

WORKSPACE ONLINE™

THE CERTAINTY OF A FLEXIBLE, SECURE AND RELIABLE
WORKSPACE FOR PERSONAL PRODUCTIVITY
OUR CLOUD SERVICE IS NOT JUST A CONCEPT

Getronics

a KPN company



WORKSPACE ONLINE™... SEEING THROUGH THE HAZE

Workspace Online, the Getronics Private Cloud Service, offers the certainty of a flexible, secure and reliable workspace, accessible from any location, on any device, at any time, without the need for additional investment in hardware or software. With a satisfaction level of 8.5 out of 10, across over 50,000 users. Workspace Online is a proven platform ready for your business to adopt.

Built on market-leading technologies from our partners Microsoft, HP and Citrix, Workspace Online provides our customers with a complete desktop services platform which delivers all commodity IT services as well as the complex enterprise applications which are core to our customers' businesses. With its mature self-service and provisioning modules, customers are empowered to easily manage all aspects of their IT service, from application selection to storage allocation, all backed by full administrative workflows. Getronics has the expertise to de-risk the migration of IT services to our private cloud platform and to provide a 24/7/365 service, with guaranteed availability across dual-data centres.

KEY BENEFITS OF WORKSPACE ONLINE

Our Cloud Service Is Not Just A Concept!

Unlike many of the competitive offerings in the market today, Workspace Online is not just a concept, but a proven and trusted service, with consistently high satisfaction levels of 8.5/10 across over 50,000 users and a 100% renewal rate: no customers who have joined the platform have ever left.

What's more, with no minimum contract tie-ins but instead a simple, monthly rolling contract with low transitional costs of only £90/user, it's an accessible solution to businesses of all shapes and sizes. Indeed, we have customers deployed on the service today ranging from 300 – 13,000 users across all sectors and four countries!

You Only Pay For Services Used = Budgetary Certainty

You pay Getronics a fixed monthly fee per seat, for the services you've used, which allows transparent budgetary certainty. Using the self-service provisioning module, you can easily select your own package of applications, including those bespoke to your company.

You can easily modify the number of users, required applications and authority workflows to respond to inevitable business change – whether it's adding employees

to accommodate growth, or temporarily deactivating during leave, or even permanent termination of users. The point being, each user gets access to the applications and resources they need, and you only pay for the actual usage, saving significant wasted costs of redundant software and IT resources.



There are no up-front investments to make in hardware or software and with IT costs transferred from CAPEX to OPEX, the budget becomes transparent and is more easily controlled. Furthermore, you gain significant cost avoidance in terms of cyclic IT refresh programmes, disaster recovery, workspace recovery and business continuity.

Swift and Efficient Response to Business Change

As companies face inevitable change and staff numbers increase or decrease, it is vital to the productivity of the business

that the functionality of the ICT system is highly attuned to the individual user whilst balancing the needs of the business from a security and compliance perspective.

Workspace Online allows our clients the flexibility to quickly up or downscale their requirements to suit their business' needs today and as they change over time, whilst maintaining a secure and reliable environment and without the unpredictable investment in IT.

Real-time Reporting & Billing with Mature Self-Serviced Provisioning Module

Workspace Online is unique in the maturity of its self-service and the advanced level of automation that it offers customers.

Every user has their own self-service module which enables them to request applications as and when they need to use them. The application they need is implemented much faster than any traditional ICT solution – as soon as the application request has been approved by the line manager, the application is made available to the user as they log back into Workspace Online.

From an administrator's perspective, they are able to add and remove users, determine the list of applications offered, and change the administrative authorities within the business, whilst retaining a clear

view of the end users, applications in use, and even breakdown of storage usage at any one time, thanks to the real-time reporting and billing.

Due to the maturity of the self-service module and its alignment to the business's management workflows, a significant reduction in service desk requirements within the existing customer base has been demonstrated.

