

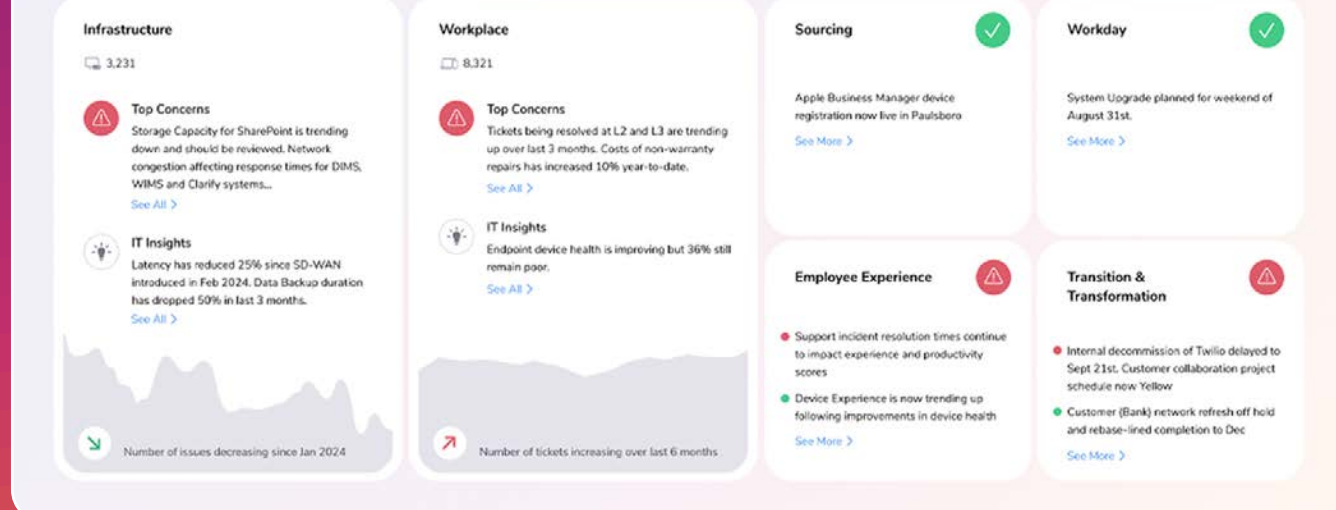


Full Lifecycle Observability

Why is it needed?

The data critical to managing your IT landscape is siloed. To understand how IT performance impacts your business, you have to look at multiple dashboards and reports.

What if all your IT performance data – from sourcing through integration, support, and disposition – could be centralized in one place?



Our FLO Framework simplifies IT complexity by:

- Consolidating and contextualizing data from multiple sources
- Providing actionable insights using AI to enhance troubleshooting

Why a framework?

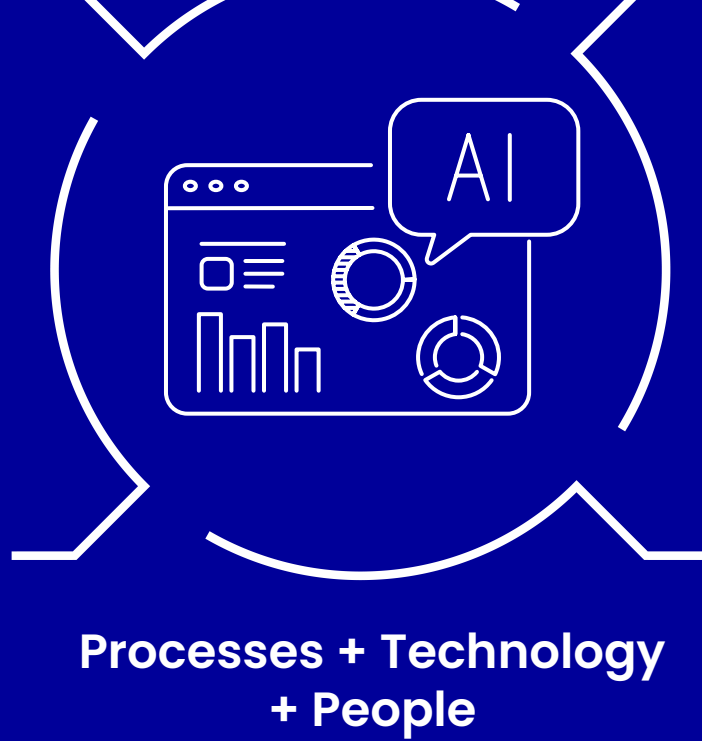
For effective and proactive IT management, you need more than just a platform or set of tools. Here's what it offers:

Flexibility in Data Integration

- **Open-ended data sourcing:** We can integrate a wide range of data sources, not limited to our tools or data sets.
- **API-first approach:** Allows integrations from various systems.

