

**EMPLOYEE  
WORKPLACE (EWP)**

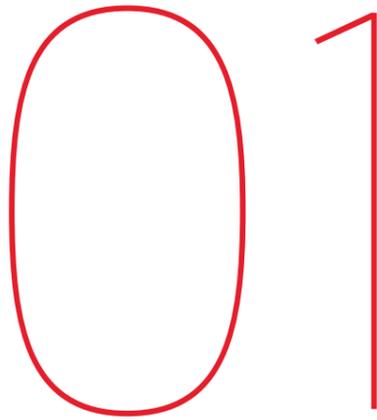
**BCX**

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# Employee Workplace (EWP)

While there are multiple business and technological factors driving the need for ICT service providers to reinvent service delivery and adopt new business models, from our perspective one of the primary drivers is the need to reinvent End User Computing (EUC). This is to ensure better alignment with clients' needs, investments and current services being delivered - enhancing the cost versus benefit ratio.

In order to clearly distinguish between traditional EUC offerings and a new approach, we refer to the new solution as Managed Workplace (MWP).

The introduction of a better "client needs" aligned service, will require a complete redesign of the manner in which the MWP services are rendered and priced, and will require the introduction of new technologies to automate people and process intensive tasks that will result in higher value for our clients.

## SELF SERVICES

70 percent of millennials expect a company website to include a self-service application, 40% prefer self services over human services

## IMMEDIATE HELP

25 percent of millennials expect a response from customer service team in 10 minutes via social media

## AUTHENTICITY

No scripts, no robots. Millennials want brands to informally, on their chosen media, expect the brand to match their style

## PERSONAL SERVICE

Millennials want brands to know about them, to understand their problem, and use their history to shape solutions just for them



## PROBLEM SOLVED

Millennials want their problem solved first time around, on the channel they choose. 25% will leave a brand after 1 bad experience.

## HELP WHERE THEY WANT IT

Millennials want to interact with agents where it suits them, be it Facebook, Twitter, email, web chat or phone.

## MOBILE FIRST

Customer service should be mobile friendly. i.e free to call, site should be responsive for web chat and self service for any device

## SAVE TIME

Millennials value their time more than almost anything else. They want their query resolved first time, whatever the channel they use.

BCX is in the process of conceptualising a number of new capabilities, features, and business models that include (but are not limited to):

- **Proactive Monitoring:** Moving the reactive operational model towards a proactive model, through continuous remote monitoring of ICT assets, to identify and resolve issues before end-users contact the BCX help desk.
  - Currently, most EUC solutions operate through a reactive model, whereby resources are engaged and/or dispatched based on "past" event such as a call to the help desk.
- **SLA Automation:** The automation of the service level agreement (SLA) (agreed to between Massmart and BCX) is fundamental to the new MWP solution in order to provide real-time dashboards and SLA compliance visualisation and reporting.
  - Currently, most EUC solutions rely on historical information and require intensive manual intervention to accurately report on SLA compliance.
- **New Business Model:** Through continuous proactive ICT asset monitoring and real-time SLA compliance, there is the ability to present new business model options to Massmart – for example, SLA compliance based pricing, which ties back to the need to assist our clients with aligning investments made to benefits received.
  - Currently, most EUC solutions are based on a traditional per device per month cost model, making it difficult to show/prove value. To the best of our knowledge, no service provider is currently doing this and this will be a) disruptive, b) innovative, and c) well received by our clients

BCX would welcome the opportunity for Massmart to partner with us on this new solution and have Massmart as our first Managed Workplace POC client.

## Changing Business Needs

Traditional End User Computing (EUC) services, also referred to as Managed Desktop Services, Desktop Managed Workplace management or Desktop-as-a-Service, is typically an outsourced service for the management and support of company-owned desktops and laptops – based on traditional operational and business models.

The rapidly changing workplace environment has resulted in organisations needing to manage, track and map a diverse range of company and privately owned Bring Your Own Device (BYOD) IP connected devices (PCs, laptops, printers, servers, routers, switches, and mobile devices),

while trying to reduce the complexity of managing connected devices.

As the flow of information between a variety of devices becomes more converged, organisations are looking for a more effective and efficient way to manage ICT assets, provide real-time reporting and a seamless user experience – whilst mapping cost to benefit.

