



MODERN ENDPOINT

Computacenter has developed a four-pronged approach to endpoint modernization:

- workshops to help organizations understand unified endpoint management
 - assessment of existing tools and development of an architectural framework
 - transformation of the endpoint environment according to current best practices
 - optimization of the endpoint
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Computacenter uses a well-defined approach and industry-leading tools to help organizations update and optimize their endpoint management environments.

Remote and hybrid work models have emerged, and they have become a strategic component of digital transformation (DX). According to the 2022 State of Digital Transformation report from TEKsystems, 30 percent of organizations see virtual workspaces and remote work capabilities as critical to meeting business objectives. This is in addition to existing traditional workspace management. Nearly one-quarter (24 percent) of digital leaders say that improved endpoint management capabilities are among the top three benefits of DX initiatives.

However, respondents also identified IT complexity and siloed processes as their No. 1 DX challenge. Organizations can't implement new technologies until they have a solid foundation. Legacy endpoint management tools struggle to properly support the scale and diversity of devices and applications in today's IT environment. That's why endpoint modernization is a top priority.

Computacenter helps customers define and execute a well-defined strategy for implementing modern endpoint management solutions. The Computacenter team architects a solution that addresses key pain points while maximizing the value of existing licenses. IT teams gain the ability to streamline operations, increase security and enhance the user experience.

ENDPOINT MANAGEMENT CHALLENGES

Remote workers require access to applications and data that reside in corporate data centers as well as the cloud. They're using multiple devices — a recent Gartner survey found that 55 percent of full-time employees use personal devices for work-related activities.

Traditional device management solutions are no longer sufficient. IT teams are struggling to manage devices, applications and data remotely as well as they do on-premises. Organizations must shift their endpoint management strategy to more modern solutions that are designed to support today's requirements.

Modern endpoint management improves remote management and standardizes the endpoint ecosystem to reduce support requirements. Many routine tasks are automated, and users gain a high-quality, consumer-like experience. Security and compliance policies are uniformly enforced and devices better protected against growing endpoint threats.

THE COMPUTACENTER APPROACH

Computacenter has extensive expertise in workplace solutions, helping customers leverage unified endpoint management (UEM) tools to transform the way they administer and support devices and applications. Streamlined setup processes enable users to get up and running quickly and easily. They can then securely access resources from anywhere and use self-service tools for rapid resolution of common support requests without calling the help desk.

UEM platforms improve security by automatically pushing out updates wherever devices are. They also help facilitate a zero-trust strategy by enabling the use of modern identity services. Proactive remediations and improved telemetry enable IT teams to fix issues before they become problems.

Computacenter can provide workshops, assessments and transformation services to move customers to a modern endpoint architecture. The Computacenter team helps customers maximize their existing software licenses and eliminate duplicative licenses they no longer need. They also ensure the successful implementation of cloud-based UEM tools and integration with the existing endpoint management environment.

WHY COMPUTACENTER

Computacenter has been delivering workplace solutions for more than 30 years. We have an extensive services organization with more than 600 consultants globally assisting customers with advisory and consulting services to modernize their workplace environment. Our use of strategic partners allows us to extend our U.S.-based resources to meet our customer demands.

Delivering Value: Biotechnology

A multinational company specializing in cancer genomics needed to enhance its endpoint management environment to more effectively support thousands of laptops that are refreshed regularly.

Computacenter helped the customer migrate to Microsoft Autopilot and Intune, which are part of the customer's Microsoft 365 subscription. Autopilot streamlines the enrollment, configuration and deployment of devices at scale, while Intune simplifies the management and configuration of devices, applications, access controls, and security and compliance policies.



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