End-User Enablement

The once-solid line separating work from home has blurred for workers. As technologies such as high-speed Internet and mobile devices have become more ubiquitous, a new breed of end user has emerged — one who is emboldened by high-powered, consumer technologies and now demands an always-on, access-anywhere way of working. As a result, IT has had to find ways to support the traditionalists who prefer enterprise technologies, while enabling the tech-savvy workers who bring their own devices (BYOD) into the workplace.

CompuCom® can help. Our End-User Enablement portfolio was designed from the ground up to provide all-inclusive end-user support for today's consumer-like workplace. We offer products and services geared toward harnessing emerging, modern technologies to help you improve workplace flexibility, enhance worker satisfaction and productivity, and streamline IT management. Most important, we help you meet your users' ever-increasing technology demands — anytime and anywhere.

Our suite of End-User Enablement Solutions includes:

- **Persona & Identity Solutions** — Align IT with the needs of the business and end users via a persona-based approach that puts the right applications, devices, and access in the hands of the right people, at the right time.

- **Mobility Solutions** — Govern the entire life cycle of your mobile devices, while supporting a fantastic user experience and driving out costs through automation, problem management and advanced operational governance.

- **End-User Computing Solutions** — Receive full life cycle support for your applications and desktop computing devices, manage your application portfolio and provide a more efficient end-user computing environment with performance management tools.

- **Workplace Solutions** — Meet complex user, device and business demands by delivering consumer-like workplace services and support that improve flexibility, productivity and management — both in and out of the office.

END-USER ENABLEMENT AT A GLANCE

Deliver true end-to-end device management while optimizing the end-user experience and aligning with business goals.
Persona & Identity Solutions

You want to cultivate a flexible work environment in which employees can thrive both in and out of the physical office, but you also need to maintain security and compliance, which requires a high level of governance over user roles and activities. CompuCom Persona & Identity Solutions help you find the right balance between IT control and user enablement by capturing and categorizing the various persona attributes within your organization, so you can empower your users with the applications and devices they demand and focus your IT investment on the roles that drive the most business growth.

Mobility Solutions

In today’s BYOD world, you want to effectively support and manage the devices your employees are using, but you may not have the resources or expertise for developing a formal mobility program with a holistic governance structure. A full-spectrum offering, CompuCom Mobility Solutions incorporate mobile devices into your sanctioned IT environment and managing them from acquisition through disposition.

End-User Computing Solutions

A big part of any consumer-like IT environment is empowering users to quickly and easily acquire the applications they want, and that their devices are running properly. CompuCom End-User Computing Solutions provide configuration, repair and recycle services as well as desktop and application management. We help you proactively manage the complete life cycle of your end-user computing environment. CompuCom also uses structured, state-of-the-art tools and methodologies for managing your application portfolio and licensing costs, and provides a streamlined approach for on-demand delivery of applications.

Workplace Solutions

The more you focus on delivering a consumer-like experience for end users, the more your IT organization has to transition from a pure technology manager to a broker of services — which means managing the complete life cycle of applications, devices and services within the context of how users consume them — in and out of the office. CompuCom Workplace Solutions use a flexible, technology independent methodology to implement solutions that provide frictionless support across home, branch and campus offices, regardless of the current toolsets, software, hardware or processes you employ.

Learn more about CompuCom and our comprehensive services. Visit us online at CompuCom.com or call us at +1 800.225.1475.

About CompuCom

CompuCom Systems, Inc., a global company headquartered in Dallas, Texas, provides IT managed services, infrastructure solutions, consulting and products to Fortune 1000 companies committed to enhancing their end users’ experience. Founded in 1987, privately held CompuCom employs approximately 11,500 associates. For more information, visit www.compucom.com.

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