

# Managed Workspace

No less than 67% of employees participating in a survey by 1E agree that “digital experiences in personal life are better than digital experiences at work.” – Forbes

Our suite of lifecycle services brings together the latest devices, applications, data and security services, delivering a modern experience that empowers employees to do their best work, in a way that suits them.



#### Latest Devices

Your choice of HP, Dell, Lenovo and Microsoft devices, automatically provisioned for a fixed monthly fee over a term that suits you



#### Evergreen

Our service 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



#### Device Security

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



#### Automated Provisioning

Powered by Autopilot, devices are built, configured and secured without IT intervention, reducing load on existing teams



#### Secure by Design

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

**“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 Sims - Head of Workspace Presales - Ultima**

## Enabled organisational benefits

**↑ Increase in  
Employee  
engagement**

**↑ Increase in  
Employee sentiment  
(feeling valued by  
their company)**

**↑ Increase in  
Employee  
effectiveness**



## Key benefits

### 1 Free up resources

Eradicate the operational burden associated with workspace management, enabling your teams to be more productive and focus on valuable tasks

### 2 Evergreen

Powered by Microsoft 365, our Managed Workspace offering delivers secure, hybrid ways of working, enabling users to be at their most productive, with the latest devices

### 3 Proactive Optimisation

We proactively monitor device health and performance against workloads that ensure the best possible employee experience

### 4 Safe pair of hands

As a 14 times Microsoft Gold partner, our service has been developed from the ground up to protect your data and to help drive employee productivity

## Ultima's Managed Workspace enables an enhanced digital employee experience

### What you notice



↓ **Decrease in**  
Device-related help desk  
calls due to increased  
performance and stability



↓ **Decrease in**  
User device set up time  
leveraging modern  
application stack



↑ **Increase in**  
IT FTE hours reclaimed  
maintaining IT  
infrastructure

### What your users notice



↓ **Decrease in**  
Device boot time  
(<30 seconds)



↓ **Decrease in**  
Device crashes



↑ **Increase in**  
Battery life

# Packs - a flexible approach to driving your digital experience

Organisations often have a wide range of requirements, with some wishing to outsource everything, and others looking to retain capabilities in-house.

We support this by providing access to a mandatory core pack - providing a base level of service - with optional modules that provide an increased level of ownership and accountability.



## Core Pack

- Windows OS lifecycle
- App deploy & patching
- MDM & MAM management
- Incident & change management
- User experience monitoring



## Microsoft CSP

- Consolidated billing
- Subscription provisioning
- Dedicated support team
- Access to licensing experts
- Simplicity and flexibility



## Device

- Hardware fulfilment
- Break / fix
- Bulk device enrolment
- Stock holding and config
- WEEE disposal



## Security

- Bundles**
- Endpoint
- Identity, data and apps
- MDR
- Anti-Phishing



## JML

- User onboarding
- Asset provisioning
- Role changes
- Access removal
- User offboarding



## Productivity

- M365 Management (e.g. Teams, SharePoint, OneDrive and Exchange)
- M365 Backup (AvePoint)
- M365 Online Training

## Why Ultima?

Powered by Microsoft 365 and ServiceNow, our Managed Workspace offering removes the complexity traditionally associated with managing modern EUC environments.

To learn more about our offering, book a free, no obligation consultation with one of our digital employee experience specialists.

[Find out more](#)