



# Transforming The Digital Workplace

# CompuCom®

## The New Normal



Seamless Access



Distributed Workforce



User-Centric



Technology Reliant



Zero-Trust Security



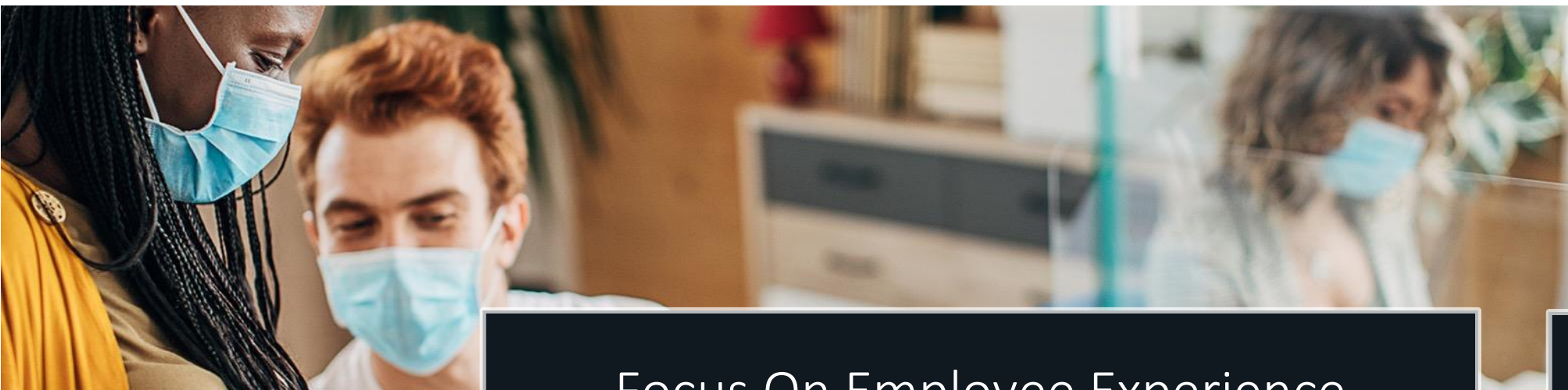
The New Office

The Pandemic has changed how you work and how business is done



# What Does The New Normal Mean?

Businesses need to embrace the pandemic-driven accelerated pace of change



## Focus On Employee Experience

The digital workforce demands a consumer-like convenience from their business technology



## Apply Advanced Automation

Artificial Intelligence and Machine Learning are needed to ensure employee efficiency

## Enable Employee Productivity

The future of work is based upon any time, anywhere, and any device access and support

## Implement New Technologies

The reshaping technology landscape requires strategic business focus and agility



# CompuCom<sup>®</sup>

Your New Normal,  
Our Everyday

At CompuCom, we've built our business on the foundations of service, leadership, and value.

In today's world, where technology powers almost everything we do, CompuCom connects people, technology, and the edge with a seamless experience.

We are the support system your employees depend on so they can be productive anytime, anywhere, with any device.

# Your New Normal, Our Everyday

## Rethinking how success is measured



### Employee Focus

- Making sure technology is not a barrier to employee productivity and efficiency, no matter their location

### User-Centric IT Services

- Providing the same high-quality support and services because digital support experiences are not one-size-fits-all

