

Bytes Managed Workspace

Service Overview

A service to support end-to-end device acquisition, deployment, management and the needs of your workforce



Empower your workforce with Microsoft Surface



Customer Workspace Challenges

Meeting the demands of your workforce



- Understanding and keeping pace with the demands of a dynamic workforce.
- Delivering and maintaining end user devices no matter where they are: office, home or on the road.
- Responding in a timely manner to business changes and an elastic workforce – Joiners, Movers & Leavers.
- Enabling your workforce to make the most of IT
- Freeing up IT teams to focus on your business.
- Keeping pace with emerging technologies so your business is well placed to perform and compete.
- Ensuring consistent application of best practice and security governance.

Managed Workspace Service

Service Model

Platform Management

- Intune
- Autopilot
- WVD

The tools to ensure world class management of your end user estate

CORE Services

- Technical Support
- OS Patch Management
- Office Patch Management

Retained service desk providing proactive and reactive support services during UK business hours

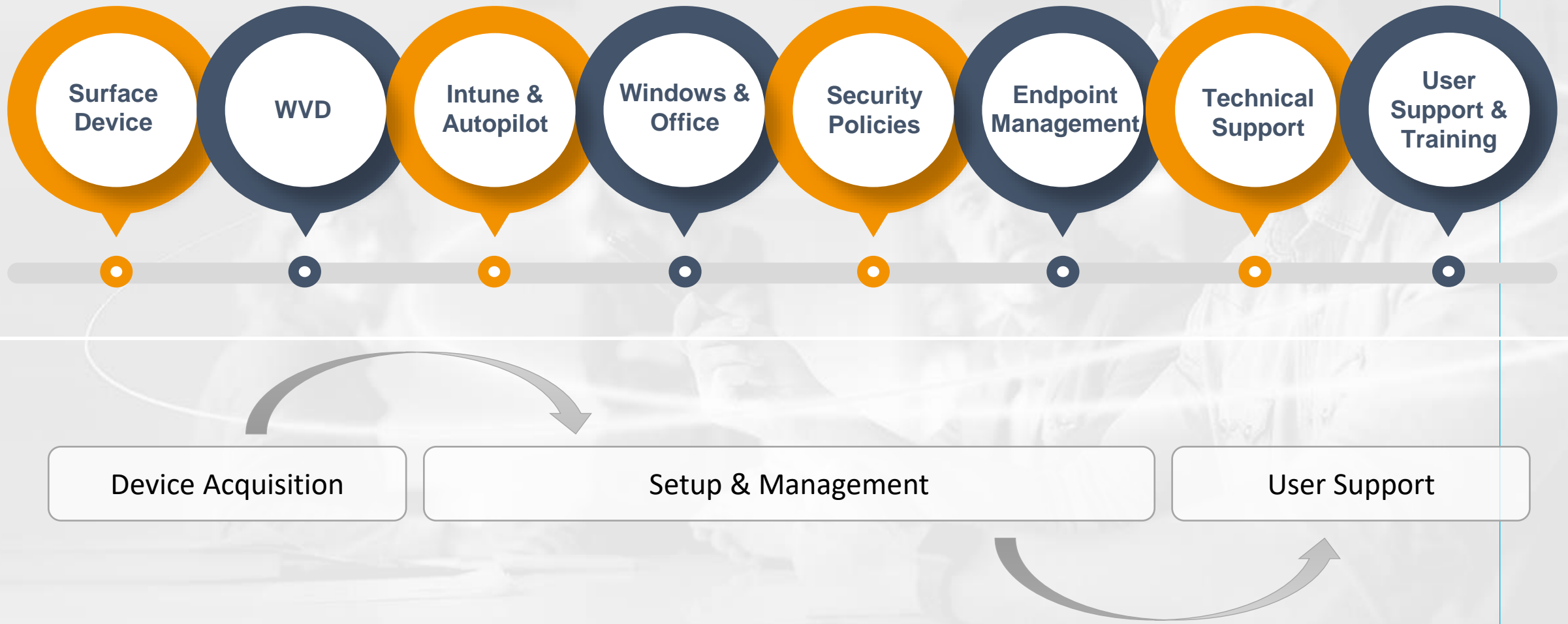
Tailored options

- White-Gloving
- Persona Analysis
- Training

Flexible service options to meet your ad hoc requirements as and when you need them

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End-to-End Workspace Provision & Management



Smart device choices with Microsoft Surface

Surface Pro
Ultra-light versatile
The iconic Surface 2-in-1, now even faster and more versatile with USB-A & USB-C.

