



WORKSPACE AGILITY

powered by Capita

Simple, secure and easy to use,
providing access to any applications
and data from any device.

THE SMARTER WAY TO WORK



Managed service



APPLICATION CATALOGUE



SELF-SERVICE & PROACTIVE SUPPORT



IDENTITY MANAGEMENT



SECURE DATA ACCESS



SECURITY & POLICY MANAGEMENT



TELEMETRY & ANALYTICS



DEVICE SUPPLY



OFFICE 365 & SHAREPOINT



APPLICATION VIRTUALISATION



FULL MANAGED SERVICES PORTFOLIO



DEVICE MANAGEMENT



COLLABORATION TOOLS



SIMPLE, RELIABLE & EASY TO USE



WORK ANYWHERE



WORK OFFLINE IF NEEDED



CHOOSE THE RIGHT DEVICE



SELF-SERVICE AND INTERACTIVE SUPPORT



COLLABORATE WITH COLLEAGUES



IMPROVE COMPLIANCE & SECURITY



REDUCE SUPPORT & MANAGEMENT COSTS



SPEED UP CHANGE & TRANSFORMATION



IMPROVE STAFF ENGAGEMENT & RETENTION



IMPROVE SERVICE QUALITY AND VISIBILITY



MONTHLY "PAY AS YOU USE" CHARGING



BETTER EXPERIENCE FOR THE USER

BETTER SERVICE FOR THE BUSINESS



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WORKSPACE

KEY FEATURES OF WORKSPACE AGILITY

SERVICE

CAPITA

Citrix Cloud

Azure

Office 365

USER

INTRANET & INTERNAL SYSTEMS (HR, EXPENSES ETC.)

SAAS ON MOBILE DEVICES

SERVICE MANAGEMENT

COLLABORATION TOOLS, PERSONAL AND SHARED DATA

PROACTIVELY FIX/PREVENT FAULTS

OFFLINE WORKING

SECURITY & POLICY MANAGEMENT

VIRTUAL DESKTOPS

VIRTUAL APPLICATIONS

PERFORMANCE MANAGEMENT

USAGE, SLAs & BUSINESS INTELLIGENCE

GATHER DIAGNOSTIC & TREND DATA

GET AN EXPERT TO HELP ME

ADD AN APP

PLAY MEDIA TRAINING

CHECK HOW I AM

IS THERE AN AUTO-FIX FOR MY PROBLEM?

HAS ANYONE ELSE HAD THIS PROBLEM?

GET ONLINE INTERACTIVE HELP

Next steps

- 1 REQUIREMENTS
- 2 SCOPE
- 3 PLAN
- 4 IMPLEMENTATION



- BETTER USER EXPERIENCE & ENGAGEMENT
- INCREASED USE OF CLOUD AND MOBILITY
- MORE FLEXIBLE WORKING & COLLABORATION
- CHANGE TO USAGE COST MODEL



- GOALS & SUCCESS CRITERIA
- WORKSHOP & DEMONSTRATION
- IDENTIFY AND REMOVE BLOCKERS & OBSTACLES



- TRANSITION PLAN
- DETAILED ASSESSMENT
- VALUE & COST PROPOSITION



- SELF-SERVICE PORTAL
- PILOT/PROOF OF DELIVERY
- INITIAL SET OF APPS & SECURITY

Service scales up smoothly

ADDITIONAL USER ROLES & DEPARTMENTS

TAKE-ON OF APPS INTO THE CORPORATE APP STORE

USER, DEPARTMENT & CIO DASHBOARDS

PRO-ACTIVE SUPPORT, ANALYTICS, SLAs & ACCOUNT MANAGEMENT

UPDATE & PATCHING OF WINDOWS 10

