Workplace Services and the Technology Lifecycle

EN POINTE
IT SOLUTIONS

From mobile devices to the desktop to the data center, Insight's Workplace Services ensure your workforce stays efficient throughout the entire IT lifecycle.

Build and integrate

Sourcing and logistics

Self-service

Governance and transformation

Asset disposal, redeployment & remarketing

Service desk

Enterprise mobility management

End-user services

Dedicated and dispatched technicians
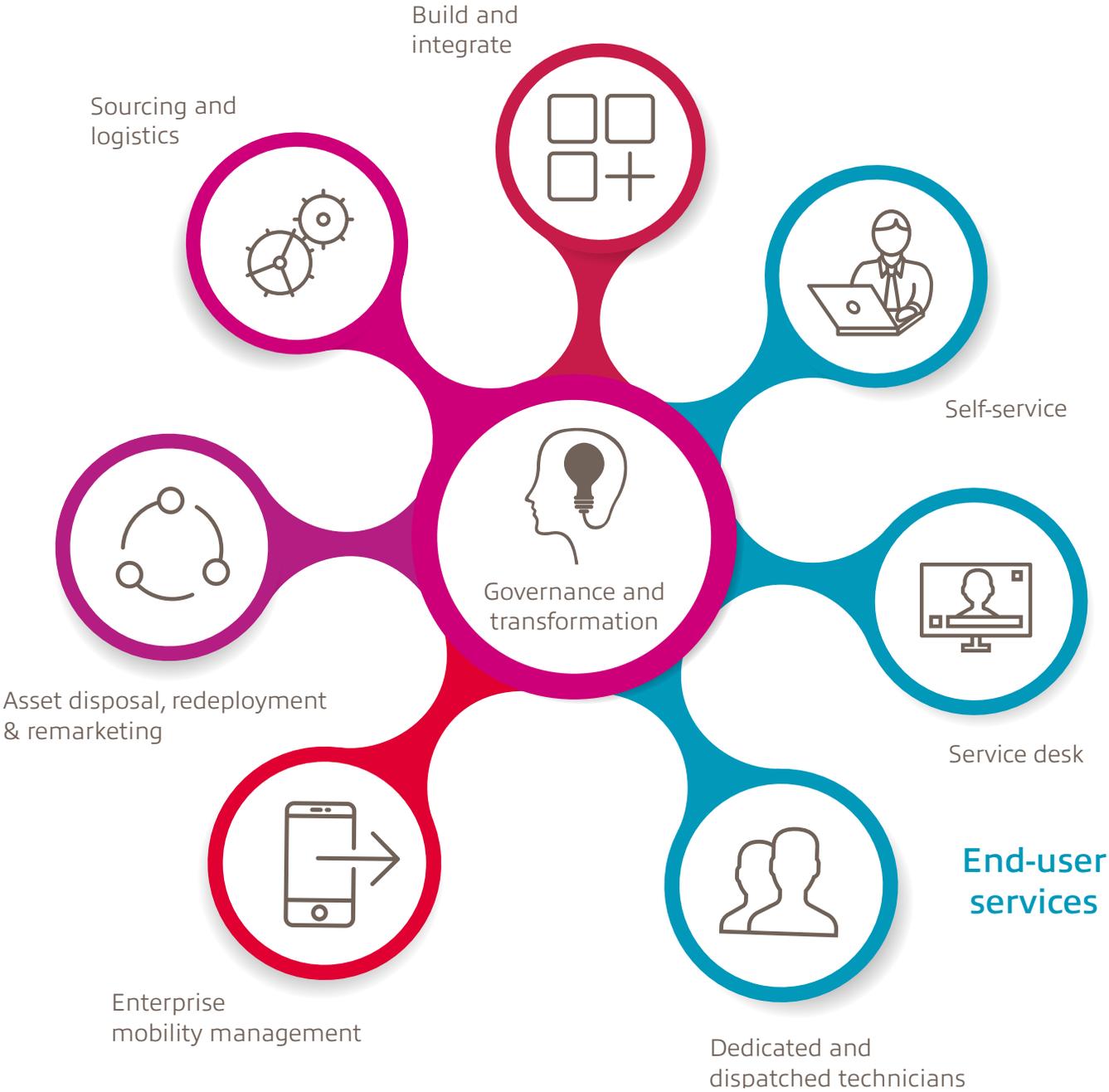
Sourcing and logistics

- The right IT solutions for your unique requirements
- B2B, e-commerce and workflow solutions
- Software lifecycle management
- Comprehensive warehouse solutions

Build and integrate

- Better image management, hardware standards and user personas
- ISO 9001:2008-certified facilities
- Operating system migration and optimization
- Cloud-based alternatives for native and local applications
- Deployment packaging and special instruction programs

Enterprise mobility management

- CYOD and BYOD strategies
- Mobile enterprise security risk mitigation
- Usage auditing, tracking and reporting
- Streamlined and automated mobile deployments
- Hot Swap/Spare Program for mobile devices

Asset disposal, redeployment and remarketing

- Compliance oversight
- Data security on decommissioned devices
- Lower costs and improved IT asset Return on Investment (ROI)

End-user services

Self-service

- Next-generation IT access choices
- Automation and reduced volume of support tickets
- Faster resolution times and self-support enablement
- Self-deployment capabilities
- Personalized learning and training

Service desk

- 24/7/365 Level 1 incident management
- Remote-control desktop access
- New employee onboarding
- Automated patch management
- Flexible solutions for your unique environment

Dedicated and dispatched technicians

- On-site support, campus and remote locations
- Infrastructure maintenance and support
- Multi-site deployments and Command Center
- National Repair Center

Governance and transformation

- Performance reporting and data analytics
- Program management and oversight
- Engagement management
- Thought leadership and transformation

Why En Pointe ITS?

Powered by Insight Enterprises, En Pointe ITS is able to offer a vast portfolio of top tier services - With proven program governance, dedicated program management, flexible solutions, and more resources and industry relationships than any other single service provider, we can transform enterprise organizations.

The results?

- Reduced IT support costs and increased ROI
- Improved end-user experience
- More mature, capable environments
- Transformed IT support
- Flexibility and capacity
- 1 partner for the entire IT lifecycle

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MAKING TECHNOLOGY WORK FOR YOU