Service Overview
Managed Workspace

It doesn't matter where your place of work happens to be, Ultima's Managed Workspace has you covered. Our suite of lifecycle services brings together the latest devices, applications, data and security services, delivering a modern, evergreen EUC solution that empowers employees to do their best work, in a way that suits them. Embrace the workforce evolution and free your business from the barren wasteland of unproductivity.

- Access to core and add-on packs, each providing an increased level of ownership and accountability
- Bundled together in a single fixed monthly fee, spread over a term that suits your organisation
- Powered by ServiceNow, Aternity and Microsoft 365, inc Windows 11 and Enterprise Mobility & Security
- Designed to complement your existing internal and managed services
- Architectural and consultancy add-ons to accelerate workplace transformation and adoption

Ultima

Workforce Evolution

As hybrid working continues to penetrate the workplace, organisations are forced to review the way in which they provide end user computing services. Traditionally, IT has always been tightly controlled, constrained to the business need, yet modern working practices have turned the organisational chart on its head, empowering staff and embracing their needs.

This disruption is being driven by a tech-savvy and highly dynamic workforce, where consumer devices, collaborative working and publicly accessible, non-corporate cloud-based applications are commonplace. Furthermore, with the introduction of mobile working practices, remote collaboration has become the default position for peripatetic employees. Similarly, as users move outside IT's sphere of influence and connect via public networks and the Internet, the question becomes how to secure personal and company data, without impacting their user experience or ability to be productive.

As the balance shifts from company-provisioned assets towards a blend of corporate and unregulated personal devices, ensuring employees comply with device, content and app-based security policies, prior to accessing corporate data and services is paramount. Furthermore, providing users with the ability to work from anywhere, on devices that are appropriate to their role can significantly increase productivity.

This is where Ultima's Managed Workspace comes in, providing a frictionless, collaborative, mobile and highly secure experience, wrapped into a simple monthly subscription. By removing the complexity traditionally associated with managing a modern EUC environment, you no longer have to worry about the device lifecycle, OS updates, security, app delivery, endpoint provisioning and 24x7 support. Powered by Microsoft 365, Aternity and ServiceNow, we bring this all of this together, delivering a solution that empowers both IT and employees.

Organisations have known for some time that by building an attractive cultural, technological and physical working environment, one that places importance on the employee experience, they can attract and retain the best talent.

Unfortunately, achieving this panacea has been a perennial challenge, with forecasters and research groups giving a damning indictment on everything from employee engagement and innovation, to employee retention.

45%
of Organisations
have been forced to invest in some kind of DaaS or VDI for remote working, as a result of the pandemic - Teradici

51%
of Organisations
Are considering some form of DaaS as an upcoming IT project in 2022 compared with <5% in 2020 - PC Mag

75%
of Hybrid workers
Say expectations for flexible working has increased and 40% risk leaving if forced to return to the office - Gartner

+500%
Performance Increase
For companies that promote collaborative working cultures - Institute for Corporate Productivity

48%
Knowledge Workers
Will continue to work remotely in 2022, up from 30% pre-pandemic, a sign that hybrid working is here to stay - Gartner
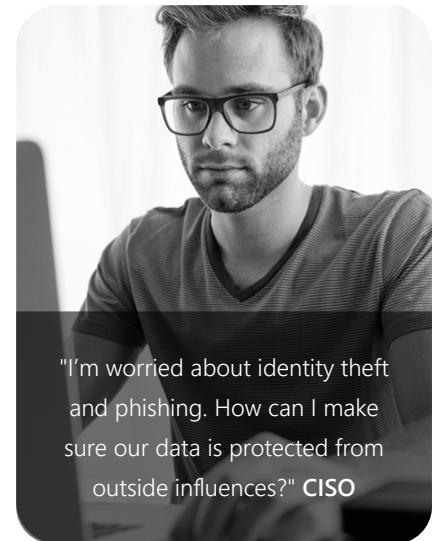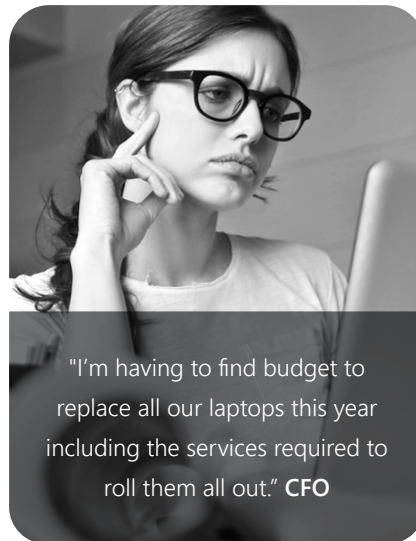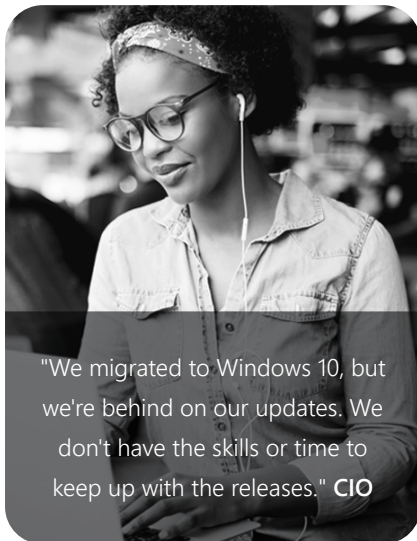
2-3x
Increased Spending
on remote desktop solutions was planned in almost every industry throughout 2021 - Teradici

