



Compucom and Full Lifecycle Observability

Reduce IT Complexity

Enterprise IT environments are complex, intricate, and distributed, made up of many systems generating vast amounts of data. How can you transform this data into a unified real-time view of your operations and actionable insights that will optimize your entire IT landscape?

The answer is Compucom’s Full Lifecycle Observability Framework. Our FLO Framework is the engine that powers all of our solutions and services, allowing us to use real-time data to:

- Simplify IT complexity for IT leaders.
- Continually enhance our service delivery.
- Optimize management of our customers’ IT environments, improving business performance.

External Data Sources

Saas

Microsoft 365, servicenow, elastic, MORPHEUS, Opsgenie, Microsoft Teams, SOLARWINDS, smartsheet, conga*, Microsoft Sentinel, Microsoft Defender, Microsoft Entra ID, ORACLE Financials Cloud, GENESYS, Cass, workday.

Private Cloud

Microsoft Intune, Microsoft System Center, jamf, Lakeside SysTrack, amdocs, DELL Technologies, Qualys, UDM, LCAM, QUOTETOOL, PingIdentity, ForgeRock, Progress DIMS WIMS

OEM

Apple Value Added Reseller, ORACLE Cloud Infrastructure, aws, hp, cisco, Microsoft Azure, Manual Data

Benefits and Outcomes

FLO framework

- Data-informed decision-making
- Enhanced Digital Employee Experience (DEX) and greater productivity
- Improved IT efficiency and lower costs
- 10% reduction in device procurement costs due to asset optimization
- 10% lower IT support costs
- 20% fewer workplace and software tickets
- 10% decrease in average ticket-handling time
- 30% increase in use of non-voice support channels

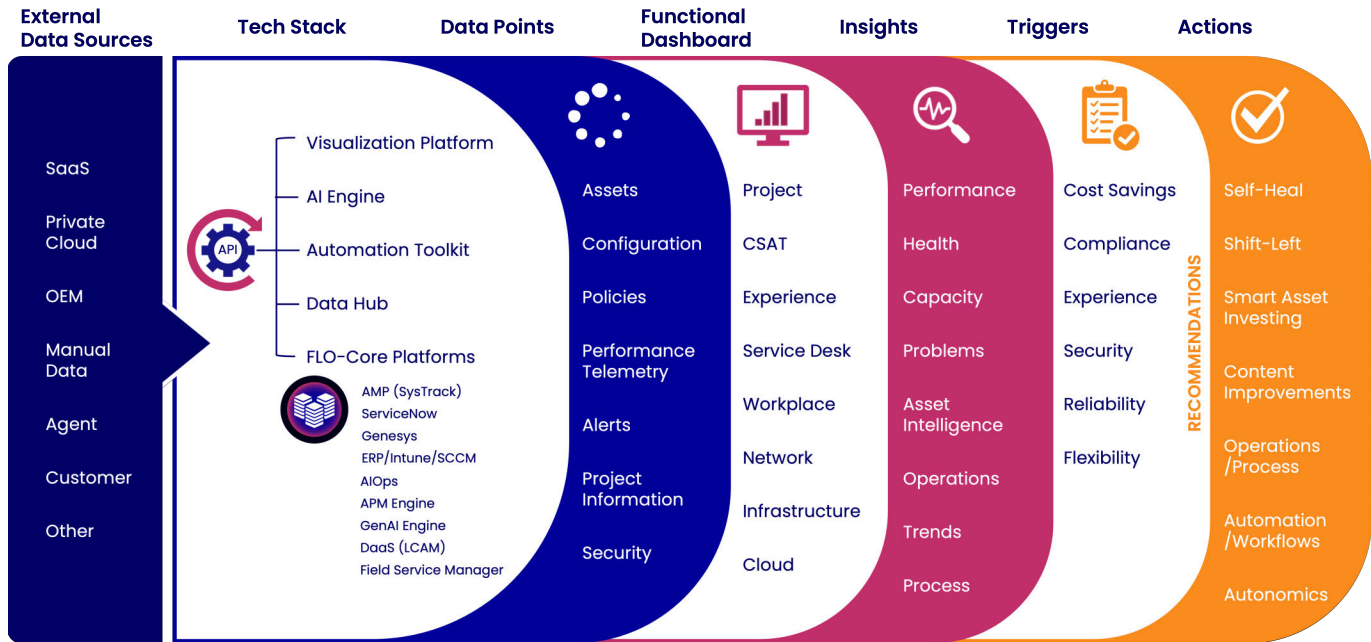
Connect the Dots and Take Action

By providing comprehensive visibility, analytics, and enhanced problem-solving capabilities, we empower you to:

- **Connect the dots** to easily assess your IT environment’s performance in relation to your business.
- **Swiftly detect issues across your IT landscape** before they become a problem, pinpointing root causes with precision.
- **Access data-driven recommendations and take meaningful action** to ensure continuous improvement of digital experiences, operational efficiency, and cost-effectiveness.

