Ensure flexibility with WPCYB
Workplace as a Service

Flexible Solutions Deliver Results

A modern service model that simplifies how commercial organizations and SMBs provide users with the right hardware, support, device management, cybersecurity and lifecycle services to get the job done, improving employee productivity, IT efficiency, and cost predictability all will be delivered as a service.

8 reasons why WPCYB's Workplace as a Service is right for your business

- Enable cost-effective IT services, with fixed monthly price without support's limitations or constrains
- **Customizable based on employee needs and business requirement.**
- Improve security and data privacy regulation
- provide a great user experience
- Access work from any device, any where
- Centralized and simplify service delivery and proactive support

- Ensure business continuity during weather events

- Simplify infrastructures changes and optimize ROI

Reduce Costs and Increase Productivity

Focused on achieving our client's business and financial objectives, WPCYB' approach achieves optimal savings through a combination of initiatives that focus on both technology and service. These initiatives include the following:

- Identify the **best, supportable device configuration** that aligns with the end-user's business needs. For Our client, consolidation and standardization of end-user technology brings efficiency to both technology and support services.

- Increase **automation** for problem resolutions and software deployments or updates translates into fewer on-site visits by technicians. This automation allows for expedient resolutions while reducing costs and increasing user productivity.

- Implement and help our client employees make the most productive use of **self-help tools** to ensure assistance at any time or place, which translates into fewer service desk calls and higher productivity. Users can open their own tickets, reset passwords, check on ticket or system status, and search a knowledgebase for answers.

- The ability to **track and control capital investments**, such as hardware and software assets, has both financial and legal implications to Our client.

- Maintaining **technology currency** is vital in keeping users productive and controlling support costs, which tend to increase as devices age beyond the life expectancy.

- Current staffing levels at Our client are set to include enough of the right people, with the right skills, in the right locations to meet the business and service expectations. Establishing an optimal level of **staffing efficiency** includes a significantly improved balance of technical skills, resource usage, and resource proximity to the actual work.

- Today, our client's competitive business needs demand durable, innovative and cost compelling solutions that no

single provider can independently deliver. That's why WPCYB created a collection of tightly aligned partners called the **Agility Alliance**. Technology services and business solutions are jointly developed by Agility Alliance partners. These products result in business improvements and cost advantages to our client.

Enhance user experience and CSAT

Our client is interested in meaningful service levels that make certain of quality service along with accountability for meeting service level targets. In support of quality improvement, our services include:

- A **single point-of-contact** (SPOC) for rapid restoration of service, resolution of incidents, and management of service requests. These integrated regional service desks provide a SPOC for the Our client enterprise with end-to-end ticket ownership.

- Reduced **resolution time**. User issues are resolved in the most expedient and collaborative manner using remote desktop takeover resulting in increased productivity. We provide time-proven and industry-standard service level agreement (SLA) resolutions along with periodic performance and compliance reports.

- Our client's business is dynamic and constantly changing. Changes and currency of technology must keep up with the business. **Automated software deployment** services provide a fast, efficient means for testing, packaging, and delivering current software products, releases, and patches while insulating users from the technical detail.

- User's needs are of the highest importance, and user satisfaction determines the effectiveness of service delivery to the workplace. We use a robust **knowledge database** to troubleshooting user requests; the database represents a history of repeatable incident activity collected over time from the broad marketplace.

- Our client's environment will be supported by Information Technology Infrastructure Library® (**ITIL) processes** for the delivery of end-user services.

Support Dynamic Business Environment

- Our client wants a business partner that will work closely in understanding its business and bring the right products and services to address these needs. A strong **relationship** is necessary.

- Within this rapidly changing high-technology world, there are **emerging technologies** that will provide great value to our client. We have brought together many of the leading technology as

    part of the WPCYB Agility Alliance to collaborate on the next generation of products to meet your business needs.

- Our client has indicated a concern for the under-utilization of the environment as a whole. It is common practice for WPCYB to **optimize technology usage** as an ongoing business activity.

Address our client Security, Privacy and Compliance Requirements

The fear of security threats to our client's corporate data and infrastructure is considered greater than terrorism. WPCYB brings the infrastructure and embedded capabilities that best address our client's security, privacy, and compliance requirements, as described in the following:

- Our client's workplace infrastructure servers must be protected. Our **Threat and vulnerability management** performs functions related to security consisting of endpoint virus detection and repair, compliance monitoring, audit coordination, and internal self-audits.

- **ID and access management**. In addition to IAM service such as SSO and MFA, our services extend to more advanced user access methods, such as smartcards and token for physical and system access control.

- **Desktop security protection** of the end-user computing environment is vital in maintaining high quality for our client. We provide services including antivirus updates and vulnerability checks. Today, we offer detection and quarantine thousands of devices every month. WPCYB also detects and blocks in excess of million SPAM emails monthly.

- Our client is concerned about information protection associated with the **end-of-life** of end-user devices which is up to 25-30% of their device footprint yearly. Our end-of-life services include disk wiping for information protection in securing Our client.

  - Some applications and information require higher levels of protection, such as locked-down or diskless systems. WPCYB provides **virtualization or cloud-based** computing solutions that align with Our client's business and information protection needs. Additionally, we construct standard operating system builds to meet Our client's system protection and lock-down needs.

