PIVOT

WORKPLACE EXPERIENCE

Optimizing End-User Computing to Increase Productivity, Enable Collaboration and Enhance the User Experience.

PIVOT'S UNIFIED PORTFOLIO OFFERING

Through our Unified Portfolio, we deliver solutions across the full lifecycle of our customer's technology investments.

SERVICE CHANNELS

- Integration
- Professional
- Deployment
- Workforce
- Managed

SOLUTION DISCIPLINES

- Workplace Experience
- Application Modernization
- Network Optimization
- Security Fortification
- Cloud & Datacenter Transformation
- Customer Experience

SERVICES VALUE STREAM
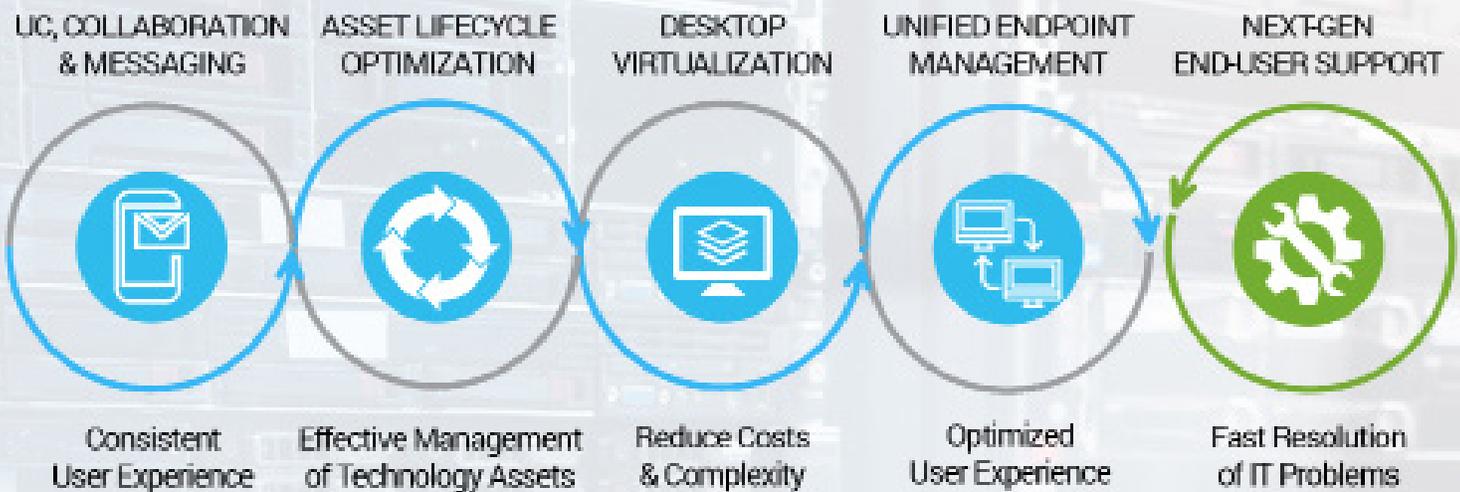
Assess → Design → Implement → Manage → Optimize

Mobile and cloud technologies are disrupting businesses across all industries. The term "workplace" no longer connotes a physical office where employees work for a designated number of hours using company-issued tools. Today's employees have unprecedented levels of connectivity, enabling them to share knowledge, work more collaboratively, and become more productive. At the same time, the consumerization of IT has empowered modern workers, who expect the same user experience in the workplace that they enjoy with their personal devices.

Problem is, the traditional approach to end-user IT does not support this new dynamic. Applications and data reside locally on devices controlled and managed by IT. Support is reactive, with SLAs driven by device and application uptime. Mobility is often limited to email access, while the corporate end-user environment is "locked down" in an effort to contain an ever-growing array of security threats. Organizations struggle to enable anytime, anywhere access with proactive and predictive support focused on outcomes and the user experience.

Pivot Technology Services has developed a Workplace Experience transformation framework to help organizations create and support a user-centric environment. The Pivot team assists organizations at every phase of their digital workplace modernization journey, from assessment, design and planning through the implementation of technologies that improve employee productivity and engagement.

Pivot empowers users to seamlessly and securely work across any device and to effectively connect, collaborate and communicate. Pivot can also help optimize IT operations and support through simplification and automation, unified endpoint management, and advanced full-lifecycle management of IT assets. This approach addresses the ever-changing cycles of risks, opportunities and technology updates, and enables the ongoing optimization of the user

WORKPLACE EXPERIENCE FRAMEWORK

UC, COLLABORATION & MESSAGING	ASSET LIFECYCLE OPTIMIZATION	DESKTOP VIRTUALIZATION	UNIFIED ENDPOINT MANAGEMENT	NEXT-GEN END-USER SUPPORT
Consistent User Experience	Effective Management of Technology Assets	Reduce Costs & Complexity	Optimized User Experience	Fast Resolution of IT Problems

experience through personalized services and data analytics.

SOLUTION SUMMARY

Pivot's end-to-end approach to workplace modernization begins with assessment and strategy development and incorporates proven design, implementation and migration methodologies. The Pivot team has the expertise needed to help organizations leverage five core technologies to create a future-ready workplace:

Unified Communications, Collaboration and Messaging. Tools that empower employees to effectively connect and communicate form the foundation of the modern workplace. Pivot helps organizations consolidate disparate communication platforms to create a consistent user experience. Industry-leading cloud-based tools enable seamless collaboration across geographically dispersed teams, customers and business partners. A strategic approach involving key stakeholders maximizes user adoption and ROI.

Asset Lifecycle Optimization. The accelerating pace of technology change demands well-developed processes for optimizing the hardware lifecycle. Pivot helps organizations manage the ever-changing risks and opportunities associated with frequent technology updates, and provides a comprehensive suite of services that simplify procurement and inventory management. Endpoint provisioning, configuration, exchange, repair and disposition services reduce IT support costs and improve the user experience.

Desktop Virtualization. Virtual desktop infrastructure (VDI) enables employees to work anytime, anywhere across any device while ensuring that sensitive information remains protected. Pivot offers flexibility and choice in the VDI deployment model, and helps customers take advantage of best-in-class application virtualization and containerization technology. Platform monitoring and management services optimize performance and help ensure compliance with IT policies and software license entitlements.

Unified Endpoint Management. The integration of traditional desktop and mobility management tools provides end-to-end visibility and single-pane-of-glass administration, enabling IT teams to better provision, manage and secure an ever-increasing number of endpoints. Pivot's unique approach incorporates platform monitoring and management, policy management, OS imaging, application packaging and development, and endpoint protection and security.

Next-Gen End-User Support. Pivot helps organizations transition from a device-centric to a user-centric support paradigm through personalized services and data analytics. Pivot's service desk delivers expert and disciplined support using remote troubleshooting tools to speed problem resolution. Pivot also enables user self-service and automated request fulfillment through a customized portal. Continual service improvement optimizes costs while enhancing the employee experience.