

# desktop solutions 21

Delivering better for less – fast access at lower cost to exceptional Desktop 21 services.

**Desktop 21 Framework is a flexible, very effective and proven solution for public sector organisations to transform desktop estates in a cost-effective and highly manageable manner.**

Atos has a track record of working in close collaboration with public sector organisations delivering vendor agnostic, standardised solutions against reduced procurement timelines.

In office, at home, or on the road, we can provide you with anytime, anywhere communications, using any device.

Our IT capability has already been tried, tested and proven across a wide range of public sector customers and is backed up by appropriately high levels of service, security and network availability. All solutions are also aligned to the latest Government ICT Strategy ensuring greater transparency, efficiencies and accountability.

We leverage our global presence to drive down hardware costs and gain access to a vast pool of expertise. We make certain we pass these benefits directly to you. We use our national network of offices to provide you with localised and specialised support.

We combine all of these benefits with an open and transparent pricing model that helps to drive your organisation forward via incremental change rather than disruptive major IT overhauls.



# Delivering continuous improvements in end-user productivity through managed change

## The 21st century challenge

You are being asked to make substantial and cumulative year-on-year savings without compromising the quality, integrity and availability of the services you provide. Such is the scale of savings required that the mantra of 'more for less' is unlikely on its own to achieve the twin aims of better public services at less cost.

- ▶ How do you achieve the standardised desktop solutions that drive down costs
- ▶ Many public sector bodies have thousands of workstations that need individual attention
- ▶ Change and business transformation programmes are held back by the sheer work involved managing your estate
- ▶ Users need personalised training and service support 24-hours a day
- ▶ Costs, and disruption levels, are hard to predict and easily spiral out of control.

To help you meet the challenge we apply a combination of automation, innovation and collaboration - a method we are already applying successfully across 2.7m desktops worldwide.

These three components are required in order to adopt and adapt to new ways of working, delivered to guaranteed service levels and network availability.

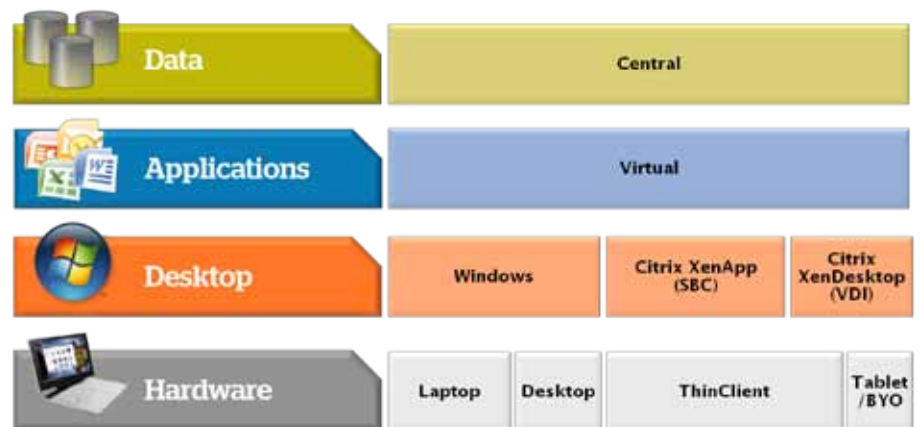
When this is achieved through incremental change via a pricing model that drives down capital investment - then disruption is minimised, costs are known up-front and continuous improvement becomes a reality.

Working with Atos will ensure that your desktop solution is inline with the Governments' common desktop / device strategy.

## The adaptive workplace

Our experience of working with both the public and private sector has demonstrated that technology, software and services must work together in seamless combination within a single managed IT infrastructure. We call this 'The Adaptive Workplace'.

**The Adaptive Workplace model for our Desktop 21 clients is based around the following principal building blocks. This model is seen as a way of keeping pace with today's mobile, flexible working practices by providing access to the same corporate applications from any device.**



- ▶ Secure centralised data within Atos data centres
- ▶ Delivering virtualised applications to any desktop
- ▶ Delivering flexible desktops to enable business users to access the applications and services they need in the most efficient manner.



With our model we are helping our clients meet the challenge of cost reduction whilst providing a flexible desktop service by optimising the delivery model around the end user; their role and the applications they need.

## Our core services

- ▶ **Procurement:** We are genuinely vendor agnostic. Our only concern is to procure the right products for the task in hand. We have global relationships with vendors that guarantee the best products at the best price for all our customers
- ▶ **Transition:** We are experts at transitioning services from your IT department or current provider without disruption - no matter how complex, sensitive or large-scale it may be
- ▶ **Transformation:** We can standardise and modernise your existing end-user workplaces to significantly reduce ongoing costs - from assessment to rollout, including design, build and pilot
- ▶ **Complete desktop management:** A diverse and flexible service which includes managed software distribution, end-user support, remote assistance, configuration management, multifunctional printing, on-site services, security patch management and server-based computing.

## Comprehensive capabilities

Our core offering can be supplemented by a menu of additional services that both 'lock in' and extend the benefits of your Desktop 21 solution:

- ▶ Service Desk
- ▶ Cloud computing
- ▶ ITIL services
- ▶ Home and remote support
- ▶ Network management
- ▶ Data centre and hosting
- ▶ Managed print services
- ▶ Security services
- ▶ Document management
- ▶ Application management.

## Why us?

- ▶ Vendor independence - ensures the best solution for your organisation
- ▶ Rapid engagement to live service - via blueprint designs
- ▶ Focus on service and relationships - not just technology
- ▶ Expertise in business change - proficiency in IT transformation and transition
- ▶ Innovative approach - roadmap and support services identifying and exploiting new technology
- ▶ Standardised solutions
- ▶ Specific public sector knowledge and track record
- ▶ Global experience, size and scale - 2.7m desktops worldwide
- ▶ Localised support - 43 locations throughout the UK
- ▶ The right solution for you - vendor agnostic
- ▶ Transparent and predictable costs - known from the start, consistent and easy to budget.

We are particularly proud to already work successfully with a number of public sector organisations including: NHS Scotland, The Highways Agency, Department for Work and Pensions, The Home Office and UK Border Agency, the Ministry of Justice and Skills Development Scotland.

## Next steps

Our current public sector clients benefit from absolute consistency, true collaboration and real results.

For more information about our Desktop 21 solution, please visit [www.uk.atos.net](http://www.uk.atos.net), or email [mo.marketing@atos.net](mailto:mo.marketing@atos.net)

For further information about Buying Solutions Desktop 21 Framework Agreement, please email: [ukwebenquiries@atos.net](mailto:ukwebenquiries@atos.net)



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# About Atos

Atos is an international information technology services company with annual revenues of EUR 8.7 billion and 78,500 employees in 42 countries. Serving a global client base, it delivers hi-tech transactional services, consulting, systems integration and managed services.

Atos is focused on business technology that powers progress and helps organisations to create their firm of the future. It is the Worldwide Information Technology Partner for the Olympic Games and is quoted on the Paris Eurolist Market. Atos operates under the brands Atos, Atos Consulting, Atos Worldline and Atos WorldGrid.

For more information, visit: [atos.net](http://atos.net)