

# Workspace as a Service

Modern Workplace  
product line service

Presentation of the service for the Customer



## List of topics:

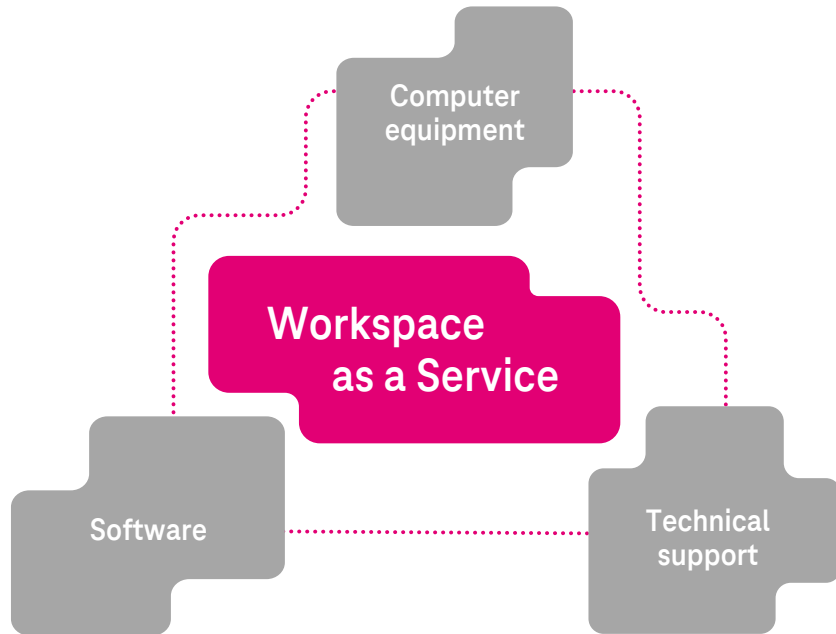
- **Description of *Workspace as a Service***
  - What is the service?
  - Who is this service for?
  - Customer's needs vs. solution
  - Benefits for the Client
    - Why T-Mobile?
- **Customer technical service**
- **Package description**





# Workspace as a Service

- Workspace as a service is a ready-made work environment, delivered directly to the Customer's location.



- A workstation in the subscription model
  - contract can be concluded for 24 months, 36 or 48 months.
- Possibility of purchasing equipment for **PLN 1** after the expiry of the fixed-term contract.



## Workspace as a Service – who is it for?

- It is a service dedicated for Business Customers from each segment and industry.
- For companies following the "I use, but do not own" market trend.
- For companies that wish to focus on their core business and not on their ancillary business.





## Workspace as a Service – one of many complementary services from Modern Workplace line



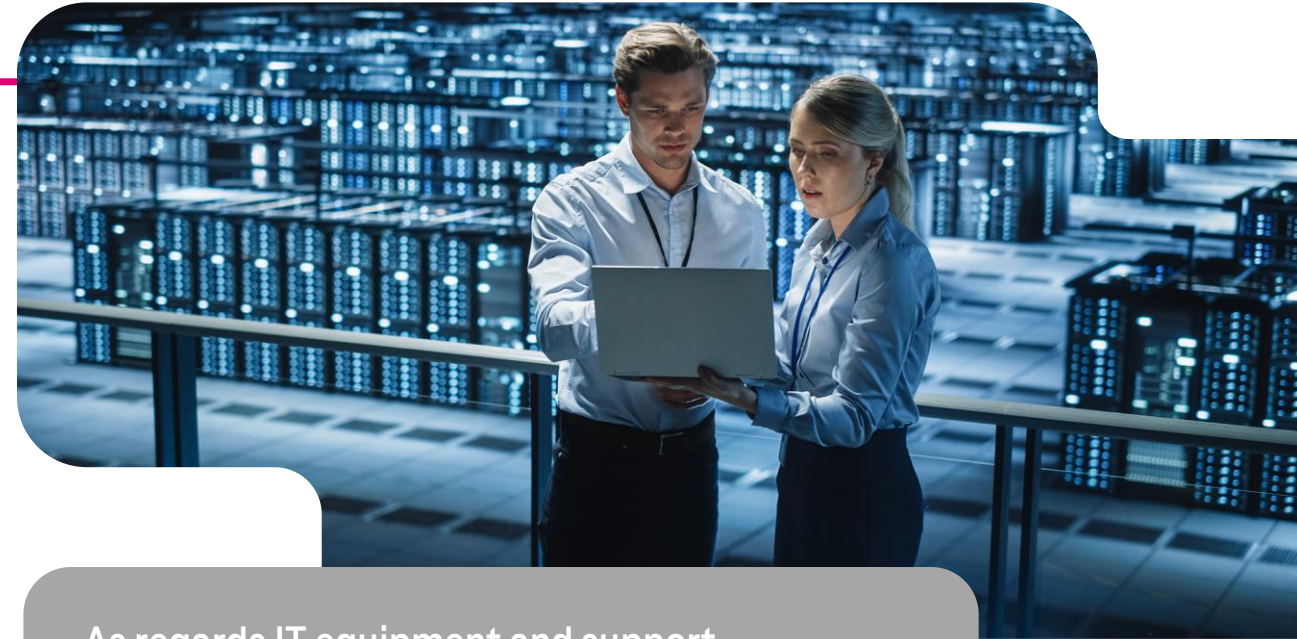
It is a service that **complements the Modern Workplace service portfolio** and at the same time can be complemented by other services from the same portfolio.