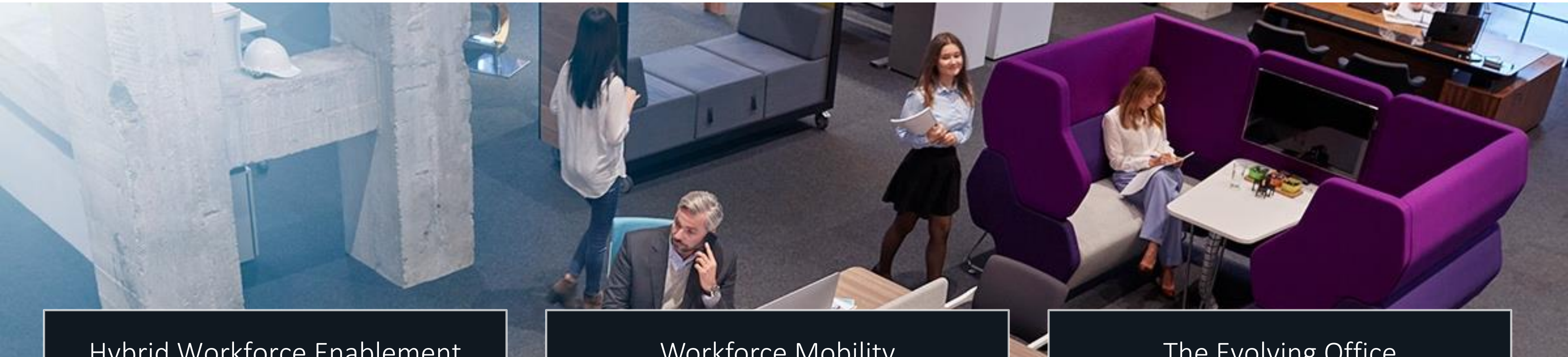
### Collaboration and Connectivity

- Implementing uninterrupted, secure productivity between user environments is essential to keep business moving



# Your New Normal, Our Everyday

## Creating the successful digital workplace



### Hybrid Workforce Enablement

- Understanding that the hybrid workforce is here to stay, and seamless onboarding and collaboration technology is needed to keep everyone informed at the same level

### Workforce Mobility

- Managing mobility services so employees can maintain uninterrupted anytime, anywhere, any device access

### The Evolving Office

- Realizing that offices will become hubs for innovation, collaboration, and creating corporate culture while also allowing the hybrid workforce to transition easily between environments



# CompuCom<sup>®</sup>

Delivering  
The Digital Workplace

Higher User Expectations

Evolving Support Models

Redefined Business Operations

# The Digital Workplace Evolution

## The Traditional Workplace

### Increased Expectations

Service Levels (i.e., time to answer, first call resolution)  
Office-based experience  
Managed devices, secure corporate networks, VPNs  
Segregated support functions

### Shifts In Support Models

On-site solution cafés and remote agent service desks  
Self-help knowledge bases  
Deskside support  
Next-day onsite device repair

### Redefined Business Operations

Independent operational functions  
Application Packaging, Patch Management  
Ticket/Service Request volumes

## The Digital Workplace

Experience Levels (user satisfaction, productivity)  
Same experience for everyone, everywhere  
Zero-trust security, BYOD, personal internet/networks  
Integrated Services (i.e., ServiceNow workflows, on-boarding)

Digital support applications, voice/text/chat interactions  
Predictive AI-powered, natural language support options  
Remote technicians  
Advanced Exchange, virtual desktops, cloud office apps

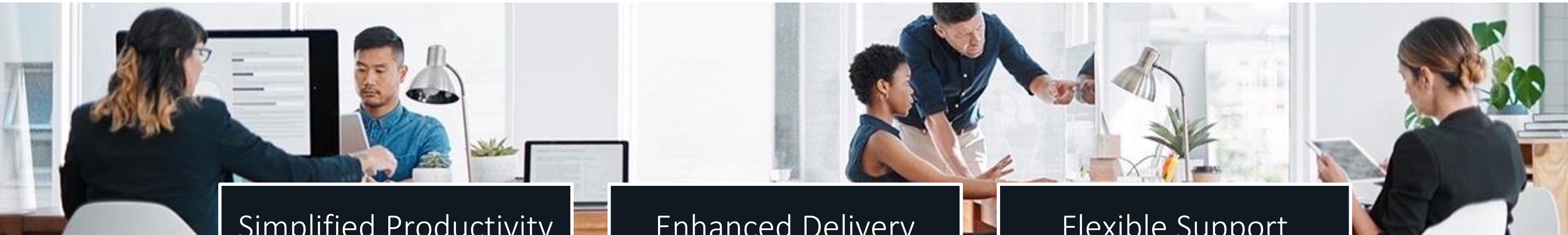
Digital Workplace Operations  
Modern Endpoint Management  
User Productivity Analytics, telemetry, automations executed

Technology continues to reshape business



# The Modern Digital Workplace

Delivering a user-focused, outcome-driven experience



Simplified Productivity

Enhanced Delivery

Flexible Support

AI, analytics, and automation: uncovering insights that drive results, secure assets, and elevate the end-user experience

Providing the technology users need to get the job done with:

- Device choice and BYOD
- Modern endpoint management
- Edge network security
- Integrated device lifecycle services (provision to recycle)