Reducing Administrative Burdens and Ensuring Software Future-Proofing

You benefit from our investment into R&D of the latest services and applications which we make available to the entire platform.

From a licensing compliancy perspective, the live administrative and reporting tool allows a real-time view of the business's application usage which makes the important but often challenging task of ensuring your business is compliant significantly simpler, not to mention less expensive, since you no longer pay for redundant software.

Optimum Security, Disaster Recovery & Guaranteed Availability 24/7/365

Workspace Online maintains strict control over the user's identity, privacy, digital

rights and security. Your applications and data reside in a fire-proofed, secure area within Getronics' dual Tier 3 Data Centres which are highly resilient, ensuring maximum 24/7/365 service availability.

Should your PC or laptop be stolen, or your company premises be struck by disaster such as a fire, your company data will remain safe.



Workspace Online provides the flexibility to change the way your company responds to the requirement for Work Area Recovery and Business Continuity, by enabling your workforce to continue working from any location and access business resources and applications securely.

Personalised Service – Easy Access to the Applications Core to Your Business

You determine the functionality and look and feel of your Workspace Online to suit your business's needs.

Workspace Online provides access to the Microsoft collaboration tools and

productivity suite of applications for immediate selection, as well as access to Internet Explorer for internet access.

Workspace Online enables your mobility strategy with support for push mail through your corporate smartphones or tablet PCs.

Best of Breed Technology

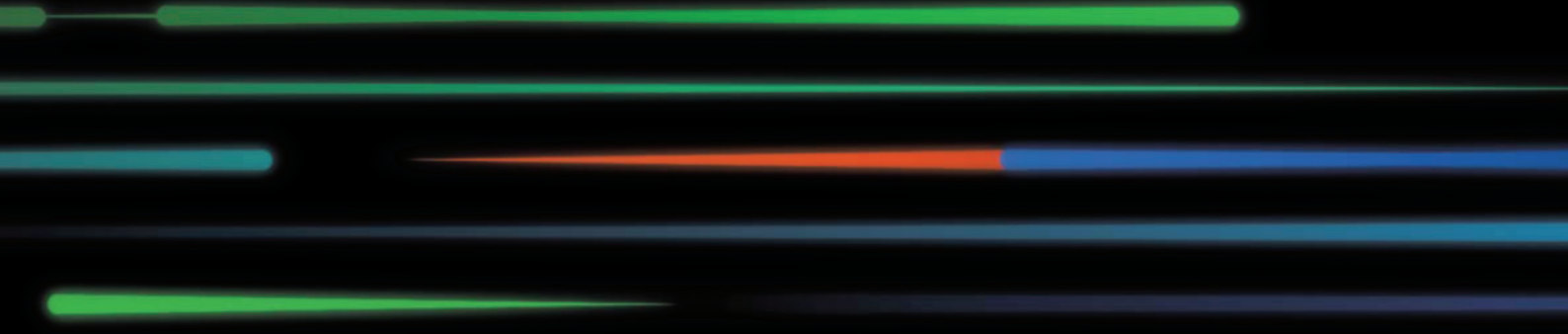
Workspace Online utilises best of breed technology partners, including Microsoft, HP and Citrix. Underpinning this, Getronics is a Gold Certified Partner of Microsoft and a Global System Integrator Partner of Citrix (the highest partner status Citrix awards), and an HP Preferred Partner – to read more about our partnerships visit www.getronics.com

In summary, Workspace Online removes any concerns about the management and maintenance of your ICT infrastructure. You no longer have to worry about keeping your ICT up and running and future-proofed, but instead can focus all your attention on running your core business.

To understand more about the Getronics Workspace Online service, please e-mail: info@getronics.com

RESILIENCY
SCALABILITY 50,000 LIVE USERS
IMMEDIACY COST CONTAINMENT
PROVEN PLATFORM EFFICIENCY
AVAILABILITY 100% RENEWAL RATE
8.5 / 10 CUSTOMER SATISFACTION
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