Solving Common Challenges

"We migrated to Windows 10, but we're behind on our updates. We don't have the skills or time to keep up with the releases." **CIO**

"I'm having to find budget to replace all our laptops this year including the services required to roll them all out." **CFO**

"I'm worried about identity theft and phishing. How can I make sure our data is protected from outside influences?" **CISO**

Productivity is described as being a measure of the efficiency of a person, machine, factory or system, in terms of the rate of output, per unit of input. When put into everyday terms, the IT systems that employees use have a direct impact on how productive they can be, which in turn can affect the company's strategic objectives.

Working in diverse or disparate teams, staff collaborate towards shared goals, often working in challenging environments, across divisions, time zones, languages and transcending technical and social barriers, to achieve something greater than themselves.

Organisations want staff to be able to have devices that are secured, fast, quick to deploy, easy to maintain and evergreen. They want to pay using cloud-based models and get cloud-like experiences.

Managed Workspace provides employees with a reliable, modern and highly performant end user device, which is right for their role, and endpoints are supported and maintained by our 24x7 managed service team. Combining device as a service, Managed Workspace and Microsoft licensing, we're able to provide all of your end user computing needs.

Latest Devices - Devices from HP, Dell, Lenovo and Microsoft, automatically provisioned for a fixed monthly fee, over a term that suits you

Device Security - Hardware enabled security that leverages modern forms of encryption and biometrics as well as out-of-band management

Auto Provisioning - Powered by Autopilot, devices are built, configured and secured without IT intervention, reducing complexity

Secure by Design - Protection against zero-day threats and ransomware, alongside remote wipe and data protection for non-corporate devices

Evergreen - Includes monthly quality and semi-annual feature updates, tested and deployed in an automated and phased manner

Joiners, Movers and Leavers - Our optional IA-Connect JML pack includes 600+ pre-built actions to easily automate your existing JML processes

Solving Common Challenges

Automated Provisioning - Provides end users with a consumer-like experience of starting up and using a brand new device

Digital Employee Experience - Telemetry and user sentiment data improves EUX across aspects such as apps, productivity and security

Monitoring - Gain visibility into config changes, alongside health and utilisation data, to guide business decisions around your EUC estate

Service Desk - You have optional access to Ultima's Advanced tier of our Cortex Intelligent Service desk - powered by ServiceNow

Change and Adoption - ChangeAdopt provides informative Windows and Office 365 CBT materials via their learning platform, QuickHelp

Shift Left Support - Managed Workspace introduces self-service password reset and group management, reducing service desk load

Kroll MDR - 24x7 proactive threat monitoring, analysis, diagnosis, hunting, notification and remediation support

Secure Internet Access - Managed Workspace delivers web security and threat insights both on and off your internal network

Apps Anywhere - LOB apps and software components delivered on-demand, by policy, in accordance with roles and group permissions

App Updates and Patching - Delivery of OS, COTS and LOB updates included, minimising attack surface and enhancing compliance

Windows as a Service

Since the advent of Windows, organisations have been going through a broad cycle of upgrades and service packs, usually every three to five years. Every time a new version was released, IT teams would re-enter the upgrade cycle, developing images, testing apps and hardware, and preparing the deployment infrastructure, months before the first PC was even issued.

