

# Managed Workspace

## Embrace the workforce evolution with a cloud-like workspace experience.

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 systems employees use have a direct impact on how productive they can be, which in turn affects your strategic objectives.

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. As hybrid working continues to penetrate the workplace, businesses are forced to review the way in which they provide end-user computing services [EUC].

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.

**“Managed Workspace provides a flexible approach to managing your digital empire.”**







As users move outside IT's traditional sphere of influence and remote, and peripatetic employees become the norm, the question becomes how to secure company data, without impacting their user experience or ability to be productive. Similarly, 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 is paramount.

This is where Ultima's Managed Workspace comes in, providing a frictionless, collaborative, mobile and highly secure experience, all wrapped into a simple monthly subscription.

We do this by removing the complexity traditionally associated with managing a modern EUC environment, so you no longer have to worry about the device lifecycle, OS updates, endpoint security, application delivery or ongoing support.

## Why Managed Workspace?

Powered by Microsoft 365, Aternity and ServiceNow, Managed Workspace is a user and device-centric combination of lifecycle services, service management and continuous innovation.

-  **Core Pack** - We manage the OS lifecycle, app deployment, MDM / MAM and user experience.
-  **Optional Packs** - Bolt on additional support for device lifecycle, security, employee lifecycle and productivity.
-  **Auto Provisioning** - Autopilot builds, configures and secures devices without IT intervention.
-  **Latest Devices** - Choose from Dell, Microsoft, Lenovo or HP for a fixed monthly fee over a 3-5 year term.
-  **Employee Experience** - Telemetry and user sentiment data improves EUX across your entire business.
-  **Apps Anywhere** - Software delivered on-demand, in accordance with roles and group permissions.

# Managed Workspace

Working in diverse 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 have devices that are secure, performant, quick to deploy and easy to maintain. They want to pay using cloud-based models and get cloud-like experiences. We support this by providing access to a mandatory core pack, with optional modules that provide increased support.



## Core [Mandatory]

- Windows OS Lifecycle
- Application Deploy and Patching
- MDM & MAM Management
- Incident and Change Management
- User Experience Monitoring



## Security

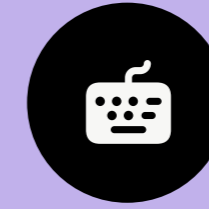
### Bundles including:

- Endpoint Detection and Response
- Identity, Data and Apps
- Managed Detection and Response
- Anti-Phishing



## Employee Lifecycle

- User On and Off-boarding
- Automated JML Process Development
- Asset Provisioning and Role and Access Changes
- Asset / Device Reclamation



## Device

- Hardware Fulfilment
- Break / Fix via Vendor Care Packs
- Bulk Device Enrolment
- Stock Holding and Configuration
- WEEE Compliant Disposal / Remarketing



## Productivity

- Managed Office 365 [e.g. Teams, SharePoint, OneDrive and Exchange]
- Microsoft 365 Backup
- Microsoft 365 Adoption and Change
- Management with ChangeAdopt