Every user’s requirement is unique, and so, the future workplace promises a smart and secure workspace with Hybrid mobility solutions those are user-centric, fully personalized support for individual users.
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 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

HAPPIEST MINDS
SMART AND SECURE WORKSPACE SERVICE

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
- Digital Experience
- Location Independent
- Device Agnostic

Enhanced End-User Experience
- Automation & Analytics
- Connected Ecosystem
- Secure Environment

Improved Productivity and Reduced Cost
- Virtual Desktop Service
- Unified Communications

End-to-End Security Services
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 dash boards
- Continual service Improvement
- Enhance automation adoption

A GLIMPSE OF OUR SMART AND SECURE WORKSPACE OFFERINGS

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.

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.

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.
Office 365/Microsoft 365 Transformation
Office 365/Microsoft 365 migration, service operations, level 1/2/3 support, and enhanced M365 security.

Desktop Engineering Services
OS image management, patch management, application packaging and software distribution.

Intelligent 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.

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.

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.

STRATEGIC PARTNERSHIPS TO DELIVER GREATER VALUE

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SMART AND SECURE WORKSPACE SUCCESS STORIES

O1

Workspace Transformation for a Europe Based Leading Global Provider of Payroll, HR, Tax, Accounting and Wealth Management Services

- Secured environment with role-based access
- Streamlined and standardized environment for facilitating M&As
- Enhanced productivity and mobility for end users
- Higher agility for easy introduction of next-gen Cloud-based services

Read More

O2

Workspace Transformation and Managed End-User Support services for A non-profit organization in US

- Roadmap for Infrastructure Stability and enhanced Security with Latest Technologies in place to support 4000+ users (Students + Staff)
- Cost Optimized with Infrastructure relocation & Reduction in Operational Locations
- Simplified and Enhanced User Experience and Student Life Cycle Management
- Enhanced Security & Management for Infrastructure aligned to Business Strategies

Read More

O3

Global Service Desk and End-User Services for a global warehouse management software provider

- Standardized end-user experience
- Cost-optimized remote infrastructure services
- An integrated application and infrastructure service desk
- 30% reduction in request and incident resolution times

Read More

O4

Legacy AD modernization for a large UK based manufacturer of roofing and waterproofing solutions

- A clear roadmap for AD modernization for 9,600 users, 12 AD forests, 96 domain controllers and consolidation of 60TB of file server data
- Reduced operational costs through consolidation
- Enabled operational excellence by streaming change processes in the AD environment
- Provided a flexible environment to accommodate current and future business needs

Read More
Happiest Minds Technologies Limited (NSE: HAPPSTMNDS), a Mindful IT Company, enables digital transformation for enterprises and technology providers by delivering seamless customer experiences, business efficiency and actionable insights. We do this by leveraging a spectrum of disruptive technologies such as: artificial intelligence, blockchain, cloud, digital process automation, internet of things, robotics/drones, security, virtual/augmented reality, etc. Positioned as ‘Born Digital . Born Agile’, our capabilities span digital solutions, infrastructure, product engineering and security. We deliver these services across industry sectors such as automotive, BFSI, consumer packaged goods, e-commerce, edutech, engineering R&D, hi-tech, manufacturing, retail and travel/transportation/hospitality.

A Great Place to Work-CertifiedTM company, Happiest Minds is headquartered in Bangalore, India with operations in the U.S., UK, Canada, Australia and Middle East.

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