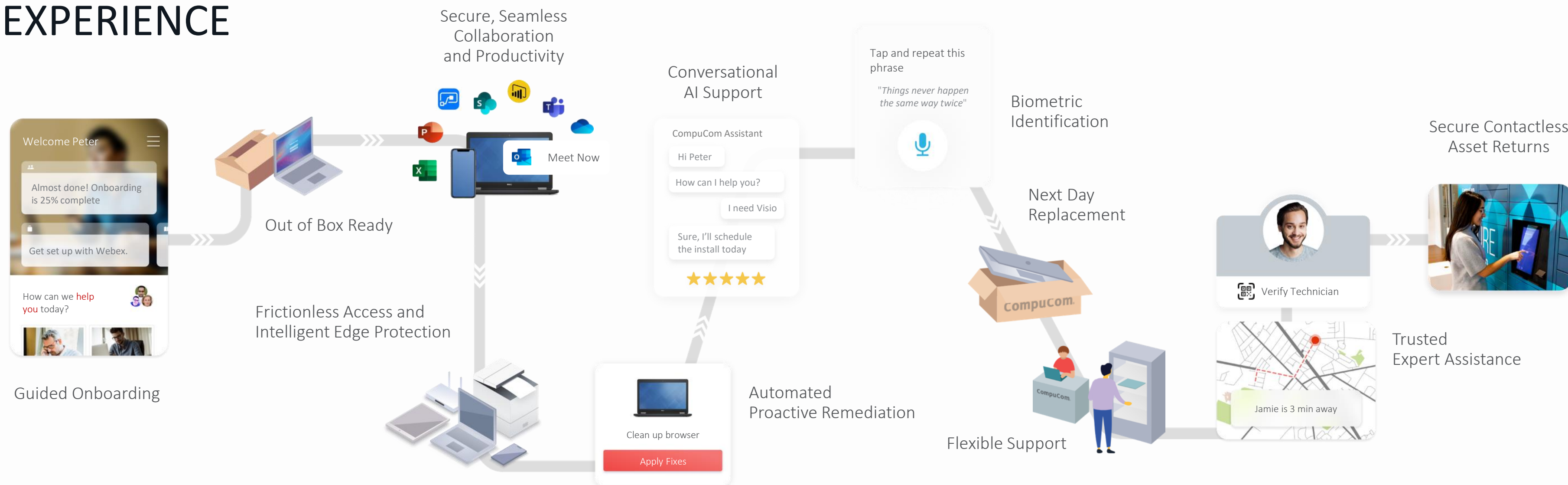
Personalized services improve user experience through:

- Productive day-one onboarding
- Persona-aligned services
- Digital support apps and services
- Self-help and self-service options
- Intelligent virtual agents

User-centric services that increase quality and lower cost that offer:

- Distributed support locations
- Onsite and remote support services
- Coast-to-coast coverage
- Shared accountability
- Anywhere, anytime, any device access

## THE DIGITAL EMPLOYEE EXPERIENCE



Effortless Onboarding

Productivity and Collaboration

Digitally-Powered Self-Service

Flexible Support Options

Easy Offboarding



# CompuCom® Digital Workplace Solutions

## The Elite Employee Experience

Customize technology, support, and managed services from our core offerings to create an end-to-end experience

### Workplace Technology



- Device Lifecycle Services
- Modern Endpoint Management
- Desktop as a Service

### Employee & Technology Support



- Digital Support Experiences
- Remote Support Services
- Onsite Support Services

### Digital Edge & Security



- Managed Network Edge
- Managed Security Edge
- Onsite Dispatch Services

### Connected Workplace



- Collaborative Environments
- Professional Services
- Platform Administration



### IT Staffing Solutions



- IT Staff Augmentation
- IT Direct Hiring
- Contract Hiring

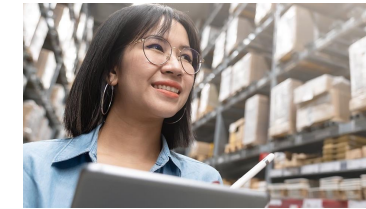


# CompuCom®

## Elite Employee Experience



Bundled, customized end-to-end services



Workplace Technology



Employee & Technology Support



Digital Edge & Security



Connected Workplace

### End-to-end Managed Services

Meeting your employees' ever-evolving needs through a single-vendor management system that increases operational efficiency, allowing your teams to collaborate seamlessly, be protected without limiting creativity while at the same time helping you attract and retain top talent

### Experience Level Indicators (XLI)

Tailoring services to meet business outcomes and persona-based needs and linking contractual engagement to measurable experience outcomes



# CompuCom®

## Workplace Technology



Providing the best end-user  
experiences anytime, anywhere

### Device Lifecycle Services

Offering unparalleled visibility into the asset lifecycle and the integration of services from purchase through disposal (ITAD) helps lower TCO and increase ROI