Data Integrity

- **Foundation in Asset Intelligence:** We start with ensuring accurate asset data.
- **Enhanced Management:** Reliable data helps us better improve security and compliance and leads to better decision-making.



Processes + Technology + People

AI-Driven Insights 24/7

- **Continuous Data Utilization:** Our AI capabilities empower us to extract valuable insights around the clock.
- **Actionable Intelligence:** Leverage data to drive informed strategies and solutions.

Domain Experts

- **Proven Tradecraft:** Our team of experts bring deep knowledge and experience to tackle your IT challenges effectively.

What can you expect?

Self-Help

50%+ deflection to AI Chat & Search from support

Self Service (DEX Driven)

60%+ fewer support requests due to improved automation

Asset Intelligence

40%+ better tracking, analysis, optimization within 60 days

Compliance

95%+ Security Policy Compliance

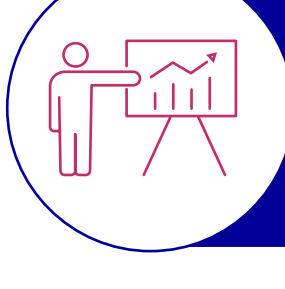
Asset/Lifecycle Management

95% accuracy between CMDB and actual state of assets

DEX Management

50%+ reduction in bad actors less inefficiencies, disruptions

Benefits



Data-Informed Decision Making:

Easily align IT performance with business outcomes, enabling better decisions regarding IT strategy, innovation, and operations.



Greater Employee Productivity and Digital Employee Experience (DEX):

Proactive monitoring and enhanced digital support enhance the DEX, leading to higher user satisfaction and productivity.



Improved IT Efficiency and Lower Costs:

Advanced analytics and a top-down view of your IT environment simplify complexity, helping IT teams understand what's happening across your infrastructure and enabling more effective actions.

Case Study Highlights

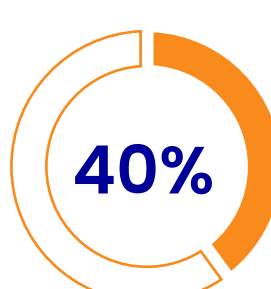
Asset Accuracy

Optimizing performance monitoring of IT assets

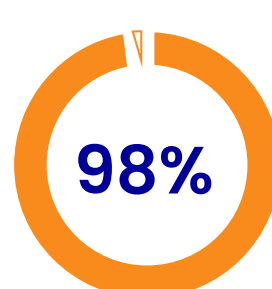
- Tru-Up *CMDB with **LCAMS for workstations.
- Recognize and remediate non-compliant Defender assets.
- Automated asset de-activation through InTune and LCAMS.
- Tru-Up server count through the differential reports.

*Configuration Management Database **Lifecycle Asset Management System

RESULTS:



improvement in workstation inventory accuracy



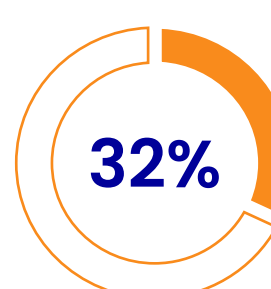
match between asset management systems and workstations

Endpoint Compliance

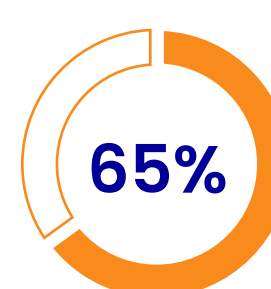
Ensuring devices meet security and compliance policies

- Identify issues with high impact on endpoint performance (configuration settings and faults).
- Deploy policies enforcing standard configuration (e.g., Fast Boot Disabled).
- Roll out updates to address frequent faults (e.g., memory leaks).
- Implement self-heal automation for common issues.

RESULTS:



reduction in endpoints classified as poor



improvement in device security compliance

Empowering IT Leaders

With our FLO Framework, we simplify IT complexity and management, empowering IT leaders to make proactive, data-driven decisions that will improve business performance.



Learn more about Compucom's Full Lifecycle Observability Framework at compucom.com/flo