NEC

\Orchestrating a brighter world

Managed Digital Workplace

Take control of your organisation's end-user environment
and simplify the management of all your end-points.

nec.com.au

NEC Managed Digital Workplace

Forty-eight percent of employees will work remotely after the pandemic, compared to 30% pre-pandemic.

Gartner - 9 Predictions for the Post-COVID Future of Work, May 2020.

The digital workplace is the natural evolution of the traditional workplace. It encompasses all the technologies employees use to get work done. The digital workplace is transforming how employees collaborate, how customers are supported, and ultimately how organisations do business.

The typical complexities and costs faced by organisations in the support and management of end-user services in today's environment are likely to continue to increase well into the future. The need to work with diverse and untrusted devices, multiple operating systems, and consumer-oriented applications in what has historically been a highly standardised and controlled IT environment is now the future of how we work.

Some organisations have extensive teams dedicated solely to this purpose, but not every organisation wants to invest in an extensive support team to manage their end-user operations. Many look to outsource the management of administrative tasks associated with end-user services to managed service providers.

Common Challenges

- High cost of resources
- Diverse & untrusted devices
- Increasingly demanding users
- Greater focus on security
- Devices operating anywhere

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Take control of your organisation's end-user environment

NEC Managed Digital Workplace can help you take control of your organisation's end-user environment and simplify the management of all your end-points. Whether it's desktops, mobile devices, applications, SOE's, software packaging and distribution, right through to securing, supporting and managing every employee across your entire organisation.

Our Digital Workplace suite consists of Workplace Support, Workplace Engineering, and Workplace Security services. With our extensive experience across varied workplace environments, NEC can work with you to tailor a solution to meet your business needs.

NEC Digital Workplace Service Suite

Workplace Support Services

Workplace Engineering Services

Workplace Security Services

Workplace Support Services

NEC has the capability to provide your business with the level of support it requires. We offer a multi-level support model with the flexibility to select individually, combine or customise. NEC can work with you to provide the support services that meet your business strategy.

Deskside Support

Leverage NEC's experience and expert engineers to provide deskside support for your business and all their end-user devices, operating systems and applications. NEC handle the more advanced support issues by working with your technology teams to achieve faster response and resolution times, enabling them to focus more on your business's strategic goals. Our team are equipped with good problem solving, communication and interpersonal skills to handle all your issues effectively.
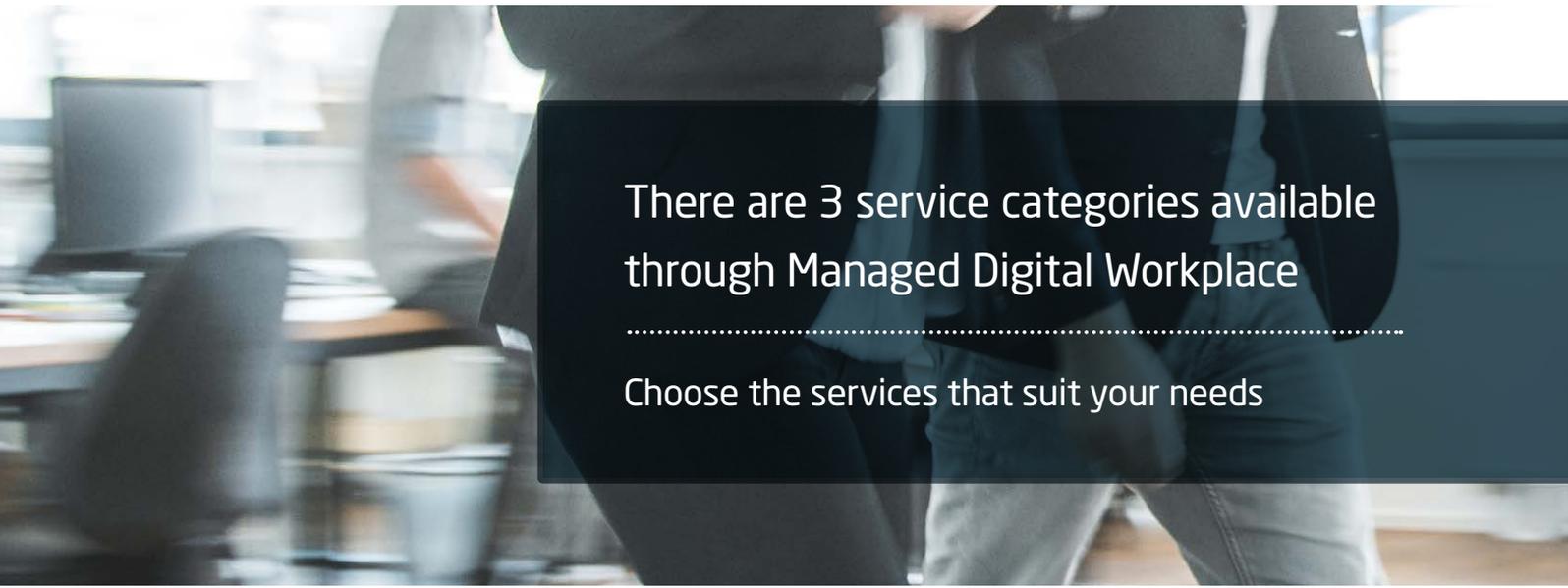
There are 3 service categories available through Managed Digital Workplace