With the arrival of Windows 10 in 2015 and 11 in 2021, traditional upgrades have been replaced by a servicing model, allowing Microsoft to take a more agile approach to software development. In fact, Windows 11 has the potential of being the last major upgrade that IT professionals will need to consider. And while anyone can deploy it once, as soon as that project is complete, the task of supporting and updating it begins.

By moving to a higher release cadence - specifically monthly incremental quality and biannual feature updates - teams need to adopt a maintenance approach to managing the Windows lifecycle, smoothing out the deployment curve.

Using in-place upgrade techniques built into Microsoft 365 and our Managed Workspace service, we roll the task of keeping endpoints secure, functional and performant, into a simple monthly subscription, backed by stringent SLAs and granular reporting. As a Microsoft Gold partner and a member of their early adopter programme, we maintain visibility of upcoming core, security, management and productivity developments, so we can validate apps and infrastructure ahead of the next public release, before proactively deploying these across your estate.
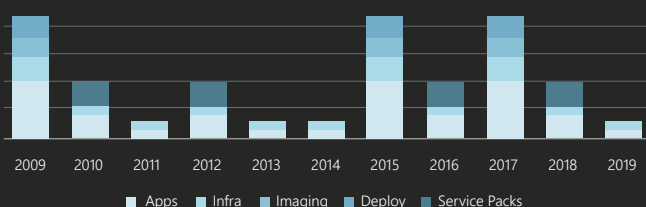
Traditional Deployment - Every 3 to 5 Years
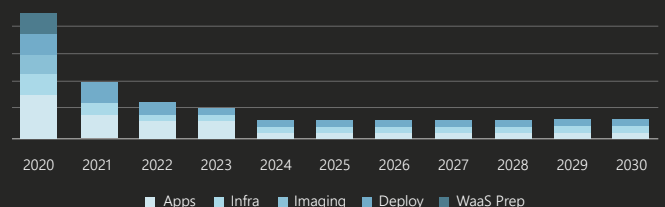
Managed Workspace

Security

> "With a significant proportion of the global workforce expecting to remain remote or peripatetic, Ultima's Managed Workspace service provides unprecedented levels of mobility and flexibility, without impinging on security and compliance mandates. "

Stuart Simms - Head of Digital Presales - Ultima

With Managed Workspace, it doesn't matter whether you are looking to support traditional Corporate or VDI users, we treat device, identity, application and corporate data security with equal importance. To meet the demands of organisations at the forefront of the workplace evolution, we have integrated the industries most effective security products, with Microsoft's Enterprise Mobility and Security (EMS) at its core. Our platform has been developed from the ground up to protect your data, workforce and emerging business cultures, empowering people to work and collaborate in exiting and innovative new ways.

Microsoft Defender
For Office 365, Endpoints and Identity, it delivers protection, post-breach detection, automated investigation, and response

Data Loss Protection
Setup policies to help prevent unintentional or accidental sharing of sensitive information (e.g. financial data) outside your organisation

Privileged Identity Management
Manage, control and monitor time-bound and just-in-time access to trusted, corporate resources with Autonomous Workspace

Single Sign On
In conjunction with Azure AD, users can securely sign-in to Microsoft, SaaS and on-premises apps with the same credentials

Cloud App Security
Identify and combat cyberthreats across your cloud services with Defender for Cloud Apps, a cloud access security broker (CASB)

Microsoft Endpoint Manager
Uses Microsoft's cloud-based Enterprise Mobility Management platform to secure both devices and applications

Azure MFA
Our platform can provide conditional access to corporate data and systems on any device, using Multi-Factor Authentication

MDR and EDR
In partnership with Kroll, we can provde access to a fully managed Endpoint Detection and Response service, via their 24x7 global SOC

Security

"There are only two types of companies: those that have been hacked and those that will be hacked again"
Robert Mueller, ex FBI Director

Depending on their locale and type of business, organisations have an obligation to remain compliant with regulations. Whether you are responsible for securing payment card data or storing PII, we can help monitor employee access, promote security awareness, detect vulnerabilities, as well as identify unauthorised access to data and its transmission.

Since it's likely that the next security breach will come from a legitimate user on your network, it is down to Managed Detection and Response solutions to proactively notify system owners of a malicious individual or compromised account, so action can be taken. From threat detection to incident response, Kroll are always on the hunt for cyber-threats emanating from inside and outside your organisation. This extends to illicit data exfiltration from C2, cloud storage, mobile, web apps, email forwarding and lateral movement, as well as poor IoT security.

