



Agile Workforces Require Proactive & Innovative Next Gen User Support

Are you ready?

Gartner recognized
Magic Quadrant
Managed Workplace Services

ISG Leader Quadrant
Digital Workplace of the Future

Agile Workplace Support

Pomeroy's Agile Workplace enables organizations to develop and execute a plan to reignite or accelerate digital transformation that fully enables and optimizes your Work from Home and Office based workforce across four key areas.

Automate Intelligent Process Automation drives efficacy and improved Out-of-Box Experiences (OOBE) through the combined strengths of ServiceNow and Microsoft endpoint management solutions.

Connect High speed access to bandwidth intensive applications is what matters most to your workforce. That is best supported by the latest in SD-WAN, Wi-Fi 6, 5G & 'last mile' technologies which deliver an exceptional, always available workplace experience.

Protect Malicious attacks are increasing and that requires hardening workplace devices to protect your information, reputation and brand by utilizing the latest endpoint security, privileged access management & Security at the Service Edge (SASE) computing.

Integrate Leverage your existing investment in ITSM service delivery and company-wide workflows & processes by integrating with our **Enterprise Services Platform** (ESP) or by fully utilizing ESP to enhance your productivity, efficiency & user experience.

The ultimate goal of the Agile Workplace is simply **delighting** the end user.

The key to that is an Optimized Workplace support model that delivers proactive, dedicated, dispatched & hybrid support using omni channel voice, chat and automated intelligent chatbots with Natural Language Processing (NLP) along with additional physical asset support on-premise and depot & advanced exchange.

Optimized Workplace Support

Today's agile workforce embraces a straightforward expectation—that the workplace should be a highly mobile, simple and intuitive, anytime, anyplace, any device environment.

Supporting the productivity of a talented workforce requires a smart combination of enabled workplace technology, automated tools & responsive user support.

Pomeroy is industry recognized as a leader in Optimized Workplace Services because we help transform work environments into seamless digital workplaces for agile workforces.

Global Service Desk

Pomeroy Global Service Centers support users by delivering a seamless customer experience based upon a thorough understanding of the nature and nuances of the client's business & established user personas.

Our support comprehends all aspects of the workplace affecting users—devices, apps, networks & connectivity, and databases & security.

Users and their devices stay connected and productive with 24/7/365 "Follow the Sun" coverage through our network of global service centers operating as one virtual integrated support organization.

Our global standards establish a singular approach to service delivery, user/device support & seamless disaster recovery.



This proven approach ensures consistent and responsive issue resolution and service quality anywhere in the world.

Our service desk analysts utilize industry standard HDI and ITIL frameworks, quality assurance & Continual Service Improvement methodologies to quickly and consistently respond and resolve user issues.

Field Services Support

Pomeroy field engineers support more than 50,000 sites across North America and respond to more than 3 million incidents and user requests annually covering 2 million desktops, laptops, smartphones & tablets, servers, printers & other peripherals.

As part of 45 Pomeroy Regional Logistics Centers, we triage hardware & software issues and resolve each one in the most expeditious, cost-effective manner.

Automated solutions combine with remote or onsite desktside support, self-service, client walkup Tech Cafés, and Advanced Exchange depot services to provide overnight replacement of damaged devices for remote users.

Our Zero Touch deployments for new or refreshed devices provide an exceptional "Out of Box Experience" for end users.



Enterprise Services Platform

The best incident is one that never happens. Our preventative, self-healing technologies are always-on & always aware to intercept & resolve potential incidents.

And when incidents do occur, we act swiftly to deliver faster recovery—powered by our Enterprise Services Platform (ESP) built upon integrated technologies designed to dramatically enhance the User Experience.

- Industry-leading ITSM system at the core of support
- Omni-channel access to obtain service
- Chatbot for remediation of issues & service requests
- Proactive Analytics for deep diagnostics
- Intelligent Automation for preventative resolution of issues “behind the scenes”
- Human-based chat for analyst support combined with traditional methods, e.g., phone, email, etc.

These impactful features also can be extended for client use in the provision of service.

Power Up with Pomeroy

The acknowledged industry expert in Agile Workplace Services, Pomeroy is recognized by both Gartner in its Magic Quadrant for Managed Workspace Services and by ISG in its Leadership Quadrant for Managed Workplace & Mobility Services. Our team of experienced professionals can fulfill your business needs with the tools & know-how to build and sustain flexible IT environments and maximize the efficiency & productivity of your evolving workplace. Contact your Pomeroy representative for more information or visit www.pomeroy.com.

1020 Petersburg Road • Hebron, KY 41048 USA • 859-586-0600 • 800-846-8727 • www.pomeroy.com

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Agile Workplace Workshop

Reigniting or accelerating digital transformation can be overwhelming. Compounding the problem is many companies aren't sure where to begin.

Pomeroy's Agile Workplace Workshop is the perfect approach to help you understand the state of your current workplace environment, inform you about the latest industry trends and solutions you can leverage, and the strategies & roadmaps to get you there.

Our Subject Matter Experts guide you through the major activities and decisions required to source & configure the right workplace technologies for your user personas, and the innovative solutions for maintaining & supporting them.

The workshop also focuses on comprehensive security solutions to harden endpoints against malicious activity along with flexible connectivity solutions to support today's remote & mobile workforce.

Schedule 15 minutes with us to learn more today.