



Tech-savvy Workforces Require Next Gen User Support.

Are you ready?

Gartner recognized, Magic Quadrant Managed Workplace Services *

* **ISG** Leader Quadrant
Digital Workplace of the Future

Optimized Workplace Support

Today's workforce embraces the notion of a universal customer experience—the expectation their 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 and 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 Support

Pomeroy's 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 and established user personas.

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

pomeroy[™]
workplace.optimized.

Users and their devices stay connected and productive with 24/7/365 “Follow the Sun” coverage through our network of global support centers serving clients throughout North America, Latin America, Europe and Asia.

Our global standards establish a singular approach to service delivery, user/device support and seamless disaster recovery—ensuring consistent issue resolution and service quality anywhere in the world.

Pomeroy service desk analysts utilize industry standard HDI and ITIL frameworks, Quality Assurance and continual service improvement methodologies to quickly and consistently respond and resolve user issues.



Hardware and Software Support

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

In addition to 45 Pomeroy regional logistics centers, we triage hardware and software issues and resolve each one in the most expeditious, cost-effective manner. We combine automated solutions with offsite or onsite deskside support, self-service, client walkup Solution Hubs and Advanced Exchange depot services providing overnight replacement of damaged devices for remote users. Zero Touch deployments for new or refreshed devices also provide an exceptional “Out of Box Experience” for end users.

Power Up with Pomeroy

The industry’s foremost expert in Optimized Workplace Services, Pomeroy is recognized in the Gartner Magic Quadrant for Managed Workspace Services. We fulfill your business needs with the tools and know-how to build and sustain flexible IT environments and maximize the efficiency and productivity of your evolving workplace with our team of experienced professionals.

For more information, contact your Pomeroy representative or visit www.pomeroy.com.

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Enterprise Services Platform

The best incident is one that never happens. Our preventative, self-healing technologies are always-on and always aware to intercept potential incidents. And, when incidents do occur we act swiftly to deliver faster recovery – all 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
- Phone, email, web & chat for Analyst support
- Chatbot for virtual interface to knowledgebase & service requests
- Proactive Analytics for deep diagnostics
- Intelligent Automation for preventative resolution of issues “behind the scenes”

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