While its important to cast a security net across as much of your enterprise as possible, if you are unable to interpret the data, any tool quickly becomes ineffective, leaving you open to breaches in compliance, data exfiltration and insider threats. In addition to the native security included within Microsoft EM+S, we turned to EDR and MDR specialists Kroll, to provide our customers with an Endpoint and Managed Detection and Incident Response service. With over 400 SIEM deployments to their name, they help reduce Mean Time to Detect (MTTD) and lower the average time it takes to respond and ultimately resolve security incidents. Through Kroll, we are able to provide;

- Access to a 24x7 UK-based C-SOC for threat monitoring, analysis, notification and hunting
- Integrated security analytics technology platform
- Global threat intelligence
- Full remediation support from incident notification through to remediation guidance and resolution
- Support for cloud, applications, network, endpoint, and identity and access management environments

Powered by **KR◯LL**

Kroll = Experts In Their Field
Dedicated senior security analysts, engineers and researcher, backed by a fully accredited ISO27001 / CREST Security Operations Centre

Enriched Analytics
Real-time security updates, integrated 3rd party threat intelligence, bespoke threat intelligence and vulnerability data feeds

Orchestration and Response
Automated pre-investigation, playbooks and escalations, cross platform and real-time threat mitigation - isolate, kill, delete!

Next Gen SOC Services
Proactive threat hunting, monitoring and investigation, forensic investigation support, and elimination of false positives

Organisational Assurance
Customised reporting and dashboards, compliance adherence, scenario-based testing, continual service improvement

Broad Spectrum of Detection
Thwart the latest sophisticated threats that outdated detection systems and preventative technology such as firewalls can miss

Device Lifecycle

When it comes to managing end user devices, there is a lot to think about. From form factor, capability and performance, to less obvious considerations such as inventory and complex after-care agreements, IT teams have to contend with a seemingly endless list of challenges. Our Managed Workspace platform, (combined with a separate Device as a Service contract / care pack from a hardware vendor of your choice such as HP, Lenovo or Dell), can help simplify the traditional device lifecycle, and wrap it into subscription-based service, by linking aspects such as sourcing, shipping, provisioning, management, maintenance, support and end of life services into a single agreement.

Step 1 - On-boarding

As part of the initial setup, we work with you to define your requirement and determine how best to integrate our Managed Workspace platform into your environment.

Step 2 - Sourcing

Select from a wide variety of tablet, notebook, desktop and specialised devices from HP, Microsoft, Dell and Lenovo. Lease assets directly from a catalogue, e.g. on a 2 to 5 year term.

Step 3 - Delivery

Once selected, your chosen endpoints are shipped directly to site, to your employees preferred location ready to be connected to your corporate network and automatically provisioned.

Step 4 - Enrolment

No build rooms or worrying about migrating apps and data. Managed Workspace leverages Autopilot, Intune and Azure AD to provision newly Microsoft 365-enrolled devices.

Step 5- Fleet Management

Benefit from centralised unified device management, backed by deep analytics. Evergreen maintenance of Windows 11 is included too, with security, quality and feature updates.

Step 6 - Support

Access 24x7 technical third line support for devices and the Microsoft 365 platform, including Windows 11, and Enterprise Mobility + Security, to keep your operation on-track.

Step 7 - Maintenance

Supported plans can include next business day multi-vendor break / fix support on site, should the worst happen and you find yourself with a broken device.

Step 8 - Renewals

When it's time to select a new device, we'll notify you in advance, giving teams plenty of time to pick out a modern and responsive replacement, which can then be provisioned in the same way

Step 9 - Recovery

With your new devices delivered, simply return the legacy assets to us or we can arrange for collection. Our service includes secure and environmentally responsible WEEE-compliant disposal.

Most IT teams are wholly reactionary, set up to respond to incidents as and when they occur. Despite the plethora of IT-related issues being experienced across an organisation at any one time, support teams tend to only get involved when they have become severe enough and employees have nowhere else to turn. In many cases, IT do not even know that users are experiencing widespread disruption or a slow-down in performance until it starts to impact productivity.

