Claranet Workplace

Workplace

claranet | helping our customers do amazing things

Hybrid Workplace | Overview

Gartner

Claranet | Hybrid Workplace | Award

- 1st year in Europe's Gartner Margic Quadrant for Managed Workplace Services
- Strengths
  - Services Portfolio expansion
  - Strong collaboration services
  - Maturing focus on experience-centric strategies
- Cautions
  - Lacks digital workplace transformation expertise
  - Needs for standardization during growth
  - Regional limitations
- Gives us an extra responsibility to go up the ladder and service our customers even better

Gartner

Claranet | Hybrid Workplace Journey

> FY17

Select & Migrate

Professional Services

- Cloud Office Platforms
- Desktop & Connectivity
- Intranet & Apps

Managed Workplace Services

- Traditional SysOps

FY18 > FY20

Adopt & Support

Professional Services

- Identity & Messaging
- Modern Desktop & Security
- Team Work & Collaboration
- Customize Applications

Managed Workplace Services

- Intelligent Services
- Change as a Service

FY21>

Customize & Automate

Professional Services

- Fast Change Scenarios
- RPA & Low-Code
- Data & AI
- Zero Trust

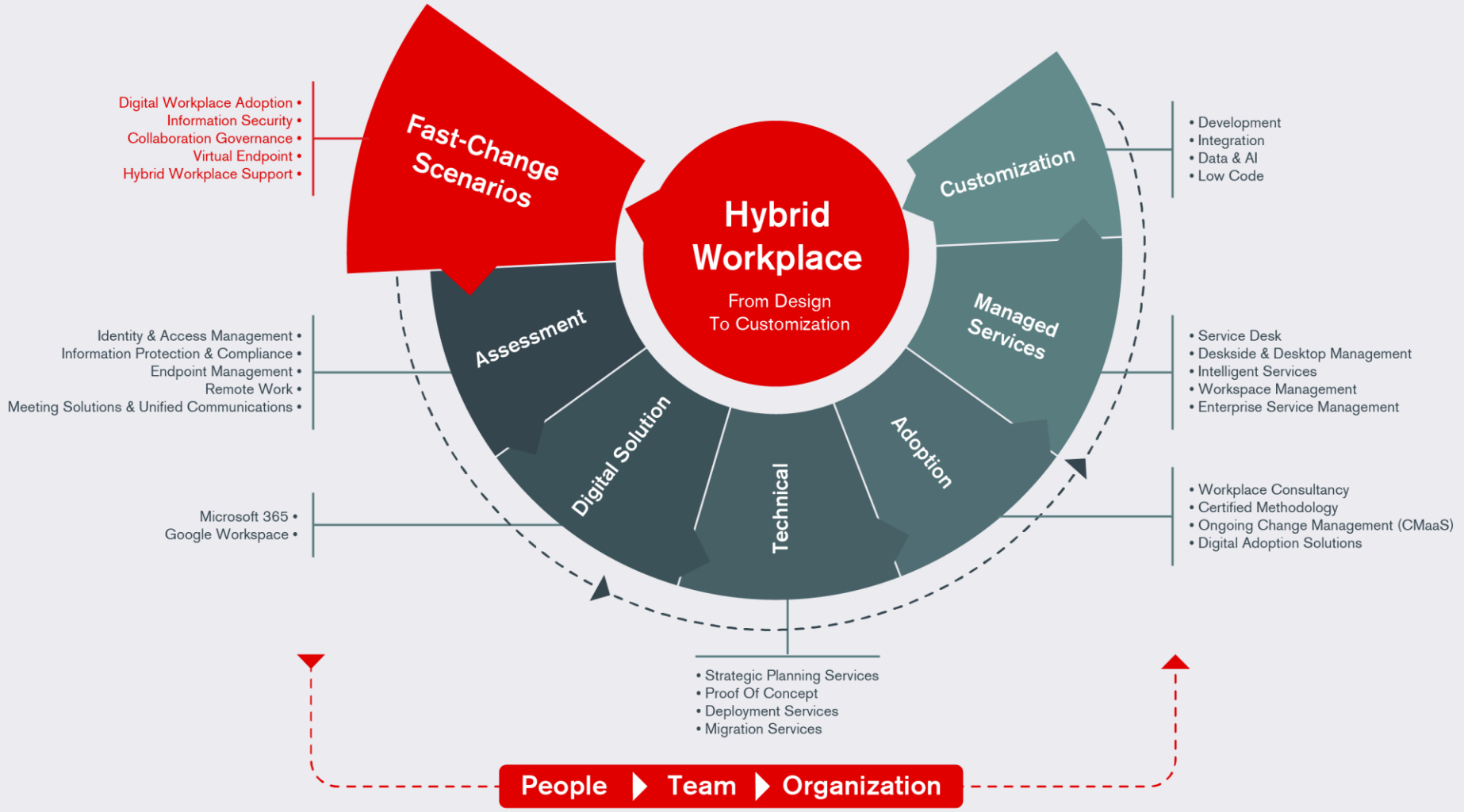
Managed Workplace Services

- Unmanned Support
- Productivity Monitoring

Move to Digital Workplace

Customize your Digital Workplace

Claranet | Hybrid Workplace Vision



Claranet | Hybrid Workplace Purpose

Workplace

Design & Adoption
- Advisory & Solutions
- Technical Services
- Adoption

Business Applications
- Portals & Collaboration
- ITSM Solution
- Data & AI
- Low Code

Managed Workplace Services
- End-User centric
- Single point of contact 24x7
