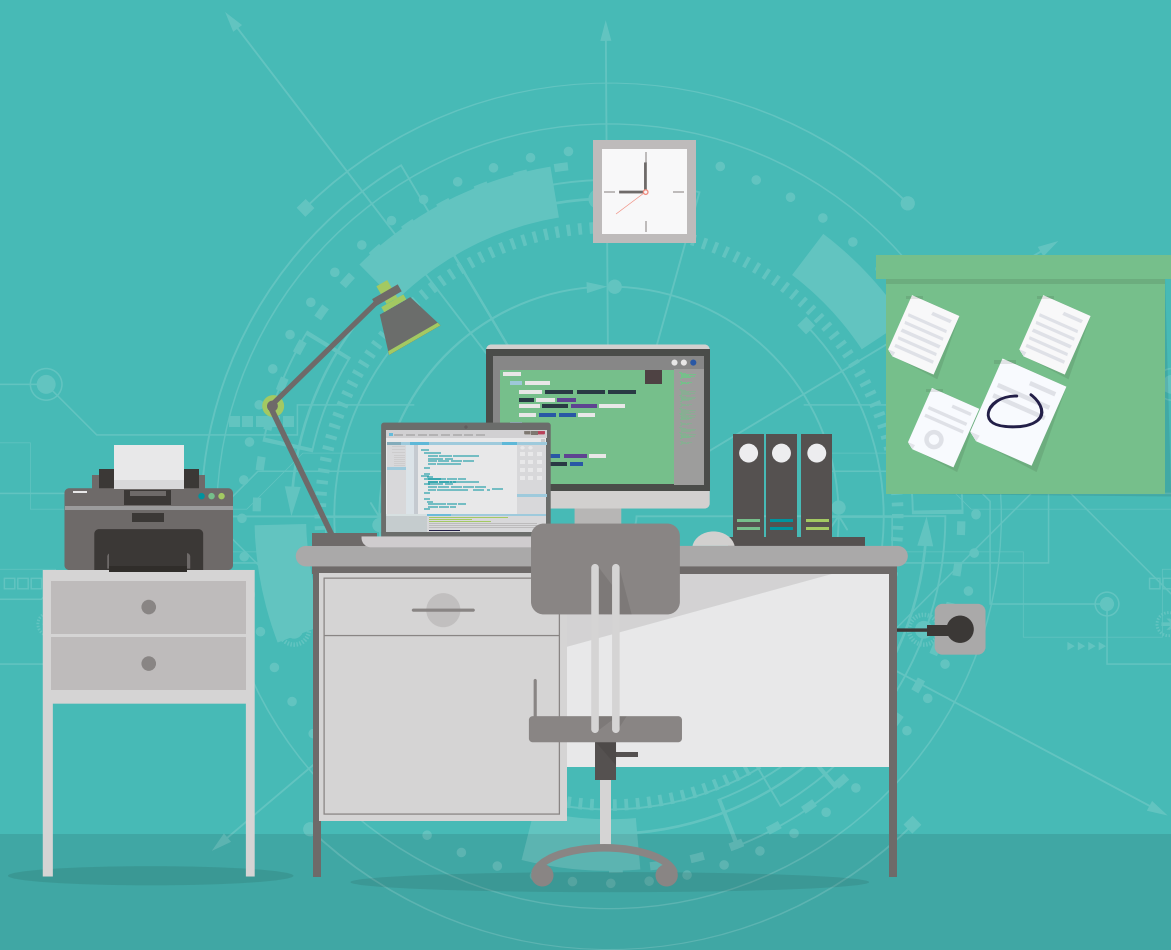




End User Workspace



Agility, access and acceleration – wherever and whenever needed:
supporting and empowering your digitally enabled workforce

We put every resource your workforce will ever need right there when they need it

There is no weakest link

Viadex offer integrated services that revolve around the end user, wherever that user might be at any time. We enable the business to keep ahead of customer expectations and outpace the competition.

Of equal importance, we deliver the solutions that enable you to keep pace with and exceed the increasingly sophisticated technology expectations of the talented people who work for you. Joined-up, collaborative, state-of-the-art, and non-stop innovative.