We solve this problem by building in an End User Experience service into our Managed Workspace service. Powered by Aternity, it uses telemetry data to measure, monitor and improve overall app experience, providing a score for performance and health, based on crashes, hangs, errors, page load and wait time. It automatically drives the collection and aggregation of real time information from endpoints, and facilitates remediation that scales to thousands of devices, providing metrics for instant visibility and CSI.

It doesn't matter where your users reside or what device they use, Aternity collects hundreds of data points, processing and aggregating them in real time. Our Service Desk team then use dashboards to establish the overall health of your endpoint environment. Where further interrogation is required, they use powerful visualisation techniques and queries, to drill down into issues that may be plaguing a particular operating system, application, user, team, site, region or asset class. Common issues can then be solved with a single-click, including executing remote actions on any device.

The data harvested provides our operational team with the visibility and intelligence they need to act on, engage with and remediate the entire employee experience. And we can create, modify and expand your library of built-in automation scripts to automatically resolve the most common device or user issues.

Finally, we are able to establish a baseline of business performance, in order to compare the end user experience before and after a change is made, in order to demonstrate improvements in service. Pilot and test prior to full scale deployment, to identify and resolve any incompatibilities, performance degradation or stability issues. Analyse trends in application adoption across the enterprise to track the effectiveness of strategic initiatives.

Adoption & Change Management

Since Microsoft 365 is an evergreen platform, with hundreds of new features being added every year, alongside patches which facilitate entirely new working practices, organisations can quickly become out of step. Couple that with strategic changes which can dramatically alter the status quo (e.g. mergers and acquisitions), the need to provide a suitable Adoption and Change Management (ACM) platform becomes paramount.

While it can be tempting to assume that the hard work is done once a new software platform is deployed, the following scenarios can quickly derail the expect return on investment.

- Employees are expected to significantly impacted by the introduction of new software features and collaborative techniques, which will affect the way they work
- Success of a workspace transformation project is largely dependent on end user adoption and the benefits derived from having a more productive workforce
- The organisation's technical evolution has historically been static, meaning that staff are unfamiliar with what it takes to undergo a process of agile adoption and change
- Some teams and individuals may be resistant to change, believing that their way of working is still optimal, or will continue to find their own solutions or workarounds.
- The organisation has a history of failed or poorly received transformation projects, due to a lack of investment in training or reinforcement, resulting in minimal take-up of new services and features, affecting overall ROI.
- Change can impact everything from processes, systems, job roles, workflows, mindsets and behaviors, with each having a potentially siginificant effect on your bottom line and employees ability to enjoy work and be productive.

Why is ACM important?

The numbers below represent real world productivity gains achieved by organisations utilising the online learning platform, QuickHelp (which the ChangeAdopt sevrice is based on). The time savings represented are from direct user feedback, based on learning how to be more productive utilising Microsoft Teams (e.g. increased user of instant messaging, video and audio conferencing, white-boarding, conversations within channels and teams, document sharing, group chats etc).

£2.65m
Saved across 2,147 users
Based on 1.5 hours saved per employee per week, at an average hourly rate of £15.87 per employee, equating to an annual productivity saving per employee of £1,237

£560k
Saved across 623 users
Based on 1 hour saved per employee per week, at an average hourly rate of £17.31 per employee, equating to an annual productivity saving per employee of £900.

Change & Adoption Management

ACM as part of Managed Workspace

As a Microsoft Gold Cloud Productivity partner, we partnered with ChangeAdopt to provide the following five key tenets of ACM support. Included as part of our Productivity pack, you not only get end-to-end support for Windows 11 and Office 365, but employees gain access to a personalised training plan, alongside a feature-rich portal which provides them with a one stop shop for all of their modern learning needs.

Development of Skills Paths

Each service begins with a training needs consultation session, designed to build a fundamental understanding of the learning requirements of your organisation and to outline what you can expect to achieve. Our ACM consultant will establish how your business works, it's demographic, alongside any specific objectives or aspirational ways of working, before providing an overview of the comms process and best practice approach.

Communication Plan

By defining a communications strategy that underpins the user engagement process, we can help employees understand what is happening, when and why, so they are better informed when it comes to handling incoming changes. This helps improve confidence in the business ability to deploy its chosen technologies, safe in the knowledge that its staff are aware of how it might affect their working practices and have access to materials to support transition.

Learning Platform

Throughout the service we provide access to an online training and knowledge base, powered by QuickHelp. This portal includes access to over 4,000 video tutorials, PDF how-to guides and practical course-ware around a variety of topics including the Microsoft 365 suite (Office 365, and Windows 10/11), enabling employees to get to grips with the technology being deployed in a phased and structured manner.