## New Approach

Based on feedback from both existing and new clients, and clients, and our own research, the below are some of the challenges that contribute to complexity, increased TCO and reduced ROI in managing ICT assets:

- End-user workplace management is in rapid transition to support more flexible working styles, end-user services, and a proliferation of devices
- The array of tools needed for various aspects of ICT asset management, most of which are siloed or point solutions for a specific activity
- Support services continue to move away from the on-site service delivery model
- Adhering to industry-standard security guidelines and compliance frameworks
- Managing time-consuming and complex ICT asset management lifecycles
- Simplifying the rigid support structure to meet the SLA requirements
- Tackling technology stagnation,
- Real-time reporting on performance against SLA agreements
- Alignment of ICT asset refresh cycles with outsource agreements
- Managing complexity and high overheads of multiple vendors
- BYOD and mobile devices
- Hardware/Software contracts and license management

The new functionality and considerations in progress (WIP) will enable us to better serve Massmart and differentiate our services.

Discovery	<ul style="list-style-type: none"> <li>• Electronics realtimeprobe of network</li> <li>• Identify ICT assets - HW, SW location, ID User profile</li> <li>• ICT equipment, LAN network(s)</li> <li>• All departments</li> </ul>
Classification and registration	<ul style="list-style-type: none"> <li>• Asset registration</li> <li>• Classification</li> <li>• Utilisation, duplication</li> <li>• ICT assets mapping</li> </ul>
ICT Assets Baseline	<ul style="list-style-type: none"> <li>• ICT assets inventory</li> <li>• Fit for purpose</li> <li>• Optimisation</li> <li>• Existing ICT management tools and processes</li> </ul>

**Business imperatives**

- SLA automation
- Reporting
- Dashboards
- Helpdesk integration

**Monitoring and SLA Compliance**

- Enforce SLA compliance
- Remote proactive monitoring of ICT assets - status security movement, utilisation, application and interdependencies
- Single source of data and information of ICT assets

With the combination of Single Platform + Remote Management + Pro-active monitoring + a “better” client aligned pricing model, this makes the BCX offering absolutely unique.

Of these differentiators, the most compelling for clients will be the new business model, which we expect to be disruptive and better aligned with business outcomes.

### Proactive Monitoring

Deployment of a monitoring platform will enable the discovery, management and proactive monitoring of ICT assets connected to Massmart networks, to localise a fault quicker resulting in decreases problem resolution and mitigation of timelines.

Because metrics are base-lined, deviations can be detected and proactively looked at before an access application can cause a delay or end-user response issues.

Having a holistic view of the entire estate, not only speeds up investigation time, but it also promotes less downtime and reduces availability issues.

Companies need to manage their IT network with a focus on delivering high service levels to the business and return on investment (ROI). It is crucial to have rigorous control of IT assets including Network / Application performance management, network capacity management, SLA monitoring, business service network monitoring and in general control of each network component critical to business applications.

Managing Network Monitoring at scale is an increasing challenge. Today’s networks are under pressure to scale due to increasing business-critical uses such as Big Data, the transition higher bandwidth local area networks, the demand of new mobile devices, BYOD usage and complications thereof, data-center consolidations, and bandwidth-hungry SaaS applications. Additionally, traffic is being generated from different network infrastructures including virtual, physical, remote sites and cloud, causing the following challenges IT is facing today:

- Data Centre and End-point Consolidation, which must service multi-tenant environments, resulting in larger, more complex architectures.
- Growing Server Virtualisation, which drives up the ratio of virtual machines (VMs) to physical hosts. Resultant bandwidth demands create pressure to upgrade networks to 10GB.
- Granular Security, and too often, their monitoring and security tools are inadequate. Meeting urgent security demands and operational requirements calls for additional tools and growing numbers of SPAN/mirror ports which cause performance issues such as dropped packets; tools fail to keep up with throughput and available port requirements.
- Meeting Stricter SLA and Downtime Requirements poses yet another risk when ports must be provisioned or reconfigured.



## ABOUT BCX

At BCX, we pride ourselves in being one of South Africa’s leading ICT and telecommunications infrastructure partners to organisations of all sizes. As a wholly owned subsidiary of the Telkom Group, BCX was established through the fusion of Business Connexion, a company established 20 years ago, and Telkom Business, a division of Telkom, in November 2016. The company combines Telkom’s knowledge of infrastructure and Business Connexion’s experience in providing ICT solutions to help our 27 000 clients optimise their business and create opportunities that might seem impossible through a variety of scalable solutions that are insourced or outsourced.

We aim to help organisations, their employees and the country, digitally transform to become more reflective of the productivity, power and dynamism of the people who drive them forward. To do this we combine local market understanding, deep industry expertise, some of the world’s most advanced Information and Communications Technology with a tireless commitment to make our customer’s unique digital journeys as seamless as possible. That way they can focus on their goal – creating an organisation that will change the lives of its people, community and country.

Headquartered in Centurion, Pretoria, BCX permanently employs circa 7 500 people and our global footprint spans over South Africa, Botswana, Mozambique, Namibia, Nigeria, Tanzania, UAE, UK and Zambia. Visit us on **visit [www.bcx.co.za](http://www.bcx.co.za)**.

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