



# Managed workplace services

Streamline IT operations, empower employees, and optimize costs with a single, predictable contract.



IT teams are facing growing complexity. Vendor sprawl, rising support costs, and the pressure to deliver great digital employee experiences are roadblocks for digital transformation. Fragmented vendor support and inconsistent SLAs raise user and IT frustration.

SHI's managed workplace services is a customizable solution that integrates with your existing workflows to deliver proactive, predictive IT support, secure device management, and full lifecycle services from persona-based procurement through asset recovery.

The result? Increased flexibility and scalability, reduced costs, higher productivity, stronger security, and enhanced employee and customer experiences.

### A custom service that meets your needs

No matter where you are in your IT journey, SHI's managed workplace services are customizable and designed to integrate seamlessly with your IT environment to optimize support and raise the bar for IT support.



### Key questions CIOs should ask before choosing managed services

- Are your IT costs predictable and flexible enough to support growth?
- How much productivity is lost due to device issues or delayed support?
- How much time is spent managing vendors and juggling contracts?
- Does your device disposal process meet all compliance and security standards?
- Is your device lifecycle optimized for speed, security, and sustainability?
- Can you clearly measure how new technology impacts productivity and customer satisfaction?



Hardware delivery



Device management



Proactive, predictive support



Asset recovery



SHI platforms



Flexible terms and pricing



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### SHI is the managed services partner you can depend on

SHI's managed workplace services are built on a foundation of security and privacy, ensuring your organization's data is protected. With a commitment to IT innovation and industry-specific expertise, SHI streamlines operations for maximized efficiency, delighting end-users. Our commitment to minimizing downtime and maximizing ROI means you can confidently drive business outcomes while delivering exceptional digital experiences across your organization.

 <b>Procurement and delivery</b>	 <b>Device management</b>	 <b>IT support</b>	 <b>Asset recovery</b>
<ul style="list-style-type: none"><li>• Get predictable pricing and flexible payment options for devices.</li><li>• Procure devices that meet person-specific needs.</li><li>• Establish a single point of accountability.</li><li>• Utilize SHI's End-User Integration Center for faster deployments.</li></ul>	<ul style="list-style-type: none"><li>• Customize device configurations for user personas.</li><li>• Seamlessly manage endpoints and networks.</li><li>• Deploy quickly and remotely with Zero Touch X.</li><li>• Maximize ROI with adoption, change management, and migration guidance.</li></ul>	<ul style="list-style-type: none"><li>• Save costs with 24/7 proactive, predictive support.</li><li>• Reduce employee downtime and improve digital experiences.</li><li>• Streamline operations with automated ticketing and cloud backup.</li><li>• Support multiple vendors' technologies through one partner.</li></ul>	<ul style="list-style-type: none"><li>• Sustainably dispose of retired assets.</li><li>• Accelerate refreshes for enhanced productivity.</li><li>• Lower device repair costs with break/fix support and warranty services.</li><li>• Safeguard sensitive data with industry-leading data destruction certifications.</li></ul>

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Schedule a discovery call to see how managed workplace services raise the bar for IT in your organization.