- Desktop & Multi-Platform Management

Claranet | Hybrid Workplace Competences

150 + Certified Workplace Engineers

340 + Workplace transformation clients

188 + Cloud Office Migrations

Black Belt massive migration partner

EMPRESA CERTIFICADA eiC ISO 9001 Qualidade

EMPRESA CERTIFICADA eiC ISO/IEC 20000-1 Serviços de Tecnologias de Informação

EMPRESA CERTIFICADA eiC ISO 14001 Ambiente

EMPRESA CERTIFICADA eiC ISO/IEC 27001 Segurança da Informação

ISO 9001 Operational process
ISO 20000 IT service management
ISO 22301 Business Continuity
ISO 27001 Security

Microsoft

Microsoft Partner
Gold Messaging
Gold Data Analytics
Gold Communications
Gold Application Development
Gold Collaboration and Content
Gold Datacenter
Gold Cloud Productivity
Gold Small and Midmarket Cloud Solutions
Gold Enterprise Mobility Management
Gold Cloud Platform
Gold Windows and Devices
Silver Data Platform
Silver Security
Surface Hub Authorized Reseller
Surface PC Authorized Reseller

claranet
Modern Workplace Partner of the Year

FastTrack Ready Partner

Microsoft Partner
Microsoft
Partenaire de l'année 2019
Catégorie Services
France

Google Cloud

Prosci
PEOPLE. CHANGE. RESULTS.

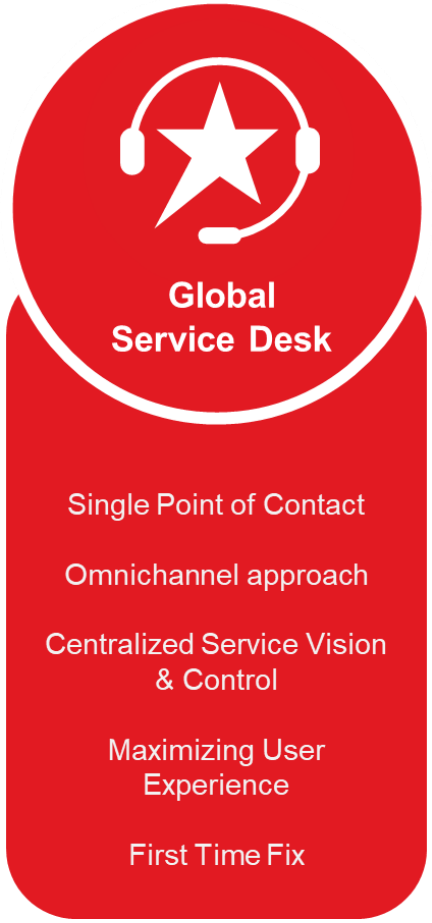
Powell PARTNER 2018 Partner of the Year User Experience

FY22 | Business Apps

- Contribute to improve our clientes competitiveness in business, providing **tailored and integrated** solutions, mainly portals\sites and ITSM scenarios.
- Also, there is a clear promote to **LowCode and AI solutions** prepare business agility and responsiveness, giving users a **Workplace without boundaries** and that evolves with employees.