Compucom and Full Lifecycle Observability: Operational Excellence

We seamlessly integrate advanced tools with your infrastructure and workplace technologies, enabling the aggregation and contextualization of data from numerous systems and sources.

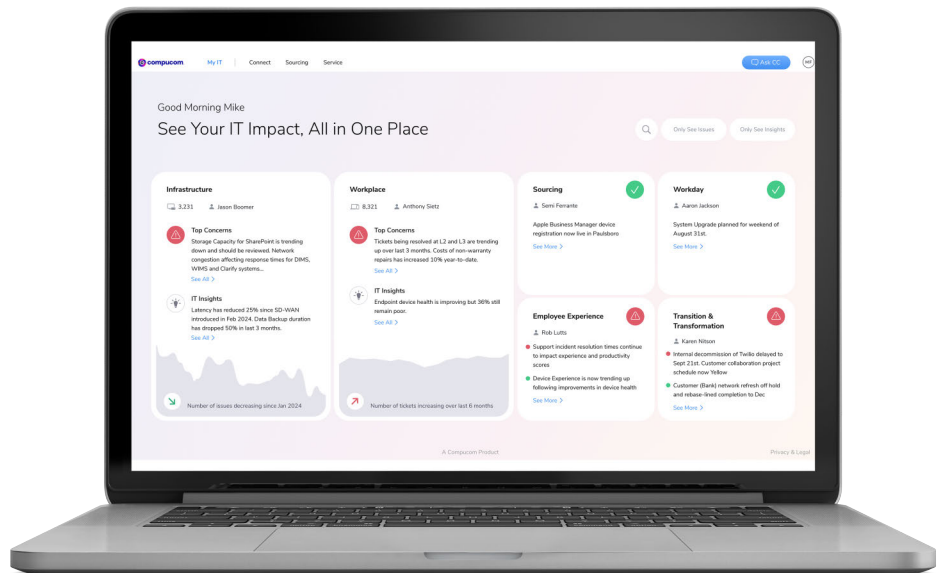


The resulting overview and drilldown capabilities provided by our FLO Dashboard enable you to easily monitor and identify gaps and issues in your IT systems. You'll gain access to actionable insights and recommendations from every facet of IT operations throughout the lifecycle, from sourcing through integration, support, and disposition.

The FLO Dashboard

"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



Advanced Analytics, Hyperautomation, and Orchestration for the Win

IT leaders are under relentless pressure to update, automate, and innovate. Compucom leverages innovations such as predictive analytics within our FLO framework, as well as hyperautomation, and orchestration, to ensure an efficient IT environment poised for future demands – helping IT leaders and teams achieve:

- **Data-Informed Decision Making:** An overview and deep insights into IT systems enable you to match IT performance to business outcomes, leading to better IT strategy.
- **Enhanced Employee Productivity and Digital Experience (DEX):** Proactive monitoring and enhanced digital support enhance DEX, improving user satisfaction and productivity.
- **Improved IT Efficiency and Lower Costs:** Effective troubleshooting and better management capabilities optimize your IT operations and reduce costs.

AI Drives Innovation and Shapes Our Strategies

Compucom is an AI-forward company. Our experts understand how to leverage AI to help IT teams maintain the optimal health and performance of increasingly complex, intricate, and distributed corporate IT systems.

We're experiencing the transformative power of data and Full Lifecycle Observability firsthand. By integrating AI and orchestration tools into our own systems, we're using our FLO Framework to optimize our IT operations, boost employee productivity, and cut costs. We're excited to share these innovations with our customers, providing the insights and tools they need to thrive in today's fast-paced digital world.

Real-World Results

Our commitment to empowering our customers is backed by tangible results; examples include:

- **Smarter asset management and device allocation:** \$200K estimated annual savings (\$1,000 per device)
- **Reduced incident volume:** Outage incident volume reduced by 88% and overall volume by 23% through correlation and enrichment of ticket data for retail customer
- **Reduced downtime:** Through automated troubleshooting and remediation of mission-critical Wireless Access Points, helped healthcare customer avoid downtime

Integrated into Everything We Do

To achieve operational excellence, data must drive decision-making. We are here to help.

Our FLO Framework underpins all our services, refining, enhancing, and improving our service delivery. The more services in our portfolio you use, the more you'll benefit.

If reducing technical complexity and moving from reactive to proactive IT management sounds right for your enterprise – let's get started.



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

