

A photograph of two women in a professional setting. One woman is holding a white tablet, and the other is pointing at the screen. They appear to be in a collaborative meeting. The background is slightly blurred, showing other people and office equipment.

# Secure monitoring and management services of all end-user devices

A modern connected workplace means far more than equipping employees with modern tools. True modernisation involves adopting an integrated approach towards technology that allows for a fully collaborative workplace to enable enhanced productivity. This means equipping the workforce with the right collaboration tools to allow for seamless communication.

The challenge though is managing and supporting these increasing diversity of user endpoints securely. In a traditional role, a desktop support team supports employees who use a desktop or laptop computer.

While this may still be a requirement for some organisations, employees utilise a variety of technologies available to them and now demand to use all kinds of devices, including their own, so they can work wherever and whenever they need.

## WHAT IS DIGITAL WORKSPACE EXPERIENCE?

BCX Digital Workspace Experience is a suite of services that provides all the necessary functionality to enable maximum end-user productivity and effectiveness. Digital Workspace Experience caters for all the traditional End User Compute (EUC) requirements and extends to the secure proactive monitoring and management of all end-user devices regardless of make or operating system.

BCX can implement a suitable, cost-effective solution based on the current state of your end-user compute strategy and by means of continuous service improvement programmes, enable strategy realisation. No matter which stage you are at in your end-user compute journey, we partner with you in order to assist you in attaining your critical business objectives.

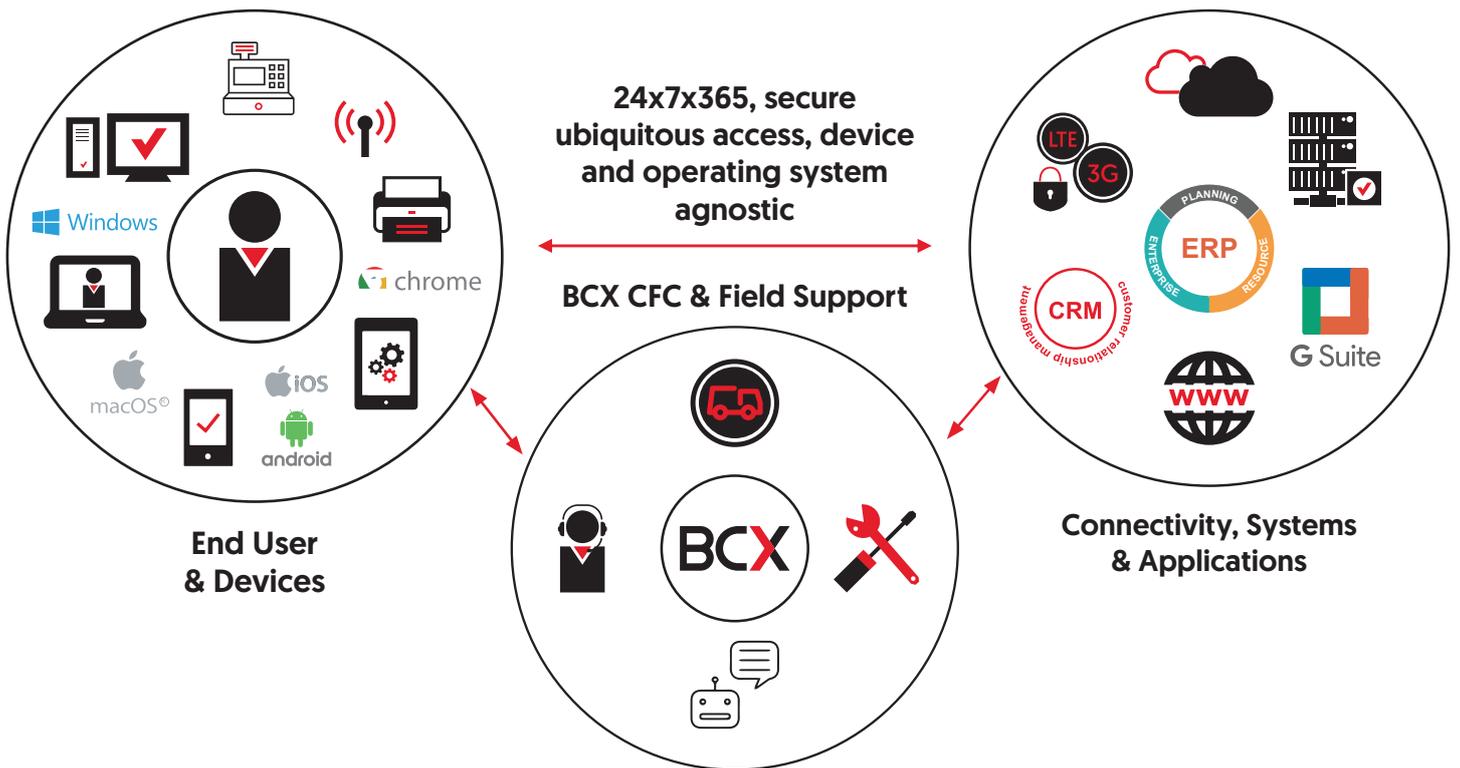
## TRADITIONAL ENDPOINT MANAGEMENT APPROACH

