

WORKSPACE ONLINE CASE STUDY:

GETRONICS PROVIDES THE DUTCH ARM OF THE WORLD'S LARGEST SECURITY COMPANY WITH A FLEXIBLE AND SECURE WORKSPACE SOLUTION

SECTOR: PROFESSIONAL SERVICES | SOLUTION: WORKSPACE ONLINE

GROUP4SECURICOR

Group4Securicor (G4S) are the world's largest security company, measured by revenue, and are the world's second largest private sector employer with 625,000 employees.

LOCATIONS

G4S are headquartered in Crawley in the UK and operate in more than 110 countries.

ACTIVITIES

G4S work to safeguard the welfare and prosperity of millions of people worldwide – helping to create safer and better environments in which people live and work.

CHALLENGE

To provide a flexible and secure workspace, to enable 1,300 G4S employees to work anywhere in the world with the highest standards of security.

Company Profile

Group4Securicor (G4S) are the world's largest security company, measured by revenue, and are the world's second largest private sector employer with 625,000 employees. G4S provide guarding services at a number of airports including Heathrow, Oslo, Schiphol and OR Tambo. They also provide guarding services for various facilities belonging to the US, UK, Canadian and European Governments.

In addition, G4S operate custody facilities and electronic security systems. They also provide cash management and logistics services for many of the main British and European Banks.

G4S are involved in risk management activities, consultancy and support in areas where infrastructure is limited, including services for governments, international peace and security agencies and multi-national corporations. Services also include land-mine clearance, ordnance management and training services.

G4S also provide revenue protection services for railway companies across the UK.

The Challenge & Objectives

The Dutch arm of G4S needed a flexible and secure workspace solution to enable 1,300 employees to work anywhere in the world with the highest standards in security.

The majority of users would be office workers, using thin clients and mobile devices such as BlackBerry® smartphones, PDAs and laptops.

THIS SOLUTION GIVES YOU ACCESS TO EVERYTHING

TIM KRAAIEN, CFO, G4S SECURITY

Of critical importance to G4S was the availability of particular business applications:

- G4S Security – applications relating to airport security
- G4S Cash – If systems were unavailable cash trucks would have to report to the nearest police station for security reasons, effectively shutting down operations.

The Getronics Solution

Getronics provided full scope Workspace Online for G4S. Workspace Online is Getronics' private cloud solution. It is a mature, proven solution with over 50,000 users and a satisfaction rating of 7.5-8.5/10. Workspace Online provides advanced user self service and provisioning and is available from any device with a web browser.

THE MAIN REASON FOR SWITCHING TO WORKSPACE ONLINE WAS MANAGING COSTS. WE PAY A FIXED PRICE PER MONTH PER WORKSPACE. THIS PREVENTS SURPRISES AND SAVES COSTS. BESIDES THAT, WORKSPACE ONLINE PROVIDES FLEXIBILITY AND SCALABILITY. AS A DYNAMIC COMPANY WE NEED TO BE ABLE TO SWIFTLY CHANGE THE NUMBER OF WORKSPACES OURSELVES. THIS MEANS WE DON'T HAVE TO SPEND TIME AND MONEY KEEPING OUR ICT ACCESSIBLE BUT INSTEAD CAN FOCUS ON OUR CORE ACTIVITIES

MARCEL ERBE, FINANCIAL DIRECTOR, G4S CASH

Workspace Online includes full integration of Line of Business applications and the solution for G4S included hosting of business specific applications such as Axapta and Dynamics. Getronics also provided additional business continuity for some selected business applications and seats through the Workspace Online dual Data Centre solution. All G4S data was secured in Getronics' high security Data Centres.

Results & Benefits

With Workspace Online, Getronics supported G4S in managing their IT costs by providing a fixed cost, pay per user solution with real time billing.

G4S benefited from a from a "one-stop-shop" cloud service with the highest standards of quality and customer satisfaction. G4S also benefited from Business Continuity: G4S Security and G4S Cash have separated domains, creating maximum flexibility within the company to meet business needs.

Why Getronics?

When searching for new workspace for their employees, G4S needed a mature, proven workspace that was highly secure. With Workspace Online, Getronics were able to provide G4S with a flexible and secure workspace solution, with predictable costs charged per user, that both met their extremely high security standards and enabled them to effectively manage their IT costs.



RESILIENCY
SCALABILITY 50,000 LIVE USERS
IMMEDIACY COST CONTAINMENT
PROVEN PLATFORM EFFICIENCY
AVAILABILITY SECURE
100% RENEWAL RATE
8.5 / 10 CUSTOMER SATISFACTION

WORKSPACE ONLINE

THE CERTAINTY OF A FLEXIBLE, SECURE AND RELIABLE WORKSPACE FOR PERSONAL PRODUCTIVITY
OUR CLOUD SERVICE IS NOT JUST A CONCEPT



To understand more about the Getronics Workspace Online service, please call 01252 828401 Or e-mail: wol@getronics.com

www.getronics.co.uk/wol

WORKSPACE ONLINE... SEEING THROUGH THE HAZE

Workspace Online, the Getronics Private Cloud Service, offers the certainty of a flexible, secure and reliable workspace, accessible from any location, on any device, at any time, without the need for additional investment in hardware or software. With a satisfaction level of 8.5 out of 10, across over 50,000 users. Workspace Online is a proven platform ready for your business to adopt.

