



# FROM FIRST STARTS TO FUTURE SUCCESS

How technology focused on the individual can  
deliver value for your entire organisation





# INTRODUCTION

How do your employees feel about the technology they use? Are they happy or do they struggle with it? Do they assume they have no choice and make do with what they're given or does technology enable them to do their best work? Follow the journey of an employee and their device to find out how putting the end user first can quickly deliver ongoing value for your business.

From a business perspective, a tool was once just a tool: a means to an end that helped complete day-to-day tasks. Now, as business seeks increasing agility and the ability to do more with less, choice of infrastructure and devices is becoming a significant factor impacting employee performance, satisfaction, and all-important business outcomes. Through it, the changing needs of a diverse workforce may be met, while simultaneously driving a business forward. In the same way Uber changed the way we think about taxis and Airbnb about renting rooms, technology is enabling individuals to be more flexible at work, to do more and achieve more for their employers. When linked with a holistic digital workplace strategy, it can bring about truly transformational benefits throughout an organisation.

Of course, as with all investments, business success is a primary driver. Yet, by not simply focusing on cost, blindly following technology trends or attempting to 'make do' with legacy tools, businesses can reap the rewards of a modern, user-centric workplace and avoid underutilising their investments and wasting resources – ensuring employees are engaged, supported, and provided with the flexibility to work at their best. The needs of the user and the business are aligned, from deployment through to adoption, optimisation and management. Employees, then, are better informed and enabled; doing their best work in an environment that's built to help them achieve more for the business.

While this makes sense in principle, it's important to see the story from the point of view of the individual alongside the holistic business approach – and that is what this document will explore. It focuses on the journey of an employee and their company-supplied device, to highlight the importance of a workforce engaged with and aware of the opportunity provided by the technology available to them and the impact it has on the success of the company as whole.

# HITTING THE GROUND RUNNING

## THE LOGIC OF LOGISTICS

Whether Computacenter customers are provided with devices on an ad hoc basis or leverage our logistics centre at Hatfield and other European locations for en-masse delivery, the scale of deployment is never an issue, with hardware centrally configured to deliver the best experience. Additionally, modern technologies provide the capability for 'in situ' or 'over the air' deployment and provisioning, such as Windows Autopilot, which, in certain scenarios, can be of major benefit to an organisation and is something we are actively supporting for those customers with a compatible use case.

Let's take the example of an individual on their first day as part of a sales team. When an employee begins a new role, the traditional blockers to productivity are a lack of time and knowledge, with new processes, routines and technology to grasp while simultaneously attempting to identify the individuals and information crucial to their job.

In this instance, frictionless interaction with technology is essential. Imagine then, if on their first day, this new starter was handed a Surface Pro and only needed to enter a password in order to be connected to the applications and systems they needed to do their job. Behind the scenes, work has already been done to identify the right device for their role, the services and data sources they can access, as well as the day-to-day tools they need to communicate and collaborate. All they need to do is log in. This is the first benefit of a solid digital workplace strategy, achievable without sapping internal resources or tying up IT staff with admin. With devices and solutions based around a user's unique work requirements, backed by the right infrastructure and logistics for seamless provisioning, an employee is quickly and easily set up with everything they need to do their job, removing many of the traditional headaches associated with on-boarding.

### Instant connections

But what happens next? It's all very well for a user to be set up in the most efficient way, but that process is undermined if a new starter struggles to access the people, information and resources



they require. With a correctly provisioned device, an employee can immediately access their calendar, email and other work-related tools and begin identifying key colleagues, the meetings they should attend and the information they need (and are allowed to access) to get up to speed. It's here where tools like Office Delve come into their own, able to highlight the most recent communications regarding specific projects to make sure our new salesperson is fully prepared for their first meeting with their new team. Empowering users to do their best work from the get go, through access to powerful tools and reduced time spent identifying the right people and information, means they are more swiftly transformed from a newcomer into 'one of the team'.

# SECURING RESULTS



Today, technology isn't just enhancing the way we work, it's redefining it. Where once 'out of office' meant limited opportunity for communication or access to data, the office and the resources that go with it can now be present wherever and whenever an individual may need them, thanks to more portable, powerful and connected devices, cloud services and reliable networks.