Structured Training Plan

In order for users to want to utilise the learning material, it must be relevant to the individual based on their role, application set, capability level, how they work i.e. remote, mobile, desk based, and areas of interest. Our service supports this by introducing user skills path progression and achievements, backed by management information that helps you track employee access, engagement, attendance and progress towards completion.

Quarterly ACM Reviews

Finally, we recognise that organisations are always evolving, giving rise to unforeseen ACM challenges as new technologies are selected working practices change. This includes identifying new software features and functionality that may present a threat, current adoption challenges, reviewing platform usage for the previous quarter, and assessment of the programme's success rate (by correlating service desk tickets and training data) and feedback from user groups and other stakeholders.

Managed Workspace - Packs

Organisations often have a wide range of requirements, with some wishing to outsource everything, and others looking to retain some residual capabilities in-house. Ultima's Managed Workspace supports this by providing access to a core pack - providing a base level of service - with modules that provide an increased level of ownership and accountability. By selecting just the packs you want, you can benefit from an optimised service, with our teams providing support just where its needed.

🟥 Mandatory   ⬜ Optional

Core

- Onboarding
- Windows OS Lifecycle
- App Deploy & Patching
- MDM & MAM
- Digital Experience

Security

- Bundles
- Endpoint
- Identity, Data and Apps
- MDR
- Anti-Phishing

Device

- Hardware Fulfilment
- Break / Fix
- Bulk Device Enrolment
- Stock Holding and Config
- WEEE Disposal

JML

- User Onboarding
- Asset Provisioning
- Role Changes
- Access Removal
- User Offboarding

Productivity

- Office 365 Suite
- Office 365 Backup
- Adoption and Change

Service Pack - Core

In the Core pack, we provide initial platform on-boarding and enrolment services, effectively extending the management of your existing Microsoft-365 based environment to Ultima.

We provide the features that most organisations would expect to find out of the box, including full-volume encryption with Bitlocker, the ability to let users securely synchronize user and app settings to the cloud, so that they receive the same UX, no matter which Windows device they log into, and password-less access via Windows Hello, providing a personal and secure way to get access using fingerprint, facial recognition or PIN.

On the administrative side, we bring in Microsoft Endpoint Manager, in order to provide comprehensive cloud-based Windows lifecycle management, including bi-annual feature updates and quality updates that provide security and reliability fixes at least once each month, alongside policy-driven mobile device and mobile application management. Finally we integrate an end user experience service. Powered by Aternity, it uses telemetry data to measure, monitor and improve the overall EUX, providing a score for performance and health, based on metrics such as crashes, hangs and errors.

Task / Feature	Included
Azure AD Platform	Optional
Microsoft Endpoint Manager (MEM)	Optional
End-User Experience Management	Optional
Disk Encryption Management	✓
Automated Provisioning Process Management	✓
Update Management (Windows 10 and 11)	✓
Policy Management (Windows 10 and 11, iOS and Android)	✓
Universal Print Management	✓
Credential Protection	✓
Cloud and On-premises domain synchronisation	✓
Password-less Authentication	✓
Local Administrator Management	✓
End-User Experience Management	✓
Audit Logging and Alerting	✓
Application Packaging	✓
Application Patching	✓

Service Pack - Security

The Endpoint Security pack provides services to protect against threats to the endpoint device. Using next-generation technologies allows for protection against both known and emerging threats through artificial intelligence and advanced machine learning model. This pack also provides secure internet access for devices even when they are not connected to the corporate network. Supplied in 3 different bundles, you get to select which service is best for you.

Task / Feature	Bundle	Included
Secure Internet Access - Setup	Endpoint Security	Optional
Microsoft Defender for Endpoint - Setup	Endpoint Security	Optional
Managed Endpoint Detection and Response (EDR)	Endpoint Security	✔
Secure Internet Access	Endpoint Security	✔
Microsoft Defender for Office 365 Management - Setup	Identity & Data	Optional
Microsoft Defender Cloud App Security - Setup	Identity & Data	Optional
Privileged Identity Management - Setup	Identity & Data	Optional
Office 365 and Endpoint DLP - Setup	Identity & Data	Optional
SSO, MFA and Conditional Access - Setup	Identity & Data	Optional
Visibility of cloud services	Identity & Data	✔
Control and protection of cloud service access	Identity & Data	✔
Monitor and profile user behaviour	Identity & Data	✔
Protect user identities and reduce attack surface	Identity & Data	✔
Identify suspicious user activities	Identity & Data	✔
Privileged Identity Management	Identity & Data	✔
Email hygiene spam and malware filtering	Identity & Data	✔
Prevention and Detection of Office 365 security threats	Identity & Data	✔
Investigation of Office 365 security threats	Identity & Data	✔
Auto Investigation and Response of Office 365 security threats	Identity & Data	✔
Data Loss Prevention	Identity & Data	✔
MDR - Managed Detection and Response - Setup	MDR	✔

