

# MY WORKSPACE

Productivity, cost effectiveness and motivation  
with the right ICT tools and facilities



Getronics

a KPN company

THE WORKSPACE IS CHANGING FAST AND IT IS CHANGING NOW WITH ADVANCING TECHNOLOGIES AND THEIR SWIFT ADOPTION. EMPLOYEES DECIDE MORE AND MORE WHERE, WHEN AND HOW TO WORK. THEY ALSO DRIVE THE PERSONAL EQUIPMENT AND SERVICES TO BE USED. EMPLOYEES ARE READY AND ASKING FOR A NEW WAY OF WORKING WITH LATEST WORKSPACE TOOLS FOR ANYTIME AND ANYWHERE WORKING. ALL ENABLED BY ICT WITH NEW COLLABORATION AND COMMUNICATION PRACTICES, CONTINUOUS GROWTH IN CONNECTIVITY BANDWIDTH AND CONSUMER DRIVEN EXPERIENCES AT HOME. A WORKSPACE THAT MEETS THE ACTUAL NEEDS OF BUSINESS, EMPLOYEES AND ORGANISATION CULTURE. THE RESULT: INCREASED PERFORMANCE, COST EFFECTIVENESS AND MOTIVATION THROUGH AN ADOPTED NEW WORKSPACE ENVIRONMENT.

### **The Challenge**

Achieving business results with motivated employees is the mission. Senior executives think strategically about the best practices and required adoption level for anytime anywhere working through an effective workspace environment. This concerns the targeted role of ICT in integrating the software, hardware, content, media and telephony communications for all users to access, create and share information.

The ideal workspace solution provides universal access for all applications and data, supports all devices and locations, is controllable, agile, secure, reliable and fast. This demands an integral approach to culture, accommodation and the workspace technology. It needs essential cooperation among business disciplines ranging from business management, finance, facilities to ICT.

Organisations that do not value the trends mentioned above and hang on to traditional desktop tools and local delivery models will not benefit from the new potentials in user productivity and pay-as-you-use approaches with decreased noncore investments.

On the other hand organisations that allow employees to any tool and cloud service without any strategy and prepared policies will lose control on costs, performance and compliency.

A structured approach helps to determine the needed user functionalities and -experience that delivers tangible benefits. An approach that supports and follows your 'make or buy' considerations and decisions.

### **Putting Your Employees First**

Because employees determine the competitive advantage of an organisation, it is wise to acknowledge and recognize user demands.

Getronics can help to solve these challenges and starts with a practical analysis of workforce needs and requirements such as functionality and collaboration, mobility, devices, support and connectivity. This analysis takes into full account the

characteristics of the organisation, accomodation, business, culture and new ICT policies.

Needs are reviewed from important workspace technology elements, together creating the user experience:

- Devices

Which device types fit each employee profile? Examples: desktop, workstation, thin client, laptop, (smart) phones, tablets, (IP)telephony, printers and videoconferencing. Which devices are used as personal owned - 'bring your own' - versus company owned? What is for personal use and what for shared use? What is administrated, how financed and who is responsible?

- Collaboration

Which basic and specific business applications are needed? What is the diversity in mobility and working time? What is the need of flex- and homeworking, wireless internet, real time communication and collaboration tools like instant messaging, conferencing, contacts and remote desktop sharing? Automatic software updates and self initiated application downloads? What are optimal software license mechanisms?

- Support

What is the most appropriate support mix with online self service, remote and onsite support? Is VIP support a required feature?

- Enabling platforms

What are the hidden end-to-end requirements in network connectivity (bandwidth, reliability) and datacenter facilities (capacity and continuity measures in case the cloud or access is down)?

This gives insights of different typical worker needs such as task workers, office workers and knowledge workers with specific characteristics asking for appropriate services and devices in your organisation. Next this is translated into practical and appropriate delivery models and considering the successfactors as we will explain next.