Built on market-leading technologies from our partners Microsoft, HP and Citrix, Workspace Online provides our customers with a complete desktop services platform which delivers all commodity IT services as well as the complex enterprise applications which are core to our customers' businesses. With its mature self-service and provisioning modules, customers are empowered to easily manage all aspects of their IT service, from application selection to storage allocation, all backed by full administrative workflows. Getronics has the expertise to de-risk the migration of IT services to our private cloud platform and to provide a 24/7/365 service, with guaranteed availability across dual-data centres.

KEY BENEFITS OF WORKSPACE ONLINE

Our Cloud Service Is Not Just A Concept!

Unlike many of the competitive offerings in the market today, Workspace Online is not just a concept, but a proven and trusted service, with consistently high satisfaction levels of 8.5/10 across over 50,000 users and a 100% renewal rate: no customers who have joined the platform have ever left.

What's more, with no minimum contract tie-ins but instead a simple, monthly rolling contract with low transitional costs of only £90/user, it's an accessible solution to businesses of all shapes and sizes. Indeed, we have customers deployed on the service today ranging from 300 – 13,000 users across all sectors and four countries!



You Only Pay For Services Used = Budgetary Certainty

You pay Getronics a fixed monthly fee per seat, for the services you've used, which allows transparent budgetary certainty. Using the self-service provisioning module, you can easily select your own package of applications, including those bespoke to your company.

You can easily modify the number of users, required applications and authority workflows to respond to inevitable business change – whether it's adding employees

to accommodate growth, or temporarily deactivating during leave, or even permanent termination of users. The point being, each user gets access to the applications and resources they need, and you only pay for the actual usage, saving significant wasted costs of redundant software and IT resources.

There are no up-front investments to make in hardware or software and with IT costs transferred from CAPEX to OPEX, the budget becomes transparent and is more easily controlled. Furthermore, you gain significant cost avoidance in terms of cyclic IT refresh programmes, disaster recovery, workspace recovery and business continuity.

Swift and Efficient Response to Business Change

As companies face inevitable change and staff numbers increase or decrease, it is vital to the productivity of the business

that the functionality of the ICT system is highly attuned to the individual user whilst balancing the needs of the business from a security and compliance perspective.

Workspace Online allows our clients the flexibility to quickly up or downscale their requirements to suit their business' needs today and as they change over time, whilst maintaining a secure and reliable environment and without the unpredictable investment in IT.

Real-time Reporting & Billing with Mature Self-Serviced Provisioning Module

Workspace Online is unique in the maturity of its self-service and the advanced level of automation that it offers customers.

Every user has their own self-service module which enables them to request applications as and when they need to use them. The application they need is implemented much faster than any traditional ICT solution – as soon as the application request has been approved by the line manager, the application is made available to the user as they log back into Workspace Online.

From an administrator's perspective, they are able to add and remove users, determine the list of applications offered, and change the administrative authorities within the business, whilst retaining a clear

view of the end users, applications in use, and even breakdown of storage usage at any one time, thanks to the real-time reporting and billing.

Due to the maturity of the self-service module and its alignment to the business's management workflows, a significant reduction in service desk requirements within the existing customer base has been demonstrated.

Reducing Administrative Burdens and Ensuring Software Future-Proofing

You benefit from our investment into R&D of the latest services and applications which we make available to the entire platform.

From a licensing compliancy perspective, the live administrative and reporting tool allows a real-time view of the business's application usage which makes the important but often challenging task of ensuring your business is compliant significantly simpler, not to mention less expensive, since you no longer pay for redundant software.

Optimum Security, Disaster Recovery & Guaranteed Availability 24/7/365

Workspace Online maintains strict control over the user's identity, privacy, digital

rights and security. Your applications and data reside in a fire-proofed, secure area within Getronics' dual Tier 3 Data Centres which are highly resilient, ensuring maximum 24/7/365 service availability.

Should your PC or laptop be stolen, or your company premises be struck by disaster such as a fire, your company data will remain safe.



Workspace Online provides the flexibility to change the way your company responds to the requirement for Work Area Recovery and Business Continuity, by enabling your workforce to continue working from any location and access business resources and applications securely.

Personalised Service – Easy Access to the Applications Core to Your Business

You determine the functionality and look and feel of your Workspace Online to suit your business's needs.

Workspace Online provides access to the Microsoft collaboration tools and

productivity suite of applications for immediate selection, as well as access to Internet Explorer for internet access.