Team	Active Projects	Microsoft Technology
+ 40	+70	90%

FY22 | MWS


Global
Service Desk
Single Point of Contact
Omnichannel approach
Centralized Service Vision & Control
Maximizing User Experience
First Time Fix

Deskside
Support
Eyes & Hands Service
End User Interaction Personalization
Onsite Troubleshooting & Problem Solving
Resident/On Demand Field Services Technicians

Desktop
Management
Workplace Standardization
Staging, Rollout, Inventory, Asset Management
Update the organization's technology environment
Patch Management and Security Updates

FY22 | WDA - Services

Identity & Message

- Identity & Access Management
  - Upgrade/Merge AD
- Server Consolidation
- 365 Migration\Deploy Projects
  - OnPrem (Exchange)
  - Between Clouds

FastTrack Ready Partner

Team Work & Collaboration

- Teams Deployment
- PBX integration
- Skype Migrations
- Governance
- Meeting Rooms integration
- Application Integration

Security

- Identity Protection
- Information & Cloud Security
- Information Compliance
- Endpoint Management

Modern Desktop

- Windows 365
- Hybrid Management
- Windows Azure Virtual Desktop
- Upgrade and Renew Endpoints (Windows 11)

FY22 | WDA - Adoption

Prosci
PEOPLE. CHANGE. RESULTS.

Microsoft Partner
Microsoft
Gold Cloud Productivity
Adoption and Change Management
Advanced Specialization

Sponsorship

- Roles definition
- Call for candidates
- Team construction
- Ambassadors

internal communication

Ambassadors

Adoption Program

- Ambassadors: role, mission, scope, technical matters, organization, tools…
- Online training “Essential kit”
- Q/A

Training

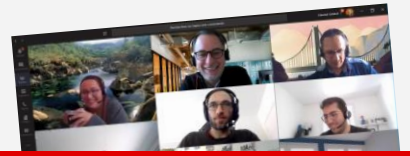
Communication kit

- Posters & material
- Videos
- Email templates
- E-learning portal integration

Communication

Field operations

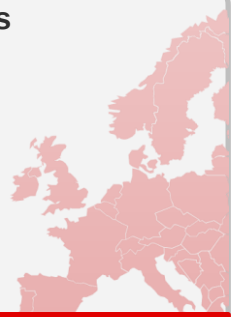
- Organisation & field operations management
- Floor Walkers



On the field

Business

- Competence Analysis
- Satisfaction
- Usage analysis
- Steering committees



Analysis

Support Solutions

- Governance
- Digital Adoption
- BOT
- VOE

Apps

FY22 | WDA - Solutions

1

App Teams Governance

Objetivo:
Garantir o governance necessário no momento de criação de uma equipa Team

2

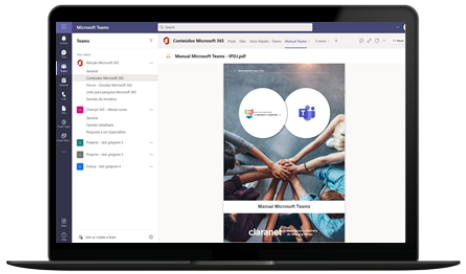
Centro de Conhecimento M365

Objetivo:
Acesso a conteúdos de adoção sobre o Microsoft 365

3

Equipa Adoção M365
(Microsoft Teams)

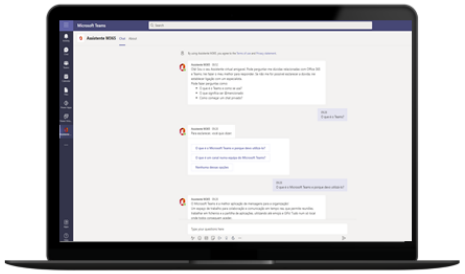
Objetivo:
Acesso a conteúdos de adoção, sessões do projeto e **suporte à utilização**



4

Assistente Virtual M365

Objetivo:
Assistente virtual para perguntas e respostas sobre utilização da tecnologia



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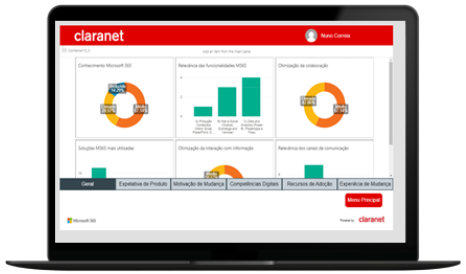
VOE – Voice of Employee