Service Pack - Security

MDR - 24x7 Advanced Threat Detection	MDR	✓
MDR - Remote Incident Response (24x7 SOC)	MDR	✓
MDR - Access to Kroll's CyberOps Portal	MDR	✓
MDR - Monthly reporting and service review meetings	MDR	✓
MDR - Includes 12 months log retention (1 month online, 11 months cold storage)	MDR	✓
MDR - Watchlists including feeds from industry sources and Kroll labs	MDR	✓
MDR - Web portal, telephone and email support	MDR	✓
MDR - Scenario-based testing	MDR	Optional
MDR - Vulnerability scanning and penetration testing	MDR	Optional

Service Pack - JML

JML processes tend to be complex and time-consuming due to the nature of their reach. Multiple, and often busy, teams are involved in adding and removing users from systems and so it's no wonder that tasks are often missed or delayed. Our patented

SaaS platform, IA-Connect: JML Edition, provides you with an automation solution which is powerful and robust - and with integration with Microsoft Power Automate, it's simple to use.

Task / Feature	Included
Installation Service	✓
Automated JML process development	✓
New employee onboarding	✓
Role assignment, asset and system access provisioning	✓
Role changes	✓
Access changes	✓
Disable access	✓
Reclaim assets	✓
Organisation exit	✓

Service Pack
Productivity

> " Just because you're on the road, doesn't mean you can't be productive. With Microsoft 365, together with support from a 14 x Microsoft Gold Partner, you can make the world that little bit smaller, freeing your business from the barren wasteland of unproductivity. "
>
> **Stuart Simms - Head of Digital Presales - Ultima**

Outlook	Word	Excel	PowerPoint	OneNote	Yammer	SharePoint	Teams	Skype	OneDrive

Deployed as an optional pack within Managed Workspace the Office 365 suite provides access to a suite of next generation collaboration, communication and productivity applications, delivered locally or from the cloud. Built into the cost of our service, employees benefit from powerful mobile integration, simplified management and secure access to corporate data from any device, wrapped into a simple monthly subscription. Rather than recruit additional productivity specialists to take care of every potential issue or request, we provide access to technical, adoption and change management support, from our ISO 27001 certified Service Centre.

Feature / Platform	Included
Office 365 - Suite	✓
Office 365 - Backup	✓
Adoption and Change Management	✓

Service Pack - **Device**

When it comes to devices, there's a lot to think about. From form factor, capability and performance, to less obvious considerations such as inventory and complex after-care agreements, IT teams have to contend with a seemingly endless list of challenges. Managed Workspace, (combined with a separate Device as a Service / care pack from vendors such as

HP, Lenovo or Dell), can simplify the traditional device lifecycle, and wrap it into subscription service, linking sourcing, shipping, provisioning, management, maintenance, support and end of life services into a single agreement. * Dependant on hardware vendor and DaaS service taken

Feature / Platform	Included
Hardware Supply	✓
Parts Replacement / Warranty or Care Pack *	✓
Stock Holding and Shipping	✓
Ultima ServiceNow CMDB Integration	✓
Asset Tagging	✓
Bulk Device Enrolment and Provisioning	✓
WEEE Compliant Disposal	✓

Frequently Asked Questions

Q. How do I add on Managed Workspace packs?

A. This is as simple as raising a Service Request through our ServiceNow portal, so that we can action this for you, or by speaking to your Account Manager. We can then ascertain what activities are required to enable these features, including any additional licensing and consultancy effort.

Q. What is the standard contract term?

A. Our recommended contract term is three years, from the point of go-live. This enables our technical specialists and service to provide a positive impact over your end user computing environment, and the way in which employees interact with IT as a service.

