



DESKTOP MANAGEMENT SERVICES

End-to-End Support for Your Desktop PC, Laptop and Mobile Device Environments

Today's end-user computing environment is increasingly global, distributed, mobile and diverse, and includes a wide variety of computing hardware, software and handheld mobile devices. Organizations are challenged with how to effectively manage, support, and secure these environments to ensure end-user productivity while driving down costs.

Stefanini TechTeam can deliver the end-to-end desktop support you need. Using a combination of centralized remote and onsite support services, we can effectively manage your environment, help reduce costs and enable you to focus on your core business. We manage every aspect of desktop support from initial system deployment, to warranty and post-warranty break/fix support to ongoing patch management and asset management.

Our commitment to process improvement, proactive incident reduction and remote resolution ensures that we keep your costs low while delivering the high quality support services your workforce needs. We follow industry best practices, including ITIL V3 and ISO 9001 standards to ensure that we deliver consistent, effective services in the most efficient way.

With 13,000 employees in 27 countries, our global team is experienced in supporting Fortune 1000 enterprises and in multiple industries. Rely on Stefanini TechTeam for comprehensive solutions, proven experience and continuous innovation.

Stefanini TechTeam Desktop Management Services has you covered – we support your desktop technology suite through its entire lifecycle wherever your business takes you.



OUR SUPPORT SERVICES

- Desktop Management Support
- Hardware and Software Support
- Staging and Deployment Services
- Installs, Moves, Adds, Changes (IMAC)
- Mobile/Remote User Solutions
- Asset Management

YOUR BUSINESS NEEDS

- High quality support at lower costs
- Hardware, software and network support at the end users' location
- Professional technicians trained in the most advanced technologies, devices, networking issues and software
- Reliable, accountable support driven by Service Level Agreements (SLAs)
- Planned, controlled rollouts of hardware and software for new devices, upgrades and new locations
- Well-defined and documented accounting of all IT assets
- Remote support solutions for a mobile workforce
- Integrated global delivery capabilities
- Flexible, agile engagement models

ENTIRE LIFE CYCLE	ENTIRE TECHNOLOGY SUITE	ENTIRE GLOBE
<p>Deployment</p> <ul style="list-style-type: none"> Staging and Deployment <p>Ongoing Support</p> <ul style="list-style-type: none"> Hardware and Software Support Mobile/Remote User Support <p>Ongoing Management</p> <ul style="list-style-type: none"> Asset Management Image Management Warranty Management 	<p>Onsite</p> <ul style="list-style-type: none"> Servers Network equipment Applications Desktop PCs and laptops Peripherals <p>Mobile Workforce</p> <ul style="list-style-type: none"> Smartphones such as iPhone and BlackBerry PDA's Virtual Private Networks 	<ul style="list-style-type: none"> 68 offices in 27 countries serving the Americas, Europe, Asia, Africa, and Australia 13,000 global employees 450 active clients, with 200 multi-national clients

OUR SOLUTION

Staging and Deployment Services

Streamline upgrades and new rollout projects. Our team works closely with you to develop a customized approach based on your specific requirements, including site, user, technology and schedule needs. We can deploy aspects of a distributed IT infrastructure, including servers, network equipment, desktop PCs, laptops and applications, and offer full software image management capabilities. We understand that projects are fluid and dynamic in nature. Stefanini TechTeam's ability to adjust to schedules, business requirements and a changing corporate landscape is paramount to our success in delivering value for our customers.

Hardware and Software Support

We support your entire IT infrastructure, including PC hardware, application software, peripherals and networking equipment:

- Preventive maintenance
- Warranty service
- Break/fix support
- Deskside technician support
- Remote support

We also provide ongoing install/move/add/change (IMAC) activity. For operating system and application software, we distribute patches and upgrades both for onsite and remote end users.

Mobile/Remote User Support

We leverage PC remote control software tools that allow our technicians to support mobile end users from their homes, hotels during business travel, and while on the go. We support laptops, Smartphones (including BlackBerry and iPhone) and PDA's as well as the servers and the wireless networks and Virtual Private Networks (VPN) that connect them to the corporate environment.

Image Management

We create and manage standard desktop and laptop images that keep your systems up-to-date. Reduce complex support issues by keeping user systems up to date with approved software and operating systems.

Asset Management

Track and manage your entire IT inventory with comprehensive asset management services. Ensure application software license compliance and obtain maximum value from your desktop PCs, laptops, servers, and mobile devices.

Advanced Tools

Stefanini TechTeam has experience with many leading desktop support applications, including significant expertise with the desktop management tools from CA.

FEATURES

Our desktop management services ensure you gain the maximum value from your end-user systems by providing the support your end users need, improving control of your distributed IT environment and lowering costs.

- Onsite support that includes hardware, peripherals, software, network, and the underlying physical infrastructure
- Troubleshooting support for mobile devices, including BlackBerrys and other PDA's
- Worry-free escalation of out-of scope incidents directly to the appropriate vendor or external support group for resolution
- Focus on remote resolution, process improvement, and incident avoidance

BENEFITS

Reduce costs

- Benefit from economies of scale that enable cost savings over in-house programs
- Reduce costs with centralized, global support
- Eliminate technical hiring, training and management costs

Improve workforce productivity

- Consolidate operations: transfer desktop management functions from multiple, separate divisions to a consistent enterprise-wide approach
- Free your staff to focus on value-added projects and core business needs
- Reduce complexity of managing your IT environment
- Improve service response and resolution with ITIL- and Cobit-based processes
- Maintain connectivity and productivity of mobile and remote workers

Improve flexibility and scalability

- Use only the onsite support services that you need
- Quickly ramp up for large projects, major upgrades, or location moves
- Adjust to ongoing business changes and react to new business requirements

Extend value with service desk solutions

- Integrate our desktop support services with our service desk solutions for a seamless support experience

All trademarks, trade names, and service marks referenced herein belong to their respective companies

Headquarters: Global - Sao Paulo, Brazil ■ North America - Detroit, MI, USA ■ EMEA - Brussels, Belgium

www.stefanini.com | www.techteam.com