How the winning organisation operates

Today's workforce expects technology to be placed at its disposal; many have grown up with technology and to them it is simply second nature. Your employees understand that this is how the world works and this is how the winning organisation operates; joined-up, collaborative, state-of-the-art, and non-stop innovative.

The power of one

There is no longer any reason why there should be any weak links in the organisation. Everybody can be given access to information, databases, applications, and each other, to ensure the consistent high standard delivery of quality outcomes and the best performances. The business now depends on the power of one.

Making one as powerful as all is the role of advanced End User Workspace strategies.

Viadex's End User Workspace solutions and services enable the transformation to a user-centric, end user enriched experience. We help you simplify your employees' interactions with IT services including application access, driving collaboration and building productivity.

We help you take advantage of the business flexibility, agility and fluidity that drives the competitive advantage: from any location, on any device, with access to the data your employees need, in the most secure and user-friendly way possible.

• Flexibility • Agility • Fluidity •



Viadex deliver the optimum route for your maximum business gain

As social media, BYOD, mobility, and the cloud drive digital transformation in the workplace, we provide a focus on the critical point where it all comes together...the end user workspace...

...this is the centre of the universe

The 'Consumerisation of IT' has had a profound effect on how businesses operate. In the true spirit of innovation – a refusal to accept any restraint on new ideas and fresh thinking – most organisations have embraced or are embracing the many influences that have impacted the business world from beyond the boundaries of its traditional approaches.

Innovation from constant evolution

Social media, for example, started as just that: Social. Platforms such as Twitter and Facebook rapidly proved the contagious power of informal interaction. LinkedIn brought social to professional networking, and YouTube brought the real possibility of viral to commercial communications.

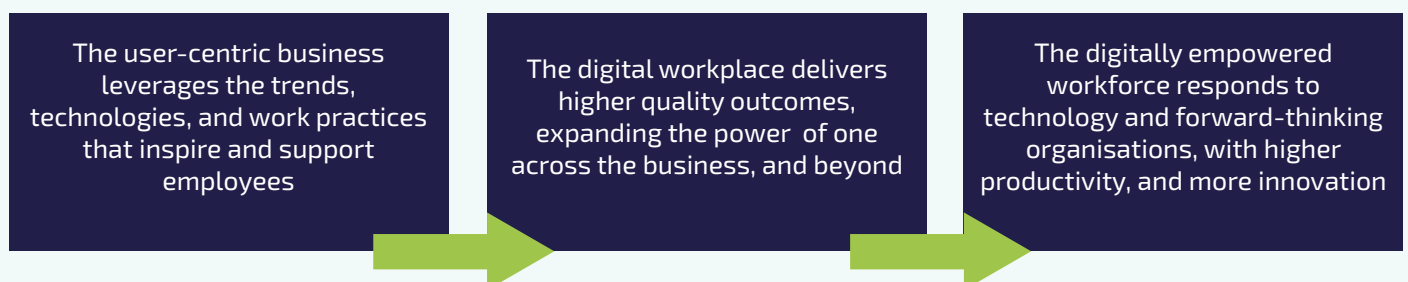
Boundaries changed and disappeared. In parallel, the Bring Your Own Device (BYOD) trend went mainstream; initially creating headaches for System Administrators and IT teams but now adding another dimension to the capabilities of the tech-savvy, digitally-driven employee.

Viadex make every person a hub



Viadex help businesses to take advantage of virtualised technologies to bring innovation to the everyday actions of the business:

User-centric business - Digital workplace - Digitally empowered workforce



We offer a service you can completely adapt to the shape of your business

Connecting your employees to be productive, collaborative, informed, and efficient

Viadex help globally dispersed businesses, with multiple datacentre instances and headcounts of 500-5000 geo-dispersed users to deploy consistent, standardised End User Workspace solutions across dispersed locations. Our Audit/ Design/ Deploy/ Optimise methodology enables us to create the solution that meets your business objectives, structure, budgets, timelines, and integration requirements with existing technologies.

