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.

Anytime Access
Self-help & Self-heal
Location Independent
Enhanced End-User Experience
Automation & Analytics
Connected Ecosystem
Secure Environment
Consulting & Design
Build & Manage
User Centric Approach
Improved Productivity and Reduced Cost
Virtual Desktop Service
Unified Communications
End-to-End Security Services
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

<table>
<thead>
<tr>
<th>Category</th>
<th>Partners</th>
</tr>
</thead>
<tbody>
<tr>
<td>End-user Analytics &amp; Automation</td>
<td>Choice WORX.AI, Lakeside</td>
</tr>
<tr>
<td>IT Service Management</td>
<td>servicenow, BMC, ManageEngine</td>
</tr>
<tr>
<td>Mobility Management</td>
<td>Intune, airwatch by VMware, Citrix XenMobile</td>
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<tr>
<td>Unified Communication Collaboration</td>
<td>Office 365, Exchange, Microsoft Teams, Cisco</td>
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<tr>
<td>Desktop Virtualization</td>
<td>Citrix, VMware Horizon View</td>
</tr>
<tr>
<td>Data/File Management</td>
<td>OneDrive for Business, Dropbox, Google Drive</td>
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<tr>
<td>Image Management</td>
<td>System Center Configuration Manager</td>
</tr>
<tr>
<td>Device Management</td>
<td>Intune, ManageEngine Desktop Central</td>
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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 transfor-mation 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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