WORKPLACE SERVICES
CREATING AGILE, USER-CENTRIC WORKPLACE
Overview

In the recent times, the definition of office has undergone a dramatic change. The traditional static office has given way to an increasingly dynamic workplace not limited to a single work location. Part of this is attributed to the advent of millennial workforce which is always on the go.

The advent of social media & mobility has brought with it the need for more connectivity and collaboration and the new workforce is looking for personalized experiences, frequently experimenting with the ways of working. While organizations are looking for process standardization, end-users are seeking flexibility and creating a healthy dichotomy in the workplace industry.

Trends & challenges

Adapting to the need of ‘anytime and anywhere corporate data’
Enhancing workforce productivity through BYOD
Meeting expectations of the millennial workforce
Securing & stabilizing the work environment

How Mphasis helps

Mphasis Workplace Services (WPS) provides technology services to plan, implement, stabilize, manage, optimize and transform workplace environment with ease. The transformation journey from traditional offices to the office of the future requires an in-depth analysis of your legacy workplace environments and implementation of the newly designed, customized services. We help you address your business and end-user priorities with a portfolio of workplace services that includes:

- Software management
- Image management
- Asset support services
- Asset management services
- Directory management support services
- Data management support services
- Software distribution support services
- Patch management support services
- Email Management Support Services
- Mobility support services
- Sharepoint support services
- Messaging & collaboration services
Success stories

The Mphasis advantage

Customizable service offerings and flexible engagement models to align to your business road map

More than 50 homegrown utilities on server builds, server configuration and monitoring are built to lower the cost of maintenance

Repository of over 2,000 artefacts, automated scripts and migration plans that significantly cut manual tasks and help in seamless migration

Integrated office model to carry out deployment testing, desktop migration and capability developments, providing a unified experience
**Workplace Services**

**Creating agile, user-centric workplace**

**Challenges**

Does your workplace efficiently support the tasks and need of today’s evolving mobile workforce?

- Soaring expectations for faster incident resolution and lower turnaround times
- Growing demand for a personalized workplace experience with BYOD
- Enabling collaboration and mobility while maintaining data security
- Empowered workforce demands ‘anytime & anywhere’ corporate data

**Mphasis Workplace Services**

Mphasis Workplace solutions help reduce costs, improve end-user experience, enhance overall productivity and convert your workplace into a more productive and collaborative environment.

**Integrated Model**

Office to carry out deployment testing, Windows desktop migration activities and capability development.

**End-user computing**

- Messaging & Collaboration
- Active directory
- Software distribution
- Desktop engineering

**Success stories**

World’s largest security, backup and storage solutions provider

- Manage Windows application packaging
- Design, build and manage Windows 7/8.1 image to support 40+ hardware
- Standardized configuration design and image creation
- Conducted image peer review process
- 50% effort saving in quality assurance process
- 25% overall cost savings

One of the largest multinational financial services provider in the US

- Improved redundancy and recovery options
- Service level stabilization
- Implementation of automation
- Designed and implemented domain controller’s system state back-up
- Automated troubleshooting and fix in the event of failure
- Significant cost savings achieved through automation
- Reduced disk space alerts, increased service uptime

**Mphasis advantage**

We improve user experience, performance and overall productivity, enabling employees to do more in less time.

- In-house developed automated tools for effective and efficient delivery
- DEMS - Desktop Engineering Management System
- Quality Assurance Tool
- Self Install & Migration Kit
- 50+ utilities focused towards improving server management
- 1000’s + reusable artifacts assist in seamless migrations
- 225+ highly skilled and certified resources

**Mphasis**

Mphasis is a global technology Services and Solutions company, specializing in areas of Digital and Governance, Risk & Compliance. Our solution focus and superior human capital propels our partnership with large enterprise customers in their digital transformation journeys, and with global financial institutions in the conception and execution of their Governance, Risk and Compliance strategies. We strategically focus on next generation technologies for differentiated solutions, delivering optimized operations for diverse clients.

Contact us on [www.mphasis.com](http://www.mphasis.com)

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