Surface Book
Powerhouse performance
The most powerful Surface laptop with 13.5" or 15" detachable touchscreen.

Surface Studio
The ultimate creative studio
The most immersive and powerful Surface desktop with a 28" fully adjustable touch-screen.

Surface Laptop
Style and speed
Thin, light, and elegant design is now even faster.

Surface Go
Portable power
The smallest, most affordable Surface 2-in-1 with a 10" touchscreen. Available with 4G LTE

Range of devices to meet all your end user profiles and productivity needs



Ship straight to site



Co-term device costs within umbrella finance agreement



Monthly statement of device costs to support internal recharging

Acquire

Easily procure the devices you need with monthly payment terms to align to cloud consumption models



Service Components

- Patching of Windows 10
- Patching of Office
- Custom application packaging and deployment
- Master image maintenance (patching)
- Device patch compliance and remediation
- Support and remediate technical device issues e.g. start-up/boot failure
- Investigate and support remote client connectivity issues
- Lock lost or stolen devices
- Security policy configuration and management
- User training and adoption support



Main Service Components

Service to support end-to-end lifecycle of device acquisition, deployment, maintenance and ultimately decommissioning / swap out at end of life.

Seamless deployment and management of end user devices supported via Intune / Autopilot.

Options to support your most important users

White-Gloving

Tailored support for your most important assets – *your people*



- Unboxing and inspection of device for physical blemishes
- Power-on to ensure fully operational



- Enrol device to AAD, Intune and Autopilot prior to delivery
- Assign device to user
- Ensure corporate image and user applications are downloaded and successfully installed
- “Smoke Test” device and applications to ensure fully operational



- Deliver device to site – home or office
- Unpack and setup device in user environment
- Walk through device usage



Complete support for end users to ensure they are productive from the outset and ongoing

Adoption, Change Management & Learning Services

The best consultants, delivering the latest technology in the most effective way

We pride ourselves on outstanding customer care, so we recognise not one-size fits all and we'll tailor our service options and approach to suit you



We'll design the right strategy to ensure the most effective adoption and success for your technology project, thanks to over 15 years experience

We're independent and offer easy access to the widest range of on or off-site training, communications and eLearning tools, people and platforms

We take care of the project management and administration, so that your staff get the best experience

Our purchasing power and vendor relations means you get the best price and only pay for the things you need