## Successfactors and Benefits

When engaging with Getronics to review current approaches and to consider alternative cloud delivery models and next steps, we have the experience that each situation asks for the appropriate workspace solution. Standardisation and centralisation where possible and needed, but also respecting legacy and diversity.

In all discussions we will encourage frank analysis and the identification of influencing factors into a solution with tangible benefits:

- Employee Experience: ease of use, responsiveness, reliable, fast and adequate support;
- Costs: shift from CapEx to OpEx, reducing cost based on usage, adopt new platforms versus upgrades;
- Strategic standardization policies: for the adoption of a new workspace environment;
- Employee profiles: looking at corresponding and different needs in ICT;
- Security, Control, Compliance and Regulatory issues: Appropriate identity and authorisation mechanisms to ensure integrity and confidential data. Cybersecurity is key with organisations entangled with the outside world, balance liberty and control, achieving consistent governance;
- Environmental Responsibility: adoption of the new way of working including an optimal designed workspace minimizes energy consumption, travel and landfill;
- No Surprises: guaranteed end to end Quality-of-Service between device, network and back-end platforms including full support with clear SLAs set, monitored and met;
- Agility: rapidly tune workspace requirement, both scaling up and down as needed;
- Assess network latency and reliability: as key drivers for resource demanding applications and integrated unified communications using internet, VPN, wireless-, LAN and WAN with single- and multitenant infrastructures.

## Getronics Workspace Delivery Models

The level of standardisation versus diversity in demands determine the appropriate and realistic workspace solution. Getronics offers two complementary approaches to the workspace.

Getronics works with the principle 'exploit virtual cloud based services unless there are overarching reasons not to'. However, the world does not change overnight, and where needed we respect current and new targeted situation to maximize the return.

At one extreme, an entirely cloud-based delivery model is presented in which no workspace assets are owned, and all costs are fee-based according to usage. Where, for example, an organisation is ready for the adoption of a standardised remote

workspace computing environment and comfortable with the idea of flexible, contracts then a cloud-based approach to the workspace will be more immediately attractive than in a business culture and IT policy which is more firmly location-based with a more complex application environment and more allowed customisation.

This online approach exploits our experience in SaaS and builds on the latest developments in Citrix, Virtual Desktop Infrastructure, webbased access and our strong identification and authorisation mechanisms. This standardised approach has already been successfully adopted by many clients in both the Netherlands, the United Kingdom and international organisations. Using our secure private cloud infrastructure Getronics delivers a robust managed service. As part of this integrated and vendor independent offer from one single service provider, we also provide online productivity services, like Microsoft BPOS (with Office 365 as new evolution) and Google Apps where appropriate. We integrate the services into the workspace and act as your Single Point of Contact in ICT using our eco-system and partners.

At the other extreme, a more traditional model of ownership and management may be proposed, using a combination of local and remote resources. We deliver services which combine traditional delivery with several options to modify and customize local user settings in combination with optional newer online functionalities as hybrid service.

## Actions

Getronics proposes a three-phase engagement process:

- Assessment, analysis and design: we will consider the 'why', 'who', 'what' and 'how' with appropriate delivery model with the best choice or mix of SaaS, hosted private cloud and on-premises with application distribution, user management toolset and process environment.
- Build, migrate and deploy: as we roll-out the workspace, managing all integration requirements and balancing services from multiple suppliers as the Single Point of Contact. As your business partner we balance between supporting existing requirements and migrating to targeted environments, either as big bang, a gradual evolution or somewhere in between.
- Secure, manage and evolve: we deliver (automatic) updates, add function into new releases, monitor performance and deliver cost transparency and value for money.

For help in creating, using and managing an appropriate workspace environment please contact Getronics. Sybren ten Wolde - Global Practice Manager - [sybren.tenwolde@getronics.com](mailto:sybren.tenwolde@getronics.com) or visit our website [www.getronics.com](http://www.getronics.com)

