.

WaaS removes the traditional barriers of rigid, inflexible IT replacing it with a modern and agile solution. Collaboration capabilities are built into the service and WaaS is easily managed through the self-service portal. Cost transparency is delivered through a standardised rate card and consumption-based billing model.

User productivity is improved through the automated provision and deprovision of applications and file shares. Users no longer have to manually contact help desks or colleagues to gain access. New starters can be operational in minutes, with a slick ‘user create’ process.

Users can connect and consume the service from a wide variety of access devices ensuring that whatever the location, the right data can be presented in the right format, enabling improved decision making and greater levels of responsiveness.

Reduce upfront and ongoing software licensing charges by up to 30%

90% faster to provision new users, applications, file access

Service Desk cost reduction of up to 25%
Getronics Proposition

Getronics WaaS provides your users with a modern workspace, email, instant messaging and presence. WaaS enables controlled access and management of your business applications and resources through the self-service provisioning portal. All other essential user services such as file, print and remote access are included in the solution.

Multiple access devices can be supported, from thin clients, smart phones, tablets to traditional laptops and desktops. The self-service portal empowers users to request access to applications and data, update their user details and resize their mailbox.

Business Benefits

The benefits of Getronics approach to delivering end user compute are:

- Consistent, contracted and managed Enterprise grade service levels for all elements of the solution
- Cost predictability and management – service based, pay as you use contract with transparent Rate Card for all service resources – minimal upfront investment
- Simplified support model possible with a single service desk for all IT services
- Time to provision new resources reduced to minutes with self-service portal
- No Hardware Maintenance Charges, reduced Software License Charges
- No more frustrating and costly infrastructure migration or upgrade projects
- Flexible addition and removal of protected workloads – with an annual non-disruptive test included. End-to-end recovery possible – from infrastructure through to line of business application recovery
- Proactive ‘right-sizing’ of overall environment via service reporting
- Roadmap of additional innovative service offerings (including Workflow Integration Process as a Service (PaaS))

The process of managing these service requests is fully automated and the workflow includes a built in multi-tier approval process.

The service is provided on a pay as you use basis with online consumption reporting ensuring it is ‘right sized’ to each customer.

The service is accredited to ISO27001 standards and securely hosted from certified Getronics’ Data Centres. An integrated Disaster Recovery service is available to protect your business critical apps.

Getronics Offer

Is your organisation demanding greater flexibility and more reliability from its IT services? If so Getronics can provide a WaaS platform for your immediate and future infrastructure requirements. Managed Cloud Services consultants will quickly assess your needs and make recommendations as to which applications and data could benefit from a move to a scalable, agile and reliable WaaS platform.

For further information on how Getronics can help assist your organisation around implementing Workspace as a Service, please contact your Account Manager or visit www.getronics.com for local contact details.

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 6,000 employees in 15 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.