

SMART AND SECURE WORKSPACE



WHAT DO ORGANIZATIONS NEED?

Anytime, any device, any application access

Self-empowerment via self-service, self-help and automation

Personalized support

Faster technology adoption

Digitalization and better end-user experience

Cost reduction and standardization of operations

WHAT HAVE THEY BEEN GETTING INSTEAD?

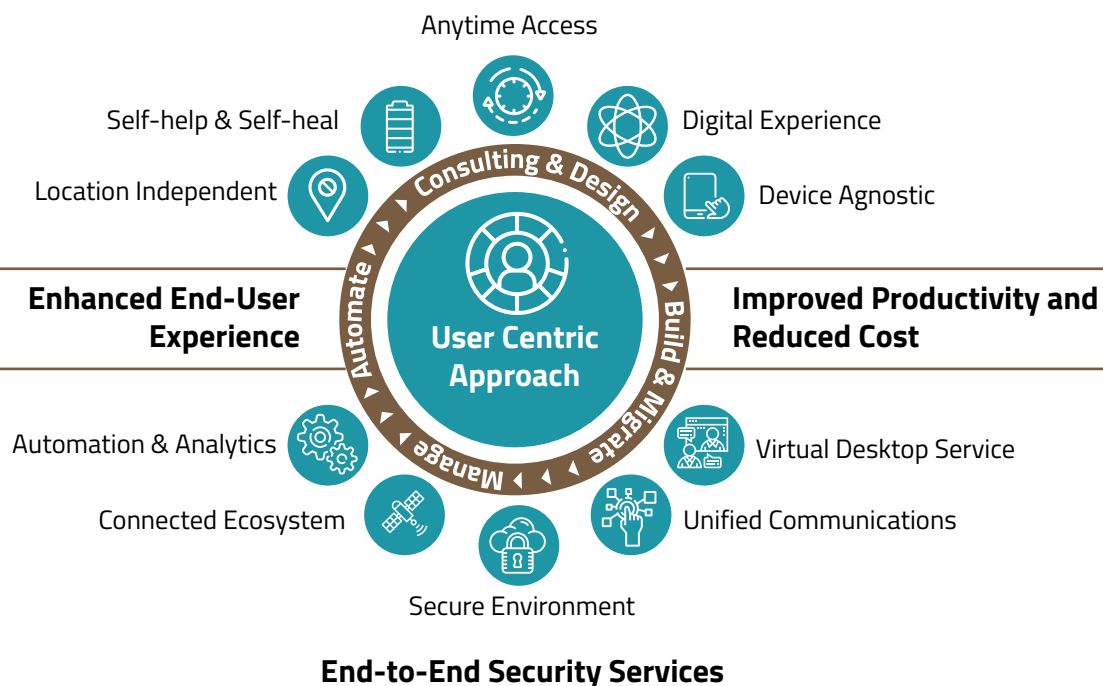
Broad persona-based assistance: Users have been categorized into different personas and the needs of these personas are addressed based on their job requirements.

WHAT THE FUTURE WORKSPACE REQUIRES?

Every user's requirement is unique, and so, the future workplace promises a smart and secure [workspace](#) with user-centric, fully personalized support for individual users.

SMART AND SECURE WORKSPACE BY HAPPIEST MINDS

Smart and Secure Workspace by Happiest Minds is a comprehensive solution, delivering round-the-clock support services, end-user security, an enriching and modern user experience, lower total cost of ownership, and better productivity.



SMART AND SECURE WORKSPACE PORTFOLIO



Happiest Minds carefully analyzes the user requirements and current technology landscape at client organizations and creates a detailed readiness and [digital workspace](#) fitment report to propose the best-fit workspace architecture roadmap. After developing a high-level design of the proposed solution, we build

the required workspace components, test platform functionalities and integrate with other workspace services components. Upon successful proof of concept and pilot programs, we roll-out workspace services to the entire organization.

We leverage [ELLIPSE](#), our

managed services delivery platform to provide round the clock end-user support services, analytics & user experience management and automation for end users. Chatbots, and self-heal and self-help features help with automated incident management, remediation support and change management across all levels.

Consulting & Design



- Digital transformation analysis and approach
- Workspace service integration
- [Cloud](#) adoption opportunity identification
- End User and device Analysis
- Identification of key automation opportunities

Build & Migrate



- Detailed environment assessment
- End user persona mapping
- Solution design and planning
- Service implementation
- Cloud services adoption and migration

Manage & Automate



- End user service operations
- Level 1/2/3 support
- Custom reports and dashboards
- Continual Service Improvement
- Enhance automation adoption



A GLIMPSE OF OUR SMART AND SECURE WORKSPACE OFFERINGS

Office 365 Transformation

Office 365 migration, service operations, level 1/2/3 support, and enhanced O365 security.