Meetings that once required complex scheduling and significant travel can be organised in minutes, with every attendee on the same page and able to collaborate as if they were sitting next to their colleagues on another continent. Put simply, it's technology that enables employees to work at their best and in a way that suits them.

The same applies to meetings outside of the office, too. Taking our sales-based new starter as an example, a Surface Pro provides the connectivity and flexibility they need to do business anywhere, enabling consistent productivity for a role that requires both time spent in the office and on the move. For external meetings, ideas and proposals can be explained clearly and confidently, whether

sharing to a large group or working collaboratively via touch screen, with a connected device also making it easier to answer tricky or unexpected questions. With information readily available rather than requiring a delay until back in the office, modern business tools such as Skype for Business allow colleagues to be looped into a meeting on an ad hoc basis to provide further detail, if required – the essence of taking the office with you, with the right information and individuals at your fingertips.

With businesses quickly realising the benefit of a more mobile workforce in terms of the individual productivity and cost-saving that can come with it, modern tools and cloud-based solutions are enabling entirely new ways of working that adapt to situations and locations and don't restrict productivity hours to those spent at a desk. In addition to potentially reducing on-premise infrastructure and required office space, employees can share ideas and work together on projects, whether staying in touch using communications tools in Office 365 or using the same screen to collaborate with Skype for Business, Surface and Surface Hub devices; helping them to be more productive, whether in the same room or on opposite sides of the globe.



However, a natural worry in this scenario is that data and devices that travel outside of business premises are put at risk. Thanks to infrastructure, tools and devices designed for the modern workplace, and the changing nature of information storage and productivity solutions, data can be protected wherever it resides, within the traditional walls of a corporate network and outside it.

These are considerations that should be taken into account when developing a digital workplace strategy and will help users to enjoy a seamless and secure experience wherever they are working. An employee that regularly takes their device outside of the office environment, for example, will benefit from security features such as Windows Hello for user authentication, LTE connectivity on Surface devices to negate the need to use insecure public Wi-Fi, and the out-of-the-box security benefits delivered by Windows 10 and Office 365. Should a device be lost or stolen, it can be remotely wiped and restored at a later date, with strong authentication ensuring data stored on the device is better protected than printed information ever could be.

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## CONNECTED IDEAS

Whether it's providing the ideal devices for different workstyles or ensuring that the platform they use delivers communication, collaboration and productivity benefits anywhere, Computacenter works hard to provide peak productivity throughout a business, consulting on the right deployments and features to suit your workforce.

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# ONGOING SUPPORT

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## A HELPING HAND

Computacenter's innovative Next Generation Service Desk empowers users by providing them with the option to log issues, read knowledge articles and communicate with support teams via online chat, making formerly challenging processes as effortless and intuitive as possible. We monitor usage across an estate and highlight areas for improvement to ensure employees get the best from their technology while the business achieves the maximum return on investment.

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**By now we have an employee that's fully embedded in their role, with a device capable of meeting the requirements of it. But this shouldn't be where the technology journey ends.**

Where once business technology and the support of it was seen as an inflexible dark art, fraught with delayed responses, downtime and a 'computer says no' mentality, the consumerisation of IT has not only provided greater user awareness, but more proactive attitudes to handling issues. Today, if the end user has a problem, it's a problem for the business and support should be provided, whether it's offering a fix or providing access to further information to help users resolve issues on their own. As with the technology itself, ongoing support for end users should be flexible and adapt to their preferred way of working.

Rather than a 'like it or lump it' approach where users ultimately struggle with ongoing technology problems or, worse still, stop using those tools they aren't familiar with or can't extract value from, ensuring the people at the heart of your digital workplace strategy are supported is key to their engagement with the technology you provide. That means ensuring they understand and fully adopt the technology and make the best use of it.

By offering employees the opportunity to achieve complete understanding of the business value the technology affords, alongside the requisite tools and support to help make the most of them, wasted cost can be avoided and return on investment quickly realised.

Let's say our salesperson wants to present a proposal to their team. The PowerPoint is ready to go and the meeting room is booked, but they're not sure how to share their screen from Surface Pro to the room's Surface Hub. In most cases, trial and error, wasted time and frustration are likely outcomes – but, with access to a range of support options, from self-service tools, portals and vending machines to traditional IT support contacts and knowledge articles, the meeting can be up and running on time and made more productive. With a capable, flexible service desk in place, users can take the most appropriate course of action for the situation and their level of knowledge, opting to help themselves, or receive the advice of others, removing traditional barriers to productivity.