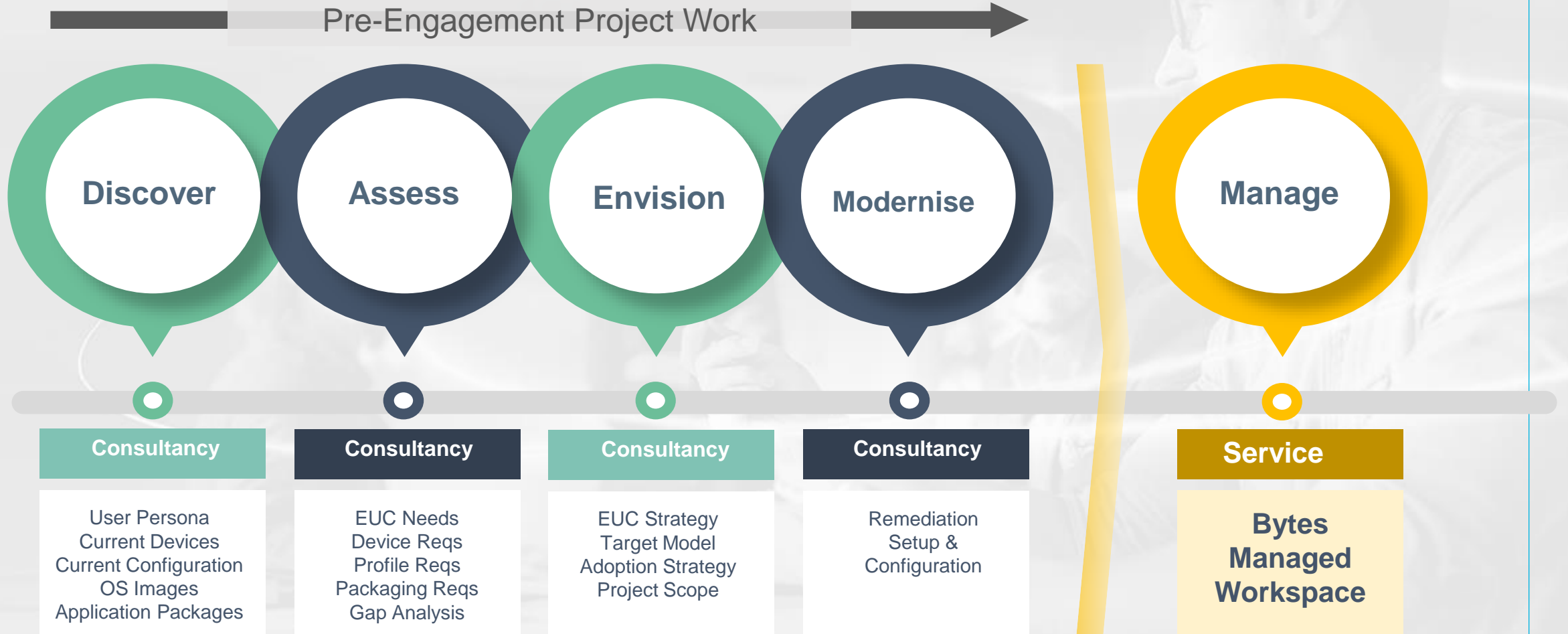


Getting Started

Your pathway to enhanced devices
and effective management of your
end user workspace

Service Engagement

Due Diligence & Onboarding – May Require Upfront Configuration, Packaging, Remediation Work & Costs



Service Set-Up

- Understand scope and profile of users and their technology needs.
- Review and agree strategy for user communications, onboarding, training and device upgrade / replacement.
- Review EUC devices in scope to ensure they meet minimum criteria for inclusion in the Service.
- Review and agree base images to be included in the Service.
- Review software applications to be included in the Service and any associated packaging that may be required.
- Define and agree patching strategy to be applied across the estate.
- Define and agree method for enrolment of existing devices into the Service.
- Define and scope any set up and remediation activities that will need to be carried out in advance or as part of the Service e.g. set up Intune and Autopilot.

Project work required to remediate customer's current environment or to set up the environment, if not already in place e.g. Intune and Autopilot, may incur additional costs i.e. not included in ongoing management fee.

Commercial Model

- Charged on a per user per month (PUPM) basis.
- Tiered pricing based on service components included: Back Office & Core Support as standard; Managed Security as an optional uplift.
- Service term is minimum of one year.



Why we are the right partner for you today and tomorrow

Helping companies make smarter forward-thinking decisions on every corner of technology

Intelligent Cloud

Data & Analytics, Technical Consultancy, Architecture, Optimisation, Orchestration & Automation, Managed Services



Agile Licensing & SAM

Vendor Agreements, Lifecycle & Managed service, Vendor negotiation, Consolidation, Compliance, Procurement Advisory



Advanced Cyber Security

Endpoint, Mobile, Identity, Email, Network, Web, Infrastructure, Data, Governance & Compliance, Threat Intelligence, SIEM, IR, IoT & Pen Testing



Modern Workplace

Digital Services, SaaS, Devices, Productivity & Collaboration, Unified Endpoint Management, Bytes Managed Workspace



Change Management & Learning Solutions

Change Management, User Adoption, Training, and Managed Services



Modern Datacentre

Infrastructure, Virtualisation, Software Defined Networking, Compute, Storage, Backup & DR, IT Service Management



#1 UK Microsoft Partner. The right partner to support your Surface, Windows and Office environment

Thank You