### Modern Endpoint Management

Easing our customer's IT workloads and improving end-user experience through cloud-based management of desktops, laptops, and mobile devices, both corporate and BYOD

### Desktop as a Service

Streamlining onboarding and offboarding allows efficient scalability of your workforce (long-term, short-term, contractors), reducing management complexity over legacy solutions and simplifying endpoint management



# CompuCom®

## Employee and Technology Support



Preventing and resolving issues

### Digital Support Experiences

Increasing efficiency with support from any device via voice, chat, email, SMS, and self-service support options

### Remote Support Services

In-person technology support where and when it is required helps your business navigate changing workplace conditions

### Onsite Support Services

Options including dispatch and campus-based support, Enterprise IT Walk-in Centers, and Solution Cafés keep your users up and running



# CompuCom®

## Digital Edge and Security



Protecting your business and employees

### Managed Network Edge

Providing consistent access to resources, while performance reporting identifies trends and helps with capacity planning, keeping your core systems safe, secure, and running

### Managed Security Edge

Ensuring rapid resolutions when device and security incidents occur by blocking threats and keeping devices healthy and updated so that your employees and business stay safe

### Onsite Dispatch Services

Making sure the right people and parts are sent to any location for rapid incident resolution; automatically ordering, tracking, and managing parts fulfillment processes



# CompuCom®

## Connected Workplace



Increasing collaboration and engagement

### Collaboration Environments

Procuring, installing, and configuring the collaboration hardware required to support interactive virtual meetings (e.g., Cisco WebEx, Microsoft Teams / Surface)

### Professional Services

Providing expertise to help customers establish secure, connected work environments for communication and collaboration

### Platform Administration

Provide on-going administration and support capabilities for cloud-based productivity and collaboration solutions (e.g., Microsoft 365, Microsoft Teams, Cisco WebEx)



# CompuCom®

## IT Staffing Services



Direct  
Hiring



Staff  
Augmentation



Contract  
Hiring

### Scalable Staffing Solutions

- Extend your team's capabilities
- Recruit and place technical, management, and executive-level professionals

### Support Mission-Critical Initiatives

- Compliment your existing workforce
- Support seasonal and short-term projects
- Services provided across various industries and roles

Recruiting and hiring that drives results



# The CompuCom Ecosystem

Delivering the solutions and services that your business needs

## Managed Services

*Improving business  
processes and outcomes*

## Hardware/Software Sales and Service

*Supplying the technology  
you rely on every day*

## Configuration Services

*Complete end-to-end  
technology lifecycle services*

## Professional Services

*Technology design, deployment,  
and implementation services*





## Technology Partnerships. Collaborative Innovation.

Industry-recognized partnership levels include:

- Apple Authorized VAR
- Apple Authorized Service Provider
- Cisco Gold Partner (20+ years)
- Authorized Cisco Professional Services Subcontractor
- Dell US Federal Solution Provider
- Dell Platinum Provider
- HP Amplify Power Services Provider
- Top 10 Partner in All HP Product Categories
- HP Break/Fix Warranty Partner
- HPE Platinum Partner
- Aruba Gold Partner
- Lenovo National Services Partner (NSP)
- Lenovo Authorized Service Partner
- Microsoft Gold Direct CSP
- Microsoft Silver Surface Partner
- Microsoft Certified Gold or Silver in 10 Categories



Working together we deliver  
leading solutions, services, and support



# CompuCom®

Uniquely positioned

The Digital Workplace is what we do,  
and we've been doing it for a long time

Focus

Reach

Expertise

Innovation

Delivery



# CompuCom®

## Focus, Reach, and Expertise

Understanding the needs of  
the evolving digital workplace

30+ Years Experience

Average 15-year Customer Relationship

Deep Expertise Among a Wide Range of  
Industries and Verticals

## Supporting Our Customers

6,500+ Technical Resources

70,000+ Technical Certifications

90% Coverage of North America  
with badged associates

### Onsite Support Services

- 400,000+ annual dispatches
- 90%+ first call resolution

### Delivery Services

- 8M+ service desk contacts annually
- 9M+ total devices supported
- 32K+ virtual desktops supported (on-prem and cloud)
- 85%+ first call resolution