It is possible to **extend the service to include additional T-Mobile products** within the scope of Customer's office working environment, such as: Cloud Security, Microsoft 365, IT support for Customer's infrastructure or other office applications.



## List of Modern Workplace services:



### Within the scope of SaaS

- Microsoft 365
- IT projects – software
- Virtual Call Center
- Video Analysis
- Non-standard applications
- Magenta Workspace O365

### As regards IT equipment and support

- IT for Business
- Workspace as a Service
- Cell Signal Coverage Enhancement
- IT projects – devices
- IT projects – services
- Custom IT package

## Workspace as a Service – Customer's needs vs. solution



Continuous decisions on the selection of appropriate equipment for employees.



**COMPUTER**

Specially selected **packages** with appropriate parameters of equipment **without long purchasing processes.**



Necessary installation of software, applications and protective measures necessary to work on the device.



**SOFTWARE AND APPLICATIONS**

**Device ready for use** with the installed operating system and applications **delivered to your company.**



Spending many hours for handling failures and technical requests related to software and application performance.



**REMOTE MAINTENANCE OF EQUIPMENT**

Quick **handling of technical issues.** Assistance in the correct operation of the computer and installed applications **without leaving the office.**

## Workspace as a Service – benefits for the Customer

- **Facilitated decision-making process** for the selection of hardware, configuration and software installation.
- **No need to invest CAPEX** in IT equipment – the service is available as part of the subscription.
- **Subscription in the form of OPEX** does not encumber the company's creditworthiness, such as leasing!
- **Optimization of IT operational resources** in the scope of technical service for employees. The Customer's IT Department may focus on handling critical infrastructure and optimizing IT processes in the company.
- **Unlimited technical support** in terms of computer operation and performance and standard office applications i.e., operating system, MS Office, e-mail client, antivirus system, web browser.
- Provision of **replacement equipment** in the event that it is not possible to solve the issue at the Customer's location.
- Maintaining **continuity of work** for office workers, especially in the context of remote or hybrid work.





## Workspace as a Service – why T-Mobile?



Service provided by one of the **largest renowned suppliers** in the field of ICT services in Poland and Europe.



**Operating its own IT infrastructure** (over 5 thousand workstations) and several thousand Customers - dedicated and experienced technical service engineers.



Long-term **cooperation with key suppliers** of IT solutions (including Dell, Cisco, Microsoft, SAP).



Possibility to **extend the service to include additional T-Mobile products** within the scope of Customer's office working environment, such as: Cloud Security, Microsoft 365, IT support for the Customer's infrastructure or provision of other office applications.



## Workspace as a Service – customer technical service



Accepting technical requests by email 24/7  
[support@t-mobile.pl](mailto:support@t-mobile.pl)

### IT environment of your Company

Reporting the issue by phone:  
**880 100 300**  
Business days from 8:00 a.m. to 4:00 p.m.

### T-Mobile IT support

#### FIRST LINE OF SUPPORT

If the issue is easy to solve, our consultant will instruct you how to deal with the fault yourself.



Consultant gives advice on how to solve the issue.

up to 15 min.



#### SECOND LINE OF SUPPORT

If the problem requires the assistance of an experienced IT specialist, the request will be forwarded to the remote assistance center. The IT specialist will diagnose and repair the fault by connecting securely to your PC.



IT specialist remotely connects to the network of your Company.

up to 3 h



#### THIRD LINE OF SUPPORT

If the reported problem requires assistance at your company's registered office, the request will be forwarded to the on-site assistance center. The IT specialist will visit you in person, diagnose and repair the fault.