Disparate Management Systems [Unhappy, inefficient, ineffective, and unproductive end-users]



## WORKSPACE MANAGEMENT APPROACH

What is the ultimate objective? [Happy, efficient, effective and productive end-users]



## WHAT DOES DIGITAL WORKSPACE EXPERIENCE DO?

Not being able to be productive is frustrating and it gets worse when IT support is not available. With BCX Digital Workspace Experience, issues are often identified and resolved before they become an incident. End-users can access self-help tools to resolve certain issues and if an incident still needs to be logged, BCX remotely connects to an end user's device to resolve the incident. In the event that an incident cannot be resolved remotely, owing to a hardware issue, then a field services engineer will be sent to site.

This approach is extremely efficient and improves the end-user experience. It also reduces costs due to a reduction in field services support. The availability and stability of end-user devices improve, which results in satisfied, efficient, and productive end-users.

## WHY CHOOSE BCX?

We have developed unique, tiered service offerings focused on driving down costs, improving operational effectiveness and increasing efficiencies. Any of these tiered services can be augmented with optional add-ons to ensure a unique fit to your specific business requirements.

BCX offers a breadth and depth of experience and skills in the End User Computing environment underpinned by relevant certification.

## FEATURES AND BENEFITS

FEATURES	BENEFITS
<b>Device as a Service (DaaS)</b>	A tailored long-term solution, focussed on reducing costs, based on a flexible consumption model. A convenient solution that gives you a predictable price per seat per month. Hardware, software and PC lifecycle services including award-winning support and financing are all combined in one convenient bundle.
<b>Customer First Centre</b>	A single point of contact for logging support requests or getting an update on the status of logged incidents. Intelligent call routing means your issue is directed speedily to appropriately skilled engineers to fast track resolution, thereby minimising interruption and downtime.
<b>Onsite IT Support Services</b>	Not everything can be resolved remotely and, where economically viable, it makes sense to service customer needs and support requirements directly on-premise. This also provides a friendly face to IT, which helps to raise user experience and satisfaction.
<b>Field Services</b>	Field Services are the hands and feet on the ground, where remote support has been unable to resolve and issue. The greater your field services footprint, the lower the cost to service end-users and the quicker one can get to site to ensure a happy customer.
<b>Endpoint Management</b>	Endpoint Management ensures the successful day-to-day operation, maintenance and update of your hardware, operating system and applications. This includes ongoing weekly preventative maintenance, designed to keep your device performing as optimally as the day it was first installed.
<b>Mobile Device Management</b>	Mobile Device Management, or MDM, manages those devices accessing corporate applications and information while not restricted to a company location. MDM ensures seamless access and performance as if you were directly connected to the corporate network.
<b>Mobile Application Management</b>	Mobile Application Management, or MAM, focuses on the security of access, applications and data traversing public networks, thereby ensuring the confidentiality and safety of your critical data.
<b>Mobile Content Management</b>	Mobile Content Management, or MCM, provides secure access to corporate data on smartphones, tablets and other endpoint devices. MCM incorporates identity management which ensures control over end-user access to specific sets of data.

This solution is available locally and internationally. For more information and pricing details, contact your account manager or email [info@bcx.co.za](mailto:info@bcx.co.za)