



# Modern Workplace Solutions

Connected employees, satisfied customers, and time to focus on what's next



Digital demands are evolving faster than ever, creating a complex and multifaceted IT landscape. SHI can help you build the seamless workplace your teams need without encumbering your IT staff or budget.

## Hybrid is here to stay

Hybrid and remote work are now permanent fixtures and your employees' and customers' expectations have forever changed.

From choose your own device (CYOD) initiatives to unified communication platforms and equitable on-site and at-home experiences, your organization can't afford to lose out to the competition by lacking important aspects of the modern workplace.

But while the increased need for digital workplace technology is clear, there's an additional strain on your IT team and your return on investment (ROI) isn't always obvious.

## Create a modern workplace strategy

With a digital workplace built on an expert framework, your organization can overcome today's challenges and be ready for the future of modern work by:

- Reducing costs
- Lessening burdens on IT staff
- Lowering cybersecurity risks
- Increasing environmental, social, and governance (ESG) compliance
- Decreasing staff turnover
- Growing your customer base

## Drive collaboration and productivity with Modern Workplace Solutions

Today's workers are true digital nomads, deciding for themselves how and where they work and what tools they use. Keeping employees happy and productive means empowering the way they prefer to work with the modern applications and Software-as-a-Service (SaaS) solutions they need to succeed.

Supporting your teams without overloading your IT staff or creating significant security risks can be difficult. SHI enables you to deploy innovative solutions while avoiding any undue burdens. With our help, it's easy to modernize your approach.

### End-user computing

Leverage SHI's unrivaled vendor relationships to access the broadest choice of devices and software. Deliver tailored digital employee experiences from day one.

- Extensive choice of best-in-class devices
- Expert device management, including multiplatform Zero Touch provisioning
- Increased security, reduced costs, and minimized downtime through Virtual Desktop Infrastructure

### Collaboration

Deliver exceptional value in every customer interaction knowing your employees have the integrated tools and support they need to succeed.

- Unified platforms integrating with business apps for instant, accurate communications
- Turnkey solutions for effective hybrid meetings and experience equity for onsite and remote users
- Seamless omnichannel customer and agent experiences through modern contact center solutions

### Modern workplace services

Reduce costs, optimize efficiencies, and focus on future growth strategies as SHI helps you navigate the evolving digital landscape.

- Lifecycle services modernizing IT management, optimizing costs, and shaping hybrid employee experiences
- Secure and sustainable IT asset recovery and disposal
- Fast access to advanced multivendor IT support
- Professional staffing services that shortcut the recruitment process and don't break the bank



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## Solution benefits

SHI helps you modernize your workplace – keeping your employees connected and productive, delivering superior customer experiences, and driving the critical digital growth strategies your future relies on.

- Optimize spend and realize ROI with end-to-end expertise
- Free up IT to focus on digital strategies that power your future
- Maintain security and ESG standards with transparent, compliant, and certificated services
- Attract and retain talent by increasing their digital experience
- Accelerate time-to-value with user training and adoption support
- Improve customer experience (CX) with seamless digital interactions

## We help solve what's next for your business

The keys to a successful digital workplace are knowing the unique needs of your individual teams and creating cohesive solutions that bridge the gaps between them. Whether you're adopting a remote-first approach or are planning a hybrid work strategy, SHI's modern workplace experts help you create and execute the solution right-sized for your current and future needs.

Working with SHI unlocks deep, cross-technology expertise, accessible training and support, and unrivaled credentials and partnerships with industry-leading OEMs. For your users, that all translates to a smooth-sailing, seamless digital experience fostering productivity and collaboration.

## Our track record of success

### End-user computing: A global pharmaceutical company

- Simplified the management and rollout of over 2,500 new devices
- Created a custom, user-friendly portal for employee device buy-back
- Saved the customer \$225k in logistics and marketing costs

### Collaboration: A multinational food, snack, and beverage company

- Standardized all meetings to a single hybrid platform
- Enabled equitable, seamless video experiences for onsite and remote users
- Modernized over 200 video conference rooms across 47 sites

### Modern workplace services: A large state health department

- Enabled full device management, including custom configuration and asset tagging
- Provided break/fix support for over 60,000 devices across 450 locations
- Realized almost \$10M in total savings on hardware and services

## Your modern digital workplace awaits

SHI offers unmatched expertise and support across all your products and applications. We help you create compelling digital experiences that retain skilled workers, bolster productivity, and help you rise above the competition.

Let SHI help you solve what's next in the modern workplace.

[Learn more](#)