Virtual Desktop Services

Secure and standardized environment for all end users, reduced OpEx costs due to centralized management, customized applications to improve asset management, seamless device transition, and anytime, anywhere, any-device access.



Service Desk

Single point of contact for all client end users, self-help and chatbots to empower end users, automation and self-heal to eliminate service desk contacts, end-to-end knowledge management, multiple channels to contact the service desk, etc.



Deskside Support Services

User-based delivery models, personalized VIP support services, remote support to reduce deskside requirements, dedicated support for large sites, dispatch support, ship-to-home option for remote users, self-help and self-heal features, etc.



Desktop Engineering Services

OS image management, patch management, application packaging and software distribution.



Workspace Security Services

End-user and endpoint security management, patching & compliance management, encryption, anti-malware, threat detection and response, application control, host-based inspection and [vulnerability management](#).



Workspace Automation Journey

Service standardization, end-user service automation, analytics-driven operational improvements, self-service through IT stores, catalog-based services and end-user support BOTs.























Analytics-based User Experience Management

Proactive user-centric device performance monitoring and issue resolution, incident and problem management using end-user analytics, vulnerability management to track and alert non-standard applications, and change management.



STRATEGIC PARTNERSHIPS TO DELIVER GREATER VALUE

End-user Analytics & Automation	 Choice WORX.AI	 Lakeside®	
IT Service Management	 servicenow	 bmc	 ManageEngine
Mobility Management	 Intune	 airwatch by vmware	 Citrix XenMobile
Unified Communication Collaboration	 Office 365	 Exchange Microsoft Teams	 CISCO
Desktop Virtualization	 Citrix	 vmware Horizon View	
Data/File Management	 OneDrive for Business	 Dropbox	 Google Drive
Image Management	 Microsoft System Center Configuration Manager		
Device Management	 Microsoft System Center Configuration Manager	 Intune	 ManageEngine Desktop Central



WORKSPACE SERVICES - CASE STUDIES

1

A Europe Based Leading Global Provider of Payroll, HR, Tax, Accounting and Wealth Management Services

SOLUTION

Modernize and consolidate AD environment, Zero-Touch Deployment of Windows 10 using SCCM and streamline desktop security policies.

DIGITAL SECURED INFRASTRUCTURE DELIVERED

- Secure, Streamlined and Standardized Environment for Facilitating M&A
- Enhanced Productivity and Mobility for End-Users
- Higher Agility and Easy Introduction of Next-gen and Cloud Based Services

2

For A Private Wealth Management Firm in India

SOLUTION

Define the IT Strategy / Roadmap with Cost Optimized solution by implementing advance DC, network solutions and enabling secure UC platform for end users.

DIGITAL SECURED INFRASTRUCTURE DELIVERED

- A Standardized Operating Environment
- Cost Optimized Remote Infrastructure Services
- ELLIPSE Platform for Managed Services Delivery

3

A Global Warehouse Management Software Provider

SOLUTION

Deploy an integrated and standardized solution to improve overall end user experience.

DIGITAL SECURED INFRASTRUCTURE DELIVERED

- Cost Optimized Remote [Infrastructure Services](#)
- 30% Reduction in Ticket Resolution Time
- YoY productivity improvements

4

A Large UK Based Manufacturer of Roofing and Waterproofing Solutions

SOLUTION

Modernize and consolidate AD infrastructure to support business agility and reorganizations, reduce operational cost and create single point of contact for all end user requests.

DIGITAL SECURED INFRASTRUCTURE DELIVERED

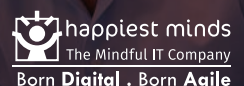
- A Clear Roadmap for AD Modernization to Support 9,600 Users Globally, 60TB File Data & 1,200+ Applications
- Simplified and Enhanced User Experience and User Life Cycle Management
- Enhanced Agility of AD and File Services Aligned to Business Strategies

About Happiest Minds

Happiest Minds, the Mindful IT Company, applies agile methodologies to enable digital transformation for enterprises and technology providers by delivering seamless customer experience, business efficiency and actionable insights. We leverage a spectrum of disruptive technologies such as: Big Data Analytics, AI & Cognitive Computing, Internet of Things, Cloud, Security, SDN-NFV, RPA, Blockchain, etc. Positioned as "Born Digital . Born Agile", our capabilities spans across product engineering, digital business solutions, infrastructure management and security services. We deliver these services across industry sectors such as retail, consumer packaged goods, edutech, e-commerce, banking, insurance, hi-tech, engineering R&D, manufacturing, automotive and travel/transportation/hospitality.

Headquartered in Bangalore, India; Happiest Minds has operations in the U.S., UK, The Netherlands, Australia and Middle East.

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