

FAQ

Full Lifecycle Observability & Our FLO Framework

What is Full Lifecycle Observability?

At Compucom, we define Full Lifecycle Observability as the ability to understand what happens throughout your company's entire IT environment, from sourcing through integration, support, and disposition. It requires that actionable data from multiple sources is correlated and enhanced for context.

Our approach to Full Lifecycle Observability isn't just about monitoring your IT environment; it's about deep visibility, rapid problem-solving, continual optimization of our services and your IT environment, and enabling you to meet and exceed business requirements.

What is Compucom's Full Lifecycle Observability Framework (FLO Framework)?

We implement Full Lifecycle Observability for our customers through our FLO Framework. The FLO Framework is not a standalone product or solution we sell – it's the engine that drives our services.

It features a technology stack that delivers real-time AI-driven insights through a centralized dashboard. Through our services and the FLO Framework, we empower IT and business leaders to make proactive decisions, simplifying IT complexity and enhancing the management of enterprise IT environments for improved business performance.

How does Compucom's FLO Framework enhance decision-making for IT leaders?

With our FLO Framework, we enable IT leaders to easily connect performance data with business outcomes, facilitating informed decisions on IT strategy, innovation, and operations. The FLO Dashboard provides a comprehensive view of your IT environment, real-time consolidated views of IT operations, and quick access to key performance indicators (KPIs). Additionally, it offers predictive analytics, insights, and recommended actions from our experts.

Can Compucom's FLO Framework help reduce IT operational costs?

Absolutely. By identifying systemic issues across technology and operational processes and enabling data-driven insights, hyperautomation, and orchestration, our FLO Framework helps us drive continuous improvements in our service delivery and your IT environment. This enhances IT efficiency and plays a significant role in reducing operational costs over time.



“Our FLO Framework is all about the intelligent use of data to help you effectively and efficiently manage your IT environment.”

*– Mike Flanagan
CIO/CTO, Compucom*

Is Compucom’s FLO Framework suitable for all types of businesses?

Yes. Our FLO Framework is an integral part of all our services and is designed to be adaptable across various industries. Its primary objectives are to help simplify modern IT environments and enable proactive infrastructure and digital workplace management, making it beneficial for any enterprise striving to achieve these goals

How does Compucom and its FLO Framework help improve the Digital Employee Experience (DEX)?

Our FLO Framework includes tools and platforms designed to gauge user perceptions of your IT infrastructure, applications, and services and to score each employee’s digital experience. Leveraging insights from the FLO Framework and our experts, we provide targeted recommendations for improvements to our services and your IT environment. This ensures your workplace technologies and infrastructure not only meet but exceed user expectations, ultimately boosting employee satisfaction and productivity.

What roles do Artificial Intelligence (AI) and Machine Learning (ML) play in Compucom’s FLO Framework?

AI and ML are core to our FLO Framework, helping us transform IT management from reactive to proactive. By automating data analysis, predicting potential issues, and enabling faster problem resolution, AI enhances observability and ensures more efficient and effective management of enterprise IT environments.

How does Compucom ensure the security of data within the FLO Framework?

Data security is prioritized across all aspects of the FLO framework. By utilizing industry-standard middleware for data integration and employing secure AI environments, we ensure that all data handled by the FLO Framework is protected according to the highest standards of privacy and security.

Which of Compucom’s services and solutions incorporate Full Lifecycle Observability?

All of them — Technology Sourcing, Device Lifecycle Services, Digital Support Services, Field Support Services, Professional Services, and Modern Device Management — are enhanced by Full Lifecycle Observability.



How does Compucom implement its FLO Framework?

We integrate advanced tools with your infrastructure and workplace technologies, enabling the aggregation and contextualization of data from multiple systems. Our FLO Framework utilizes an integrated technology stack that includes platform and data integration, an automated management platform, AI services, and AIOps.

What are some of the enhancements that the FLO Framework brings to Compucom's services?

Our FLO Framework enables many enhancements, including:

- Endpoint Right-sizing
- Capacity Right-sizing
- Procurement Right-sizing
- Automated Fault Remediation
- Automated Operations
- Service Desk Assist
- Employee Self-Help/Service
- Endpoint Self-Heal
- Infrastructure Self-Heal
- Performance-based Endpoint Refresh

How does Compucom's FLO Framework help deliver value for its customers?

Our FLO Framework helps us deliver value by cutting costs and maximizing the return on your technology and talent investments. It simplifies IT complexity and shifts management from reactive to proactive, driving efficiency, enhancing digital experiences, and boosting productivity. By aligning IT operations with business goals, it empowers you to make informed, data-driven decisions for better business outcomes.



Learn more about Compucom and how we source, integrate, and support your technology needs at compucom.com