Workspace Online enables your mobility strategy with support for push mail through your corporate smartphones or tablet PCs.

Best of Breed Technology

Workspace Online utilises best of breed technology partners, including Microsoft, HP and Citrix. Underpinning this, Getronics is a Gold Certified Partner of Microsoft and a Global System Integrator Partner of Citrix (the highest partner status Citrix awards), and an HP Preferred Partner – to read more about our partnerships visit www.getronics.co.uk/wol

In summary, Workspace Online removes any concerns about the management and maintenance of your ICT infrastructure. You no longer have to worry about keeping your ICT up and running and future-proofed, but instead can focus all your attention on running your core business.

To understand more about the Getronics Workspace Online service, please call 01252 828401 Or e-mail: wol@getronics.com

WORKSPACE ONLINE CASE STUDY: GETRONICS PROVIDES A FLEXIBLE, SECURE AND SCALABLE WORKSPACE FOR 13,000 TNT POST EMPLOYEES

SECTOR: TRANSPORT & LOGISTICS | SOLUTION: WORKSPACE ONLINE

TNT

TNT Post is part of the TNT Group which employs around 155,000 people and reported revenues of €10.4 billion for 2009. TNT Post provides businesses and consumers worldwide with an extensive range of services for their mail and express delivery needs.

LOCATIONS

Locations Headquartered at Hoofddorp in the Netherlands, TNT serves more than 200 countries.

ACTIVITIES

TNT Post is the leading Dutch provider of collection, sorting, transport and delivery services for domestic and international mail.

CHALLENGE

To support TNT Post's new desktop with the new way of working, facilitate a green office concept, create maximum flexibility and scalability, minimise application dependency and reduce costs.

Company Profile

TNT Post is part of the TNT Group which employs around 155,000 people and reported revenues of €10.4 billion for 2009. TNT Post provides businesses and consumers worldwide with an extensive range of services for their mail and express delivery needs. TNT is publicly listed on the stock exchange of Amsterdam.

The Challenge & Objectives

TNT Post had five main challenges for its new desktop:

- To support a new way of working
- To facilitate a green office concept
- To create maximum flexibility and scalability
- To minimise application dependency
- To reduce costs

The Getronics Solution

The Getronics solution for TNT Post was Workspace Online, which is Getronics' private cloud solution. It is a mature, proven solution with over 50,000 users and a satisfaction rating of 7.5-8.5/10.

Workspace Online provides advanced user self service and provisioning and is available 24/7 from any device with a web browser.

Workspace Online met TNT's objectives by providing:

- A scalable, cloud based solution, paid per user
- Delivery from a dual Data Centre configuration with full redundancy, which is a standard feature of Workspace Online

THROUGH THE USE OF WORKSPACE ONLINE, TNT POST HAS A FUTURE PROOF WORKSPACE AND IS WELL EQUIPPED TO CONTINUE PROVIDING ITS CUSTOMERS WITH THE EXCELLENT SERVICE TO WHICH THEY HAVE BECOME ACCUSTOMED

- Business applications managed and hosted by TNT fully integrated and accessible within Workspace Online, which as standard is able to integrate full Line of Business Applications
- Connected TNT and Workspace Online domains, using a forest trust relationship
- Full integration of Microsoft Office within Workspace Online, which uses best of breed technology from Getronics' vendor partners

Results & Benefits

Through the use of Workspace Online, TNT Post has met all the challenges posed by the implementation of a new desktop and has empowered its employees in a new way of working through the advanced user self service provisioning.

Workspace Online has benefited TNT Post by providing:

- Anytime, anywhere secure access, through any device, to applications and files for 13,000 employees in the Netherlands, Belgium, Germany and the UK
- Always up to date, near instant deployment with automatic updates and new releases

- Predictable Costs and budgetary certainty, through flexibility and pay per use model, with real time billing

The Future

Through the use of Workspace Online, TNT Post is well equipped to continue providing their customers with the excellent service to which they have become accustomed.

Why Getronics?

With Getronics' local presence and global reach, Workspace Online is able to provide international customers, such as TNT Post with a flexible, scalable solution, which is highly secure and financially predictable, and is accessible at anytime, anywhere, from any device.

GETRONICS HAS LOCAL PRESENCE AND GLOBAL REACH AND WITH WORKSPACE ONLINE, IS ABLE TO PROVIDE INTERNATIONAL CUSTOMERS, SUCH AS TNT POST WITH A FLEXIBLE, SCALABLE SOLUTION, ACCESSIBLE AT ANYTIME FROM ANYWHERE, WHICH IS ALSO HIGHLY SECURE AND FINANCIALLY PREDICTABLE

RESILIENCY
SCALABILITY 50,000 LIVE USERS
IMMEDIACY COST CONTAINMENT
PROVEN PLATFORM EFFICIENCY
AVAILABILITY SECURE
100% RENEWAL RATE
8.5 / 10 CUSTOMER SATISFACTION