Choose the services that suit your needs

Concierge Service

A personalised and proactive service which caters for a high-touch support model customised to your business needs. This concierge style of support with face-to-face interaction allows your employees to get help for their technology issues and needs at a time and place which suites them. This level of personalised support enables faster turnaround times, increasing employee productivity and engagement.

VIP Support

NEC understands the importance of your business-critical employees and the nature of their work requiring uninterrupted productivity, connectivity and security around the clock. We can provide specialist support and service levels for VIPs and critical business functions which meet your business needs.

NEC will work with you to tailor a solution to meet your business needs

Advanced Remote Assistance

Effectively resolve many of your end-user issues remotely - save time and reduce your cost of service by not having to deploy a deskside engineer. We take control of the situation, saving you money by reducing on-site visits, end-user downtime and training users by guiding them to perform simple tasks while they are online.

Device Lifecycle Management

Implement Hardware Lifecycle Management practices to improve your business efficiency, productivity and reliability, whilst lowering total costs and maximising your return on investment. Whether it's your laptop, desktop, mobile or other devices, NEC can support the lifecycle from provisioning right through to the secure disposal of your devices.

Printer Lifecycle Management

Tailor a printer management solution for your workplace. NEC can provide whole of life printer device management services, which can be enriched to include proactive services to manage your day to day print consumables and maintenance requirements. Everything is taken care of and you can continue to focus on your business.

Unified Asset Management

Enable your business to track assets and budget for the lifecycle of Digital Workplace end-points. NEC works with your business to commence a wall-to-wall inventory exercise to captured all your workplace devices and will continue to track changes and onboard devices into your CMDB. NEC can also track software applications installed against software license entitlements based on your organisation procurement records.

NEC Managed Digital Workplace Service Categories and Offers

Workplace Engineering Services

NEC can provide the on-going operational and configuration maintenance to keep your systems and applications always current for a smoother user experience and aligned to your business strategy.

Evergreen Workspace SOE

The way organisations provision, manage, and secure End-User-Computing (EUC) devices is evolving as organisations turn more towards cloud services. NEC can work with you to customise a traditional SOE offering that conforms with industry best practices right through to working with you on delivering a modern and evergreen digital workplace solution that is flexible, tailored and agile.

Enterprise Mobility Management

With a unified end-point management service, NEC can simplify the management of your modern workplace for all your end-points including; desktops, mobile devices and applications right through to a modern workspace that provides every employee with secure, flexible and well-managed access to their work applications and data, anywhere on any device.

