

Better ways to work  
built around people.



# New tech shouldn't get in the way of progress.

New hardware, software and systems can be immensely disruptive to your entire team. Keeping data and business content protected and secure can be challenging. Ensuring your business is prepared to adapt to ongoing change can be harder still. Not anymore. We help companies build solutions that actually eliminate those problems. No more frustration, hassles, waste or undo stress on your people. We make upgrading as plug and play as humanly possible.

IT downtime costs companies an average of **\$5,600** per minute.<sup>1</sup>

By 2021, adoption of AI-powered technologies is expected to triple.

Edge computing is expected to double.<sup>2</sup>

44% of businesses are increasing tech spend, up from 38% in 2019.<sup>2</sup>



Crafting the technology roadmap that's right for you starts with a thorough understanding of where you are today.

Our three-phased process makes it easy.

## 1. Discovery & Engagement

Before we even begin to talk about phone, connectivity, infrastructure or help desk, we work with you to understand the outcomes you want to achieve and what your customers, users and leaders expect. What are your goals? Whether you're looking to improve collaboration, reduce costs, improve customer services or adapt to changing culture, we'll help you get there.

## 2. Landscape & Trend Mapping

Where are you compared to competitors? We can keep you apprised of what similar organisations are doing and map your progress in your transformation journey. We'll share key trends that may affect your transformation strategy and planning, actions other companies are taking to enhance employee and customer experiences, and recommendations for how you can create a more agile workplace.

## 3. Readiness & Barrier Assessment





You know your goals, but do you know what's preventing you from achieving them? We work with you to amplify what's working in your favour and reduce what is holding you back. Together, we'll examine risk adversity, technical debt, budget planning, current contracts and investments, existing legacy systems and more.

1. Gartner

2. The 2020 State of IT: The Annual Report on IT Budgets and Tech Trends

# Our approach keeps your needs front and centre.

Once we understand your goals and barriers, we're able to hit the ground running to design, deploy and support a custom solution with an eye on the big picture while leaving no detail overlooked across every phase.

<p><b>MANAGED IT SERVICES</b> <b>Taking as much or as little tech support off your plate as you like.</b></p>  <p>Every company is different. So are your IT needs — that's why our dedicated, local team works with you to implement and provide solutions and support tailored to your work culture, size and team. Offering everything from day-to-day help ticket support to digital transformation guidance and training.</p> <ul style="list-style-type: none"><li>• Infrastructure Management and Monitoring</li><li>• Help Desk Services</li><li>• Flexible IT Resources</li><li>• Strategic IT Consultancy</li><li>• IT Training</li></ul>	<p><b>INFRASTRUCTURE AND NETWORKING</b> <b>Building better systems from the ground up.</b></p>  <p>A flexible working environment is so critical. We can design, scale and build the technology solution that gives your team the agility and levels of threat protection and networking that are right-sized for your organisation.</p> <ul style="list-style-type: none"><li>• Infrastructure Design and Build</li><li>• Enterprise Wi-Fi</li><li>• Managed Connectivity</li><li>• Data Centre Services</li></ul>
<p><b>CLOUD SERVICES</b> <b>Real people. Virtual systems. New potential.</b></p>  <p>Cloud computing gives everyone in your organisation greater access, capability and flexibility. Of course, security, compliance and control are even more critical than ever, which is why we've created systems built to suit every member of the organisation.</p> <ul style="list-style-type: none"><li>• Dedicated cloud architect and an entire team of specialists at your service</li><li>• End-to-end expertise: from planning through development and integration</li></ul>	<p><b>END USER COMPUTE</b> <b>Elevating the performance of every worker.</b></p>  <p>There's a big difference between installing new hardware and elevating the performance of every worker. Our approach to technology investment focuses on ensuring your team has the devices and know-how needed to work productively — supported by a dedicated team that's always ready to lend a hand or answer questions, and strategic partnerships that enable us to procure the right devices at the right price.</p> <ul style="list-style-type: none"><li>• Endpoints — such as desktop computers, laptops, tablets and mobile devices</li><li>• Peripherals — including headsets and webcams, external storage, monitors and input devices</li><li>• White Glove Service — our team takes initial delivery of new technology, unpacks it, handles all setup, tagging and imaging, pairs with peripherals, then sanitises it all and preps for delivery. This streamlines installation to minimise disruption.</li></ul>

# Building stronger teams with smarter resources, globally and locally.



With Xerox, you get the dedicated support of a local team of experts who know your business and your needs, backed by the power of a global industry leader. This adds up to:

- A global workforce of IT professionals who are actively monitoring trends, brainstorming new solutions and evaluating emerging security threats
- Multiple UK data centres, tech centres and 24/7 help desk centres
- Buying + building power that helps you save, scale and shift as the flow of business dictates
- Exceptional customer service and support

## **Gain a true extension of your team.**

Learn how we can make sure your company thrives with new technology and stays ahead of the curve at