

Digital Workplace Services



Market Outlook

70% of employees say digital collaboration tools improve their productivity (McKinsey & Company)

Providing employees with supportive technology boosts engagement by **230%**

59% of hybrid workers cite poor digital experience as a cause of dissatisfaction. (Forrester)

By the numbers

40+ years delivering workplace solutions

75K supported client locations

2M supported devices

100% coverage in North America

24x7x365 follow the sun continuous care

L1 – L4 support

Enhancing employee experience through AI-driven technology solutions

Pomeroy's Digital Workplace Services address your business's unique challenges with AI-enabled technology and expert support. We enhance productivity and collaboration by integrating advanced AI tools to streamline workflows and communication. Our services modernize legacy systems, enable remote work, and optimize IT operations, ensuring your team works efficiently and effectively.

Seamless management

We offer scalable support that integrates with your operations, providing assistance that helps:

- **Streamline operations** and enhance focus through efficient implementations and swift issue resolution.
- **Reduce costs and save time** with readily available, world-class support.
- **Access reliable, cloud-based services anywhere**, with expert configuration, integration, and maintenance of critical platforms.
- **Build trust** by providing employees access to friendly, expert service on any channel.
- **Boost productivity** by removing obstacles and preventing interruptions.
- **Increase employee satisfaction**, leading to greater customer satisfaction and loyalty.
- **Ensure maximum uptime** with SLA-supported managed services, mitigating costly downtime and reputational damage.

Recognized as a Market Leader in Workplace Services by ISG and Everest

Sources:

ISG 2024 Future of Work Provider Lens and the Everest 2024 PEAK Matrix survey

Our approach

- **AI-first:** Our solutions learn and adapt to your organization's unique patterns with built-in intelligence.
- **Human-centered design:** Solutions focus on AI employee experience, not IT departments.
- **Platform agnostic:** Integrates with Microsoft, Google, and other ecosystems, leveraging existing customer investments.
- **Industry-specific vertical templates:** Pre-built, tailored solutions for your industry cut implementation time by 35%.

Digital Workplace Services Portfolio

Advisory and Consulting Services	Professional Services	Managed Services
Digital Employee Experience	Workplace Modernization and Migration	Zero-Touch
Intelligent Workplace Strategy and Security	Unified Communications and Collaboration	End User Support
Cloud Enabled Workplace	Modern Device Management	Desktop Virtualization and Management
Service Management Excellence	Digital Signage and Smart Workplace	Unified Communications and Collaboration
	AI-Powered Service Management	Onsite Support
		Unified Endpoint Management
		Digital Signage, Menu Boards, Kiosks, and Lockers

Strategic Partners



Leverage Pomeroy's decades of experience
to keep your workforce connected and productive.
Contact us today to get started.