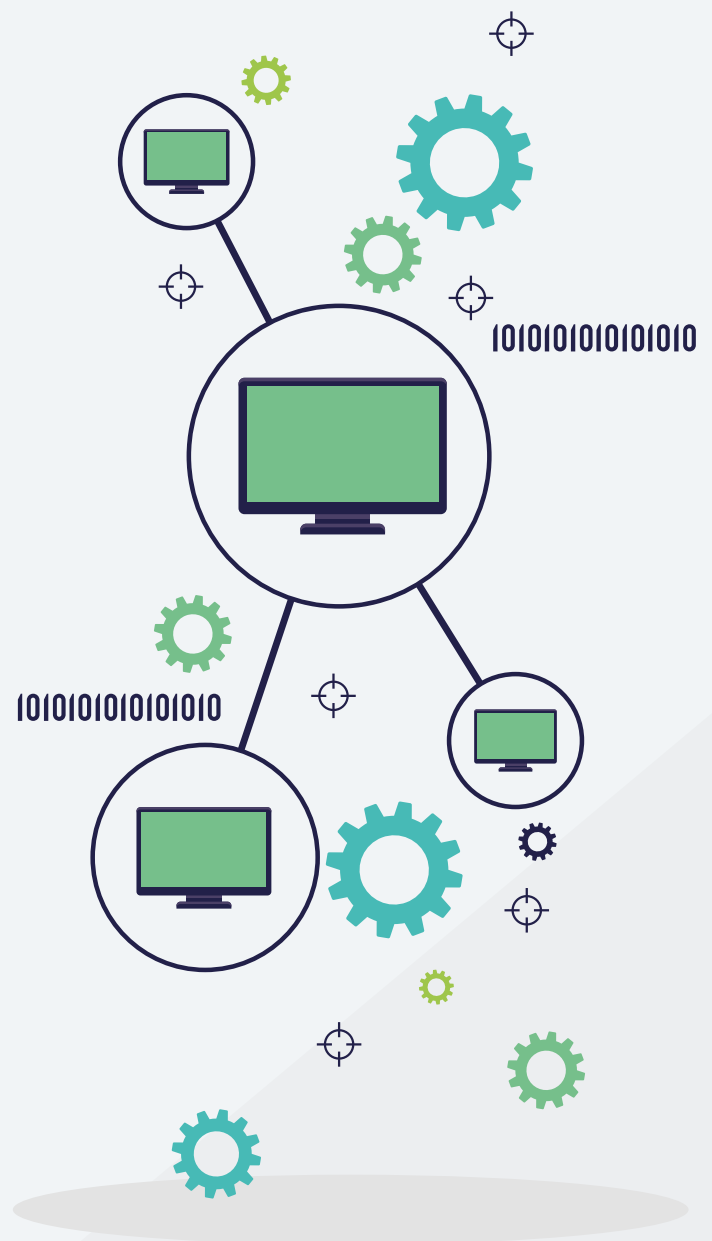
Experts supported by experts

We are vendor agnostic and do not favour particular vendors unless they represent the definitive category leader – the best-in-class option – or offer the optimum fit against the design of your solution.

We have long-established top tier relationships with the world's leading vendors across server, storage, and networking. We have a truly extensive contact list of experts we can call on to support Viadex experts. In this way we ensure that whatever solution your business needs, you'll get the undisputed best option for it.

Viadex help you take full advantage of your entire productivity and collaboration suite with a completely cloud-delivered service for email, file storage, communication, conferencing, messaging and many other features.

Call upon Viadex to help you plan the most effective route to new cloud efficiencies, transforming how you support the digital workforce.



The End User Workspace: being the best it can be

Every organisation today needs to support a model that works with Bring Your Own Device and facilitates Remote Working. The reasons are many and varied, compelling and unavoidable:


- Improve productivity by improving collaboration
- Reduce travel costs through videoconferencing and social channels; IM, texting and screen sharing
- Leverage virtualisation
- Mobility
- Productivity
- Employee expectations

Flexible agility

Viadex provide a range of offerings, from virtualised applications and desktops through to managed device as a service on a monthly term.

We help IT departments to provide their business with different levels of service by line of business, user or application.