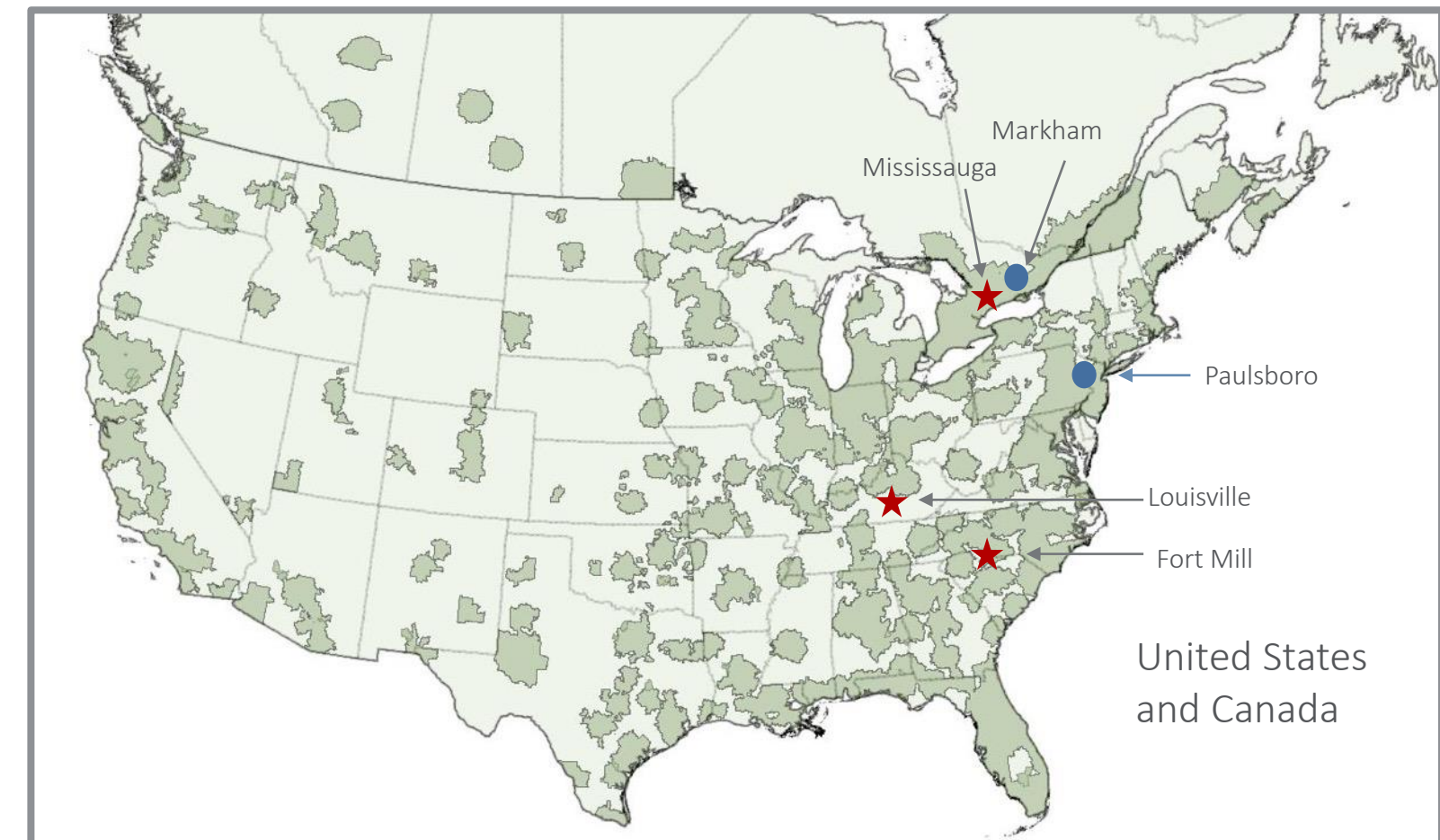
# Delivering Coast to Coast

Meeting customer needs by pairing local resources and global delivery

Multiple Language Support

Multiple Time Zone Delivery

Cost-Optimized Services



Standard W2 Field Tech Service Zone  
Extended Service Zone

★ Service Delivery Center  
● Advance Configuration Center



# Solutions And Services Designed for All Industries

Helping the world's greatest companies achieve their goals



# A Modern Service Delivery Approach

Working together to make your business goals a reality

The background of the top half of the slide features a horizontal banner with a warm, orange-to-yellow gradient. Overlaid on this are silhouettes of three people's heads and shoulders, facing right. A network of glowing white arcs and dots connects various points across the banner, suggesting a digital or collaborative environment.