## An eye on engagement

While just-in-time support is essential, a modern workplace should also focus on ongoing, proactive support and analysis to ensure that solutions are being used to the full. Is there an application that is barely used? Are there new software features that employees aren't aware of? Monitoring usage, leveraging analytics and evaluating user experience provides the information necessary to engage with employees to help fill gaps in knowledge and increase adoption. By further reinforcing the benefit of the tools at their disposal and alerting them to innovative new methods and features, they are empowered to work at their best and better understand the business' overall digital strategy.





# CREATIVITY AND CONTINUITY

Individuals are increasingly asked to be more creative in their roles. This might be in the form of process innovation, the devising of new products or the traditional artistic creativity in design-focused roles. With the right devices and infrastructure deployed to meet specific workstyles, working more creatively is far easier to achieve.

Running in parallel to this is the fact that different employees have different expectations regarding the technology they use, in an age where multiple generations are active in the workforce. A recent graduate, for example, has grown up on the mobility, flexibility and touch-screen interface provided by devices like **Surface Book** and **Surface Pro**, whereas others may appreciate the familiarity of **Windows** and **Office**.

A considered digital workplace strategy helps to meet all of these needs by ensuring the right devices are made available and are deployed and managed in the most efficient manner. This includes returning value to the business when a device reaches the end of its useful life, either by reconditioning it for a secondary market or by repurposing it elsewhere in the estate for roles with less demanding requirements. So, for example, when our salesperson receives a promotion, a new Surface Book is deployed to meet the needs of their new position, with their Surface Pro refreshed and repurposed for the employee that fills their vacated role.

By matching users with the most appropriate device, tools and accessories, not only is maximum value derived, but individuals can unlock new levels of creativity and more innovative approaches to tasks. This could include the use of Surface Pen and Surface Dial for more expressive, detailed reporting and analysis; or make use of applications designed for touch-based devices, transforming a traditional device into a combined solution comprising a sketch book, laptop, tablet and presentation tool. Our newly promoted salesperson could unlock new ways to record feedback, marking up client comments directly on screen with Digital Ink and storing them for assessment, post meeting. They could ask clients to highlight areas for change during meetings, using Surface Pen and Hub, and even update figures on the fly to reduce post-meeting legwork. With employees able to express themselves more freely through technology, communicate and collaborate effectively and work in a more flexible way, personal and company-wide outcomes can be noticeably enhanced.

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## MAXIMUM VALUE

By partnering with Computacenter, the right devices are deployed and managed efficiently. We help you to efficiently meet the needs of specific work styles, provide employees with new ways to be more creative and productive, and ensure maximum value is returned to the business.

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# PUTTING USERS AND YOUR BUSINESS FIRST

As you will appreciate, based on these examples, there's no 'one size fits all' when it comes to devices and infrastructure, and simply selecting and deploying the latest and greatest technology is unlikely to bring about the desired transformation.

A solid digital workplace strategy is defined by business objectives and delivered by users who are empowered by the technology they use. This requires analysis of your existing estate, identifying different work styles throughout your organisation and selecting the technology that enables them. The task isn't a simple one, but – with the support of a trusted partner to understand the needs of your business, match tools with tasks, deploy, manage, and maintain your technology, while remaining focused on holistic business value – the service and ongoing end user experience should be as simple as possible for all involved. With innovative approaches and a broad selection of platforms and devices to meet the specific needs of your business, Computacenter can help you to put the success of your organisation and the needs of your employees at the forefront of your digital transformation.





# GET IN TOUCH

For more information about how Computacenter can help you on your digital workplace journey, please contact your Computacenter Account Manager. You can also visit our Global Solutions Center to discover how a consumer-like Digital Me experience will enable your users to deliver business outcomes.

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## Enabling users and their business

Computacenter a leading independent provider of IT infrastructure services, enabling users and their business. We advise organisations on IT strategy, implement the most appropriate technology, optimise its performance, and manage our customers' infrastructures. In doing this we help CIOs and IT departments in enterprise and corporate organisations maximise productivity and the business value of IT for internal and external users.