Delivering an integrated digital workspace



Key Viadex services include IT Service Desk, responding to P1 calls within 15 minutes, Desktops, Applications and Workspace-as-a-Service, Managed Wireless & Endpoint or Device-as-a-Service.

We offer greater flexibility on device types, higher reliability, lowering total cost of ownership. This enables you to offer an improved user experience and rapid refresh cycle, asset tagged and tracked; all backed by our global delivery and deployment capability.

Viadex focus on super-charging your competitive advantage: flexibility of choice, faster time to market, fit for purpose end user workspaces.

We provide an enhanced and consistent delivery model for IT that is highly visible and secure; mitigating risks across the enterprise regardless of where users work or what device they use.

Mobility We'll make sure your workers are connected, driving the power of one	BYOD We'll advise on managing devices that connect to your network giving you full visibility and control always	Device flexibility Two-year subscription model, offering frequent replacement, lower TCO and consistent standards
Collaboration We design and deploy the Office 365 configuration that suits how your business works and enhances how it wins	Productivity All the tools your workers need to deliver better outcomes in less time, more informed decisions and more enriched outputs	Reduced cost and risk Viadex will manage your devices and services enabling you to foresee cost per user, per branch, per month

Viadex End User Workspace solutions are supported by* :

- Real-time monitoring of your infrastructure and network through our IT Service Desk and Network Operations Centre (NOC); ensuring issues are resolved before they impact your business.
- Customer Service Reporting including a forward-looking Service Improvement Plan and operational activities log for the month, quarter and year.
- 24x7x365 support centres in UK, Europe and Africa, supporting our customers globally.
- Remote Control and Monitoring of your IT services in your core datacentres and cloud platforms right out to your endpoints and employee desktops and mobiles.

*Viadex Managed Service framework; specific support services subject to contract

The Viadex approach to accelerating IT and business transformation

Audit - Design - Deploy - Optimise



End User Workspace

Understanding your business challenges to go farther faster

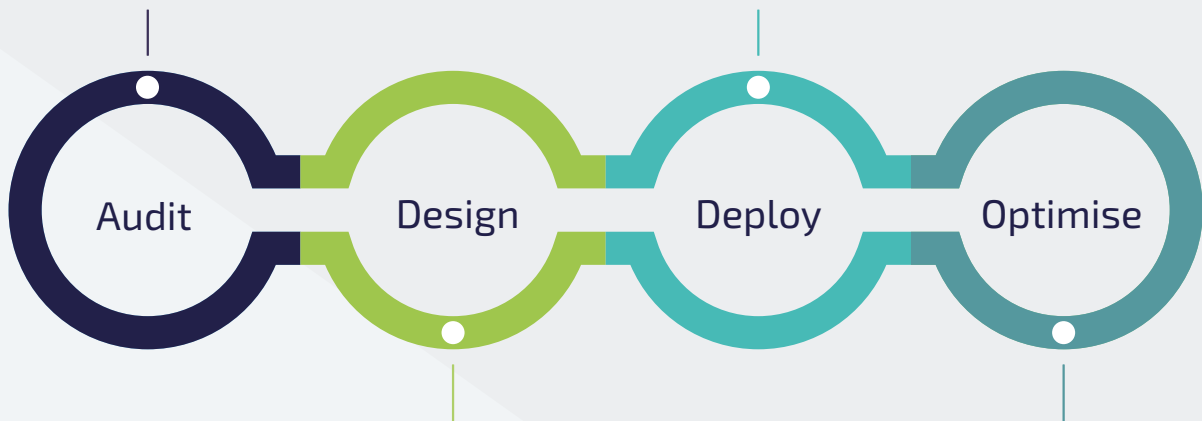
Technology serves the business. To make sure your technology choices will deliver immediate and then sustainable business benefits we audit your current capabilities against their ability to deliver on your business goals. Then we fill in the gaps.

The output is a clearly documented current mode of operation (CMO) to inform and support the design phase.

Every deployment follows a rigorous time-proven delivery methodology.

Our breadth of experience since 2001, of both varied and repeatable projects has refined our expertise in deploying successful solutions.