## Customer Experience Office

Discover opportunities to elevate service through insights and best practices

## Governance and Executive Oversight

Align customer expectations and deliver on agreed upon commitments

## Advanced Configuration Centers

Increase security and overall supply chain efficiencies with end-to-end lifecycle services

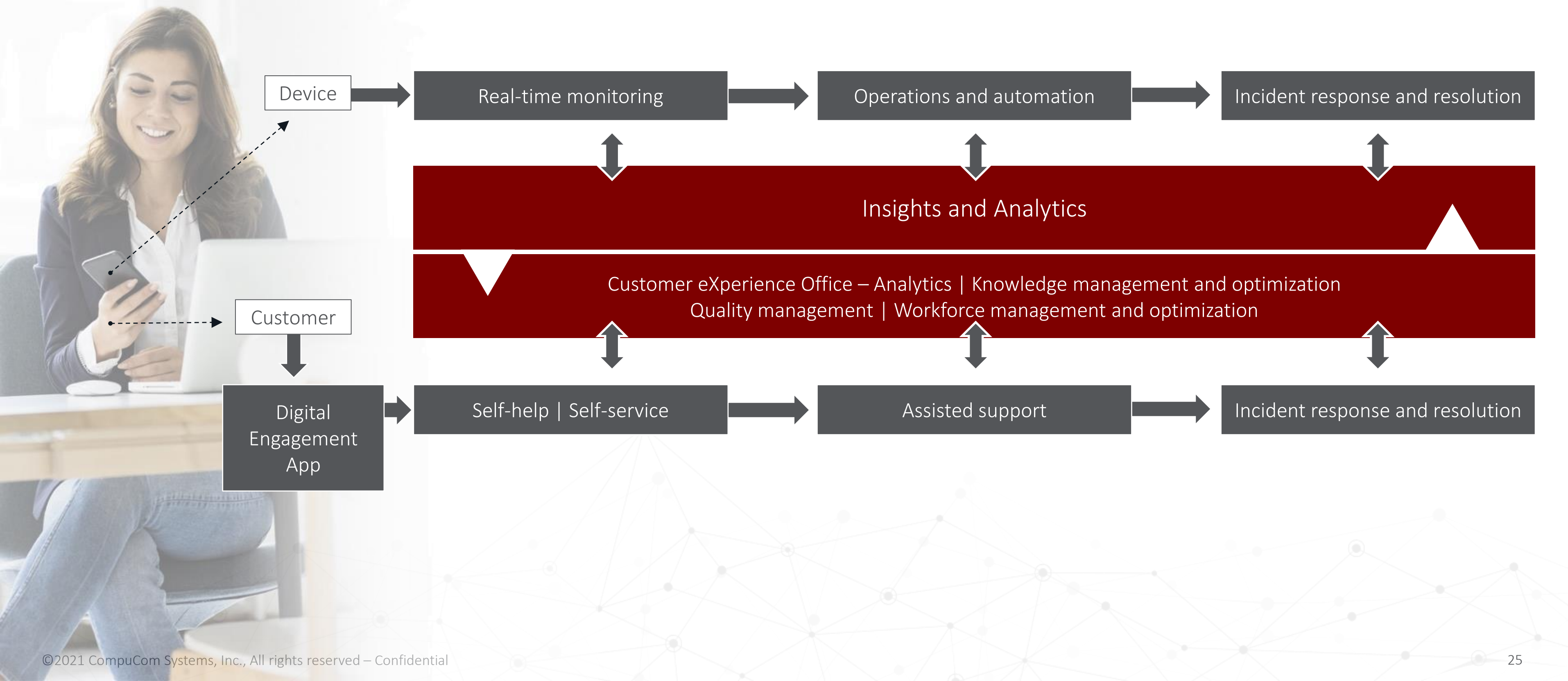
## Innovation Roadmapping

Identify innovation opportunities through discovery and ideation workshops and planning



# A Modern Service Delivery Platform

Boosting productivity and enhancing the end-user experience





# CompuCom®

## Our People Make All The Difference

"In an industry where tech problems can severely impact patient care, CompuCom's support has made all the difference."

– *Midwest-based Healthcare Provider*

"I wanted to thank you for your "can do" attitude and willingness to help. I really appreciate how quick you are to react and start problem solving."

– *Top US Retailer*



Earning The Right to Serve  
Our Customers, Every Day



# CompuCom<sup>®</sup>

## Digital Workplace Solutions

Thank You