Q. How do I go about adding or removing users and devices from our contract?

A. This is as simple as raising a Service Request to our Ultima team through the portal, so that we can action this for you. Depending on the changes being made, many of these will be made automatically by our system, with an update to your Managed Workspace bill being produced in arrears at the end of the current month.

Q. How is Managed Workspace billed?

A. At the start of the monthly billing cycle, Ultima will send you an invoice for your expected usage, alongside the costs accrued as part of your Manged Workspace subscription with us, which you will be expected to pay within 30 days of receipt.

Q. How are the costs of your service affected by day-to-day changes within our organisation?

A. Our costs scale on a per-user / device basis. Typically, the more you consume, the less you will pay for corresponding support and services. Our costs to you are published on your Ultima Managed Workspace portal, so you can see how changes to your environment affect overall TCO.

Q. How long does the on-boarding process take?

A. This is dependant on the maturity of your existing environment and it's overall health. In most cases, a short transition project will be required to bring your existing platform up to the minimum requirement for each pack (e.g. Core, Productivity, Security etc), which can involve anything from deploying new software and services, to re-provisioning PCs so that they are enrolled into our platform, to taking over the configuration of existing services and setting up the service desk.

Q. How much control will we have over our Microsoft 365 environment, as an Managed Workspace customer?

A. Depending on the packs taken, you will get access to a suite of dashboards, displaying the state of your Managed Workspace environment. Given that this is a managed service, we do not expect you to make changes to the service (e.g. integrating or rolling out new features of Windows 11) without being first approved by Ultima.

Q. We are a global organisation with infrastructure in many different countries. Are you able to provide us with support across our entire estate?

A. Yes. Using our platform, we are able to provide 24x7 global coverage, remotely from the UK ,with escalation to your own local, in-country resolver groups, should physical intervention be required. So long as we can connect to your infrastructure, we can support it.

Q. We already have elements of Microsoft 365 in place and under support. Is this service still relevant?

A. In order for our service to operate, you will need to take at least the Core pack, which permits us control over critical components such as Windows 11, Microsoft Endpoint Manager, Aternity and associated policies. From there, you can choose to retain ownership of elements such as security, productivity and device fulfilment

Q. We already maintain Microsoft 365 licensing under CSP. Can I still buy this service?

A. Yes. Our service can be purchased with or without the licensing required to operate it.

Q. Do you charge for any changes to our environment?

A. Depending on the packs purchased, an allocation of system changes are included. A reasonable usage policy applies, which can be found within our outsourcing agreement schedule.

About Ultima

Formed in 1990, Ultima has developed into one of the UK's leading intelligent infrastructure, cloud and automation companies, focused on the provision of tailored IT solutions and services, including the design, delivery and support of industry-leading technologies, backed by the very best in 24x7 support from our purpose-built UK Technical Service Centre.

No matter where you are on your IT journey, we can make technology a positive asset, aligned with the goals of your organisation. Whether that be mitigating the risks associated with changes in regulatory compliance, optimising infrastructure to improve efficiency, modernising legacy systems in order to take advantages of the cloud, or automating complex processes, we can help deliver better business outcomes at a commercial, strategic, operational and technical level.

As an end-to-end provider of IT services, we take a holistic approach to delivery, providing multiple entry points to clients who are looking to who are looking to manage their IT more effectively provide more effective technical solutions to their users, customers and partners. Solutions are delivered by Ultima's extensive team of highly skilled technical Solutions Architects, Consultants, Engineers and Project Managers.

We maintain long-standing relationships with a wide range of strategic and disruptive vendors, which alongside our internal pre and post-sales specialists, allow us to provide a wide range of services including;

- Hardware and Software Lifecycle Services
- Technology Steering and Strategic Development
- Business and IT Alignment
- Enterprise Change and Business Risk Management
- Technology Transformation and Automation Services
- IT Integrations - Mergers and Acquisitions
- Optimisation - Standardise, Rationalise and Consolidate
- 24x7 Managed Services

In 2021, Ultima acquired automation and cloud services provider- Just After Midnight, bolstering our skills in Microsoft Azure by adding capabilities around AWS, GCP, Alibaba Cloud and Full Stack, alongside Sitecore, Kentico, Drupal, Umbraco, and AEM. For a full announcement, visit here.

Ultima are proud to have been recognised by industry and channel partners for our expertise in a range of solution and service areas. For more information, visit here.
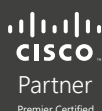
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