Delivery on time, in budget, within scope.



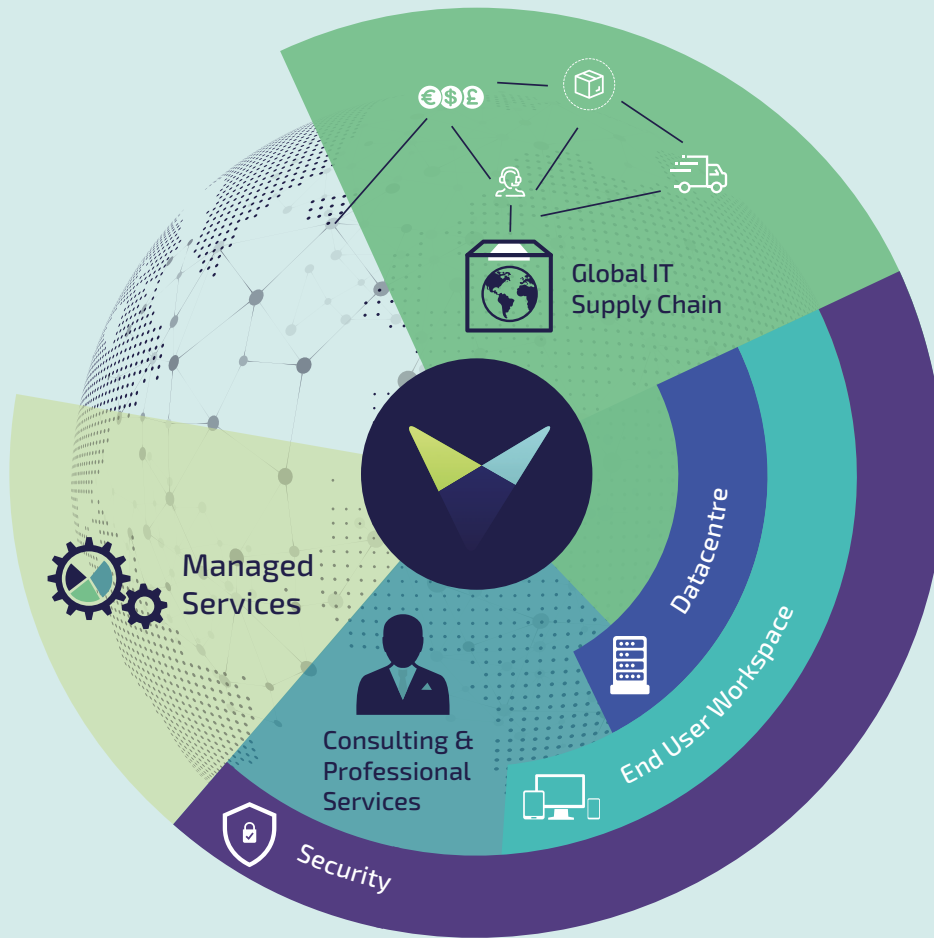
Our holistic approach to design addresses all stakeholder objectives in the form of a detailed Future Mode Of Operation (FMO), identifying best-in-class solutions. It looks closely at integration requirements, user expectations, business needs, and competitive superiority. It is not about topology and a statement of works; it is about significantly improving your competitive advantage.

Our design will underpin our philosophy that IT performance equals business performance.

Business drivers can change rapidly, IT must adapt.

Viadex offer continued engagement after the initial deployment to optimise and fine-tune your solution to ensure the best return on investment and user experience.

Optimisation is often neglected, but for Viadex it's standard practice. It's our commitment to your success.



Security

Viadex Security

It's our mission to protect your systems and your data; as if they were our own. Viadex Security provides tailor-made, cost-effective managed services to address every aspect of your security framework. We work around the clock – ensuring your strategy is in line with industry best practice and your environment remains up-to-date.



Datacentre

Viadex Datacentre Services help departments reduce costs, reduce risk and optimise efficiencies with defined outcomes to meet your business needs. Our team of experts with the world's leading technology vendors enhance your performance, optimise your capacity and reduce your total cost of operations.

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