Objetivo:
Recolha regular da experiência dos utilizadores e dados de adoption



FY22 | Workplace - Solutions

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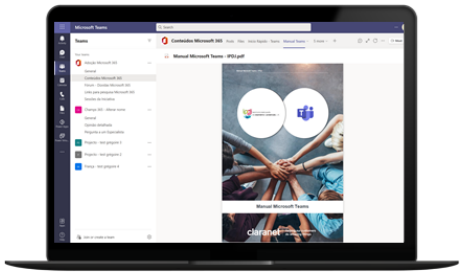

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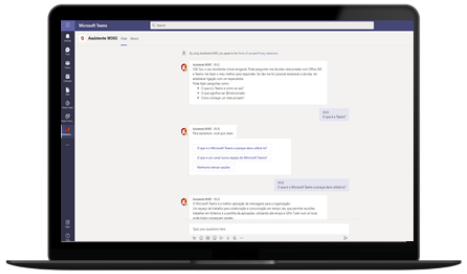

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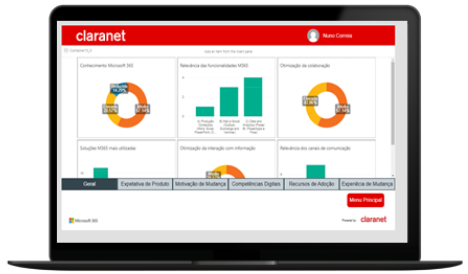
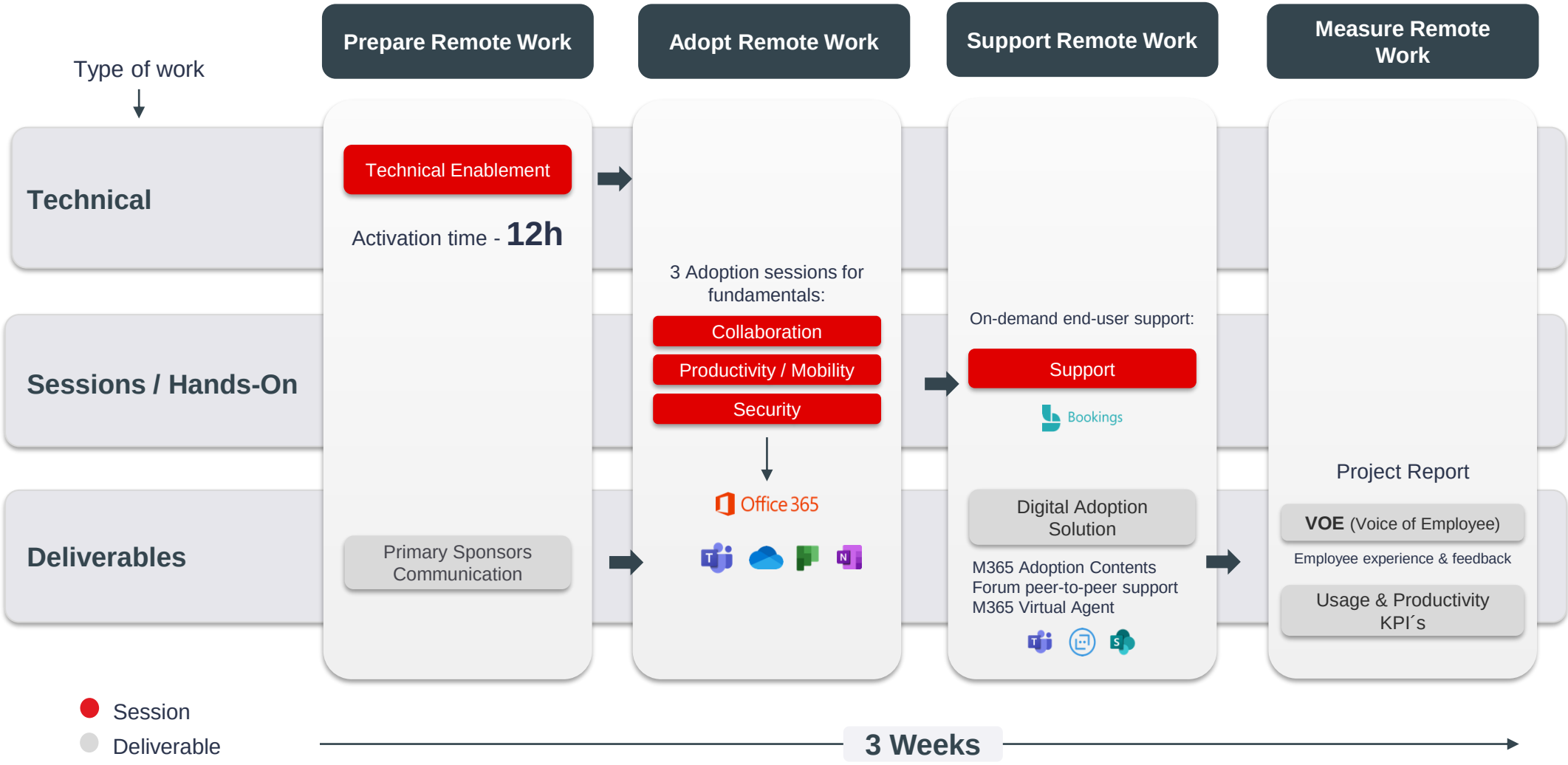
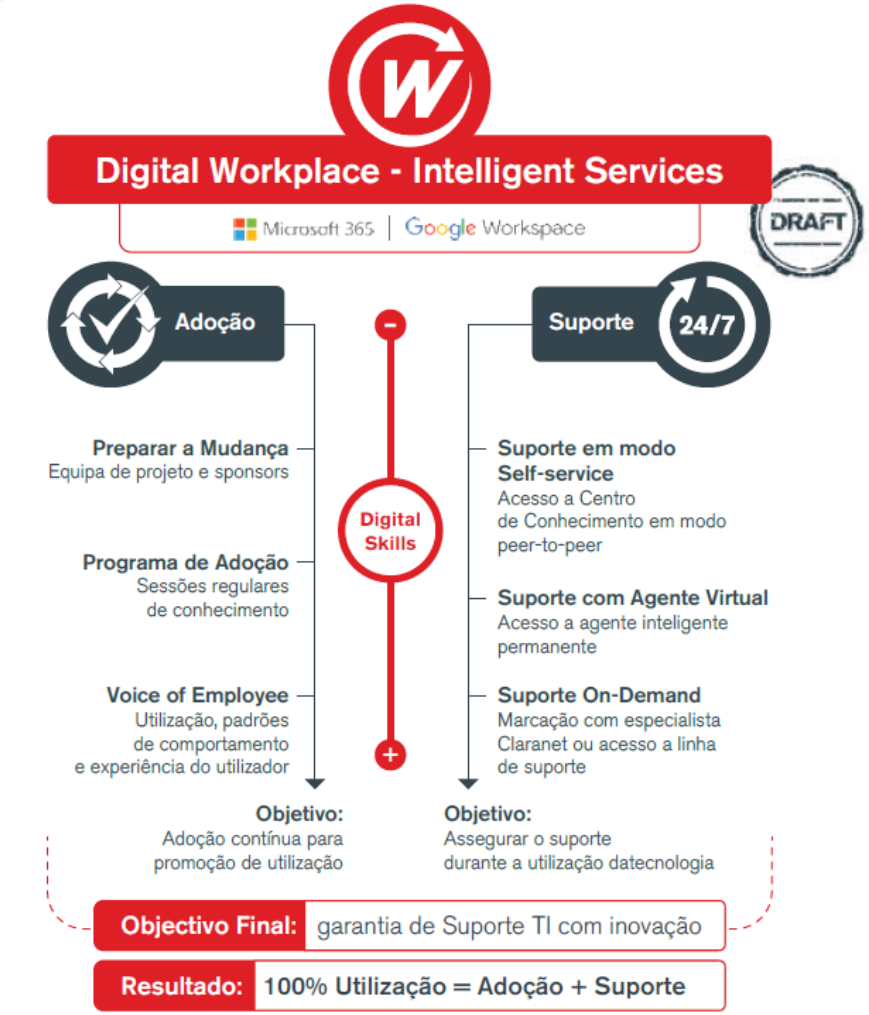


FY22 | Soluçoes – Remote Work



FY22 | Soluções – Intelligent Services



Transform your workplace with technology

claranet

helping our customers
do amazing things