Ensure business continuity

With WPCYB Workplace as a Service, we can rapidly provision Windows apps and desktops for remote users' contractors and seasonal workers and easily close them down when not in use, No more lengthy provisioning cycle and user's onboarding.
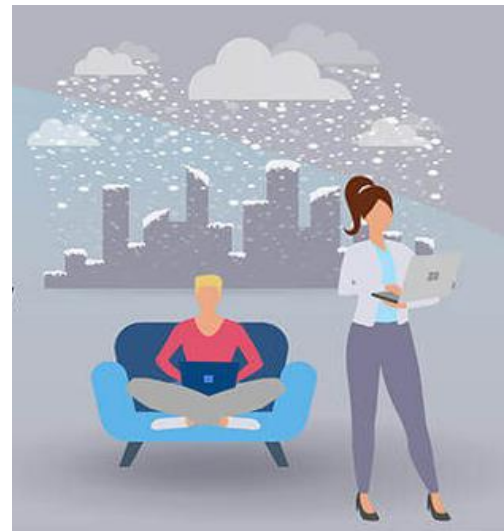
The Right Partnership

WPCYB brings experience from wide range of mid and large sourcing relationships, which minimizes the risk associated with technology changes. Our processes and methods are world-class and industry-certified (ISO, CMMI, and ITIL), refined during more than four decades of providing services to our clients.

WPCYB has developed a sound technical solution with extensive consideration for people and resources. Our solution provides flexibility and responsiveness to accommodate Our client's global growth and objectives while meeting ongoing

"Since the launching of this new contract [Workplace Services with WPCYB], we've enjoyed major progress in the level of services provided at a reduced cost."

WPCYB's client

business fluctuations. Together we collaboratively develop a strong governance model to define roles and accountability to make decisions and resolve issues.

Solution Overview

WPCYB solution allows our clients realize greater savings, increased productivity, and reliable service with WPCYB' Workplace as a Service. Our outcome-based solution approach integrates best-in-class tools, business support, device and application support, end-user technical support, flexible and accountable program management.

Additionally, our scalable services are seamlessly integrated and available nationwide.
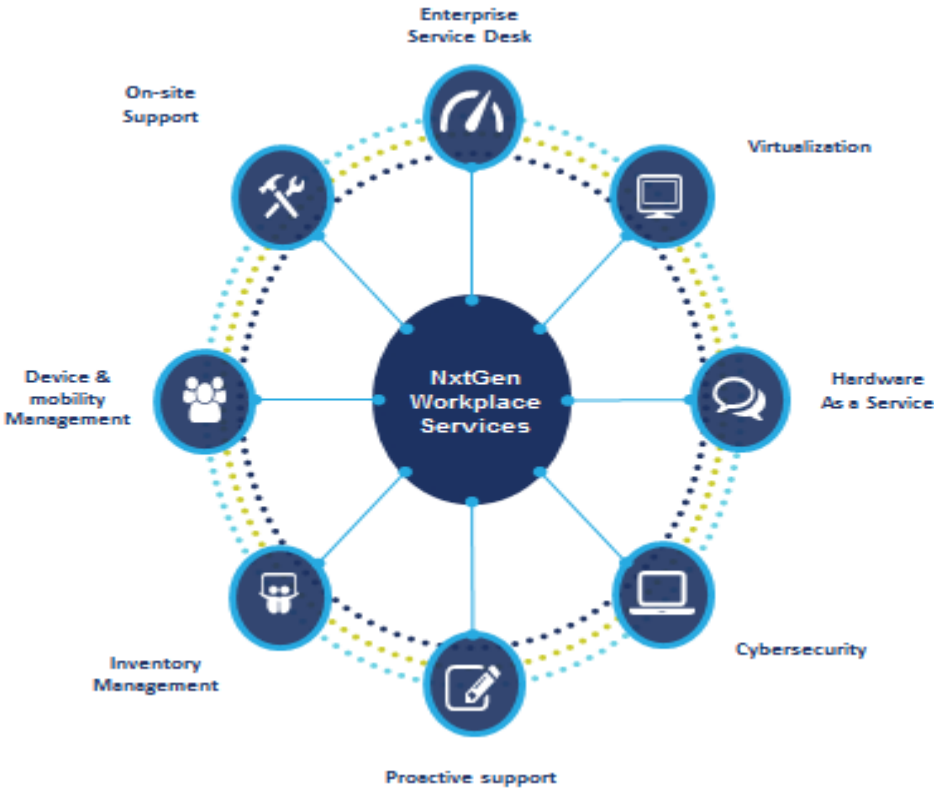

Figure – WPCYB *Workplace as a Service,* Our customer receives a full complement of Workplace Services that integrate and automate processes and tools designed to optimize the productivity of your workforce.

Mitigate the Risk and Impact of Transition

The overall goal is to minimize user and business impact during these transition activities as described in the following:

- Our client expects an exceptional **transition** without disruption to simplify its operations. We have proven our ability to coordinate and transition support services quickly, so our client enjoys the resilient, secure, cost effective onboarding.

- WPCYB adapts its services to individual our client end-user requirements as a part of our standard offering.

- Working in **collaboration** with our client, we develop detailed transition and migration plans and jointly establish a transformation road map and vision for Our client's future business and IT architecture.