Software Lifecycle Management

Due to the increasing diversity of how applications are consumed, it is critical for organisations to make their applications available to their workforce anywhere, anytime and on any device. Working closely with your business and application teams, utilising NEC's packaging service and experience can make these applications available to your workforce across all their devices and enable a consistent uniform experience.

Virtualised Digital Workspace

Companies of all sizes are embracing virtualisation to enhance productivity, improve performance, increase business resiliency and provide a secure unified employee experience across all devices, whilst significantly reducing cost to the business. NEC's complete application and desktop virtualisation provides your business with an adapted and flexible environment ready to answer all current and future business needs.

Workplace Security Services

You can utilise your existing investment in security platforms and leverage NEC's world-class security and infrastructure teams or entrust NEC to deliver you an end-to-end intelligent security solution, which protects and secures your organisation.

End-point Security

Stay secure by identifying, detecting and responding to threats or malicious insider actions across your workplace environments. NEC combines best-of-breed anti-virus and threat protection technologies to provide you with the confidence that you can conduct business in a secure and reliable environment, reducing downtime and lowering total cost of ownership.

Patch Management

NEC have extensive knowledge, processes and practices in providing patch management and support. We can control the deployment and maintenance of interim software releases and assist in maintaining operational efficiency and effectiveness, mitigating security vulnerabilities and maintaining the stability of your environment.

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Benefits

Increase Productivity

Our service delivery and service improvement processes improve the reliability of your operating environment. End-users will experience fewer distractions allowing them to focus on higher-value tasks.

Leverage Expertise

No need to employ expensive FTEs or invest in training. Leverage our experienced and certified experts, including Microsoft Engineers to provide up-to-date technology that your users need to keep engaged and productive.

Reduce Costs

NEC take full responsibility of all your end-user devices from implementation to maintenance and optimise services to improve your business efficiency, whilst lowering total costs and maximising your ROI.

Security Protection

NEC are global leaders in cybersecurity. We combine best-of-breed anti-virus and threat protection technologies to give you confidence to conduct business in a secure and reliable environment.

Features

Service Insight & Transition

In partnership with your key stakeholders NEC undertakes a service discovery to understand your business strategies, capabilities and the health of your environment to enable comprehensive service design and transition planning that meets your business objectives.

Plug 'n Play Capabilities

Select from a broad range of NEC services to best suit to your organisation. Complementing services including Service Desk, Microsoft Office 365, Infrastructure, and Security, work hand in hand with our Digital Workplace suite to provide you a definitive end-to-end experience.

Flexible Engagement Model

NEC can work with you to customise a traditional service offering that conforms with industry best practices right through to delivering a modern and evergreen digital workplace. With a range of engagement and consumption models scalable to any organisation size or budget, NEC can manage the complete service model on your behalf or partner with your selected providers.

Reporting & Analytics

Our centralised reporting function combines different data sources into a single service tailored to your needs, enabling informed business decisions. The foundation of our reporting services can start with your core ITSM, Asset or Performance reporting and extends to ad-hoc, dashboard and executive reporting, delivering a rich reporting service.

Providing local support to Australian organisations for over 50 years

Why NEC?

NEC has a long history in managing and delivering end-user services to both large Government and Enterprise organisations. Customers can leverage NEC's experience and expertise and access Microsoft certified engineers without having to employ expensive staff directly or invest in significant training, providing your business with the confidence it needs to conduct business in a well-managed, secure and reliable environment.

NEC Australia is your logical partner when it comes to managed end-user computing support. We have the capability to provide a responsive service Australia wide coupled-with extensive multi-vendor expertise in migrating customers to new technologies and optimising service to support your end-users in their enterprise IT computing needs.

NEC will support your entire business lifecycle. Our solutions and services range from stand-alone products to ICT business transformation:

- ☑ **1,300** supported organisations

- ☑ **270,000** end-users across **220** locations

- ☑ **280,000** supported end-points

- ☑ **104,000** supported desktops

- ☑ **$200M** local R&D investment since year 2000.

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For more information:

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