The IT specialist visits your Company's registered office person.

by the next business day

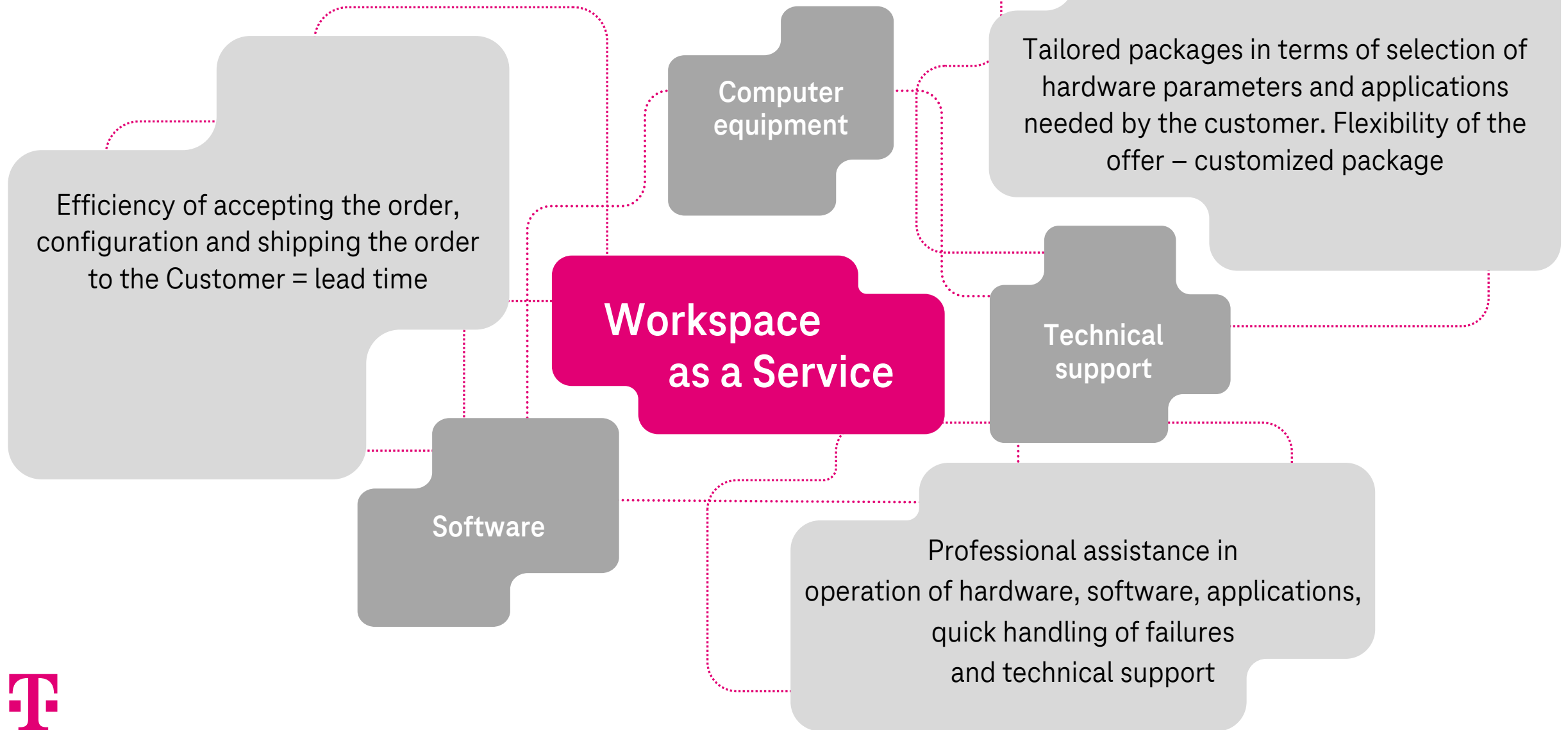


## Workspace as a Service – standard and customized i packages

	Package selection	Quantity	Subscription period
Workspace standard	3 STANDARD PACKAGES	X	24/36/48
Workspace non standard	NON-STANDARD PACKAGES – upon individual agreement with the Customer	Y	24/36/48
As part of the subscription fee	Provision of a computer configured in terms of software and applications, along with the installation of antivirus software to secure the data on the computer.	YES	
	Ensuring personal data protection in accordance with the guidelines under the GDPR regulations	YES	
	Possibility of customer-provided software installation (administrator privileges for the Customer)	YES	
	On-site or remote support	YES	
	Acceptance of technical requests 24/7 within the scope of equipment performance, software and applications via e-mail	YES	
	Handling requests on weekdays from 8:00 a.m. to 4:00 p.m. – hotline	YES	
	Equipment manufacturer on-site service	YES	
	Replacement device in case of failure	YES	
	Wiping all data prior to equipment return	YES	
	Technical support only remotely after fixed-term contract expiry	YES	
Outside the subscription fee	Possibility of purchasing equipment for PLN 1 after the expiry of the fixed-term contract.	YES	



## Workspace as a SService – value of service in a nutshell





Thank you 😊

