



SMART AND SECURE WORKSPACE

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.

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 DO ORGANIZATIONS NEED?

Anytime, any device,
any application access

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

Personalized support

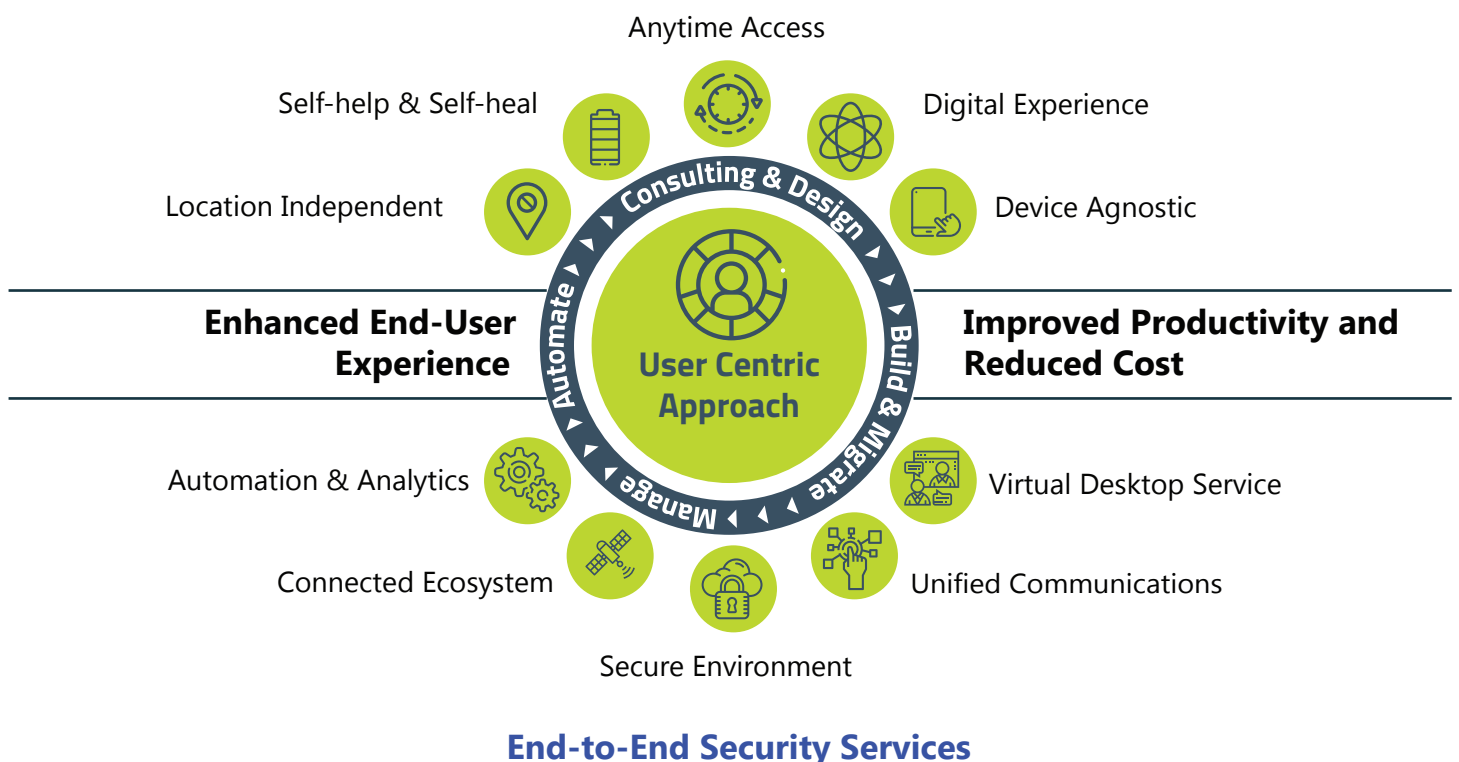
Faster technology
adoption

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.



We leverage **ELLIPSE**, our unified workspace delivery platform to provide round the clock end-user support services, analytics & AI-driven 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 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

End-user Analytics & Automation	Power Automate	Lakeside®		
IT Service Management	servicenow	ManageEngine	bmc	
Mobility Management	Intune	airwatch by vmware	citrix XenMobile	ManageEngine Mobile Device Manager Plus
Unified Communication Collaboration	Microsoft 365	Exchange	Microsoft Teams	CISCO
Desktop Virtualization	vmware Horizon View	CITRIX®	oneclick™ accessing the unlimited	
Data/File Management	OneDrive for Business	SharePoint	Dropbox	Google Drive
Image Management	System Center Configuration Manager	ManageEngine Desktop Central		
Device Management	System Center Configuration Manager	Intune	ManageEngine Desktop Central	jamf
End Point Security	Microsoft	CROWDSTRIKE	FORTINET®	Carbon Black.

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SMART AND SECURE WORKSPACE SUCCESS STORIES

01

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

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02

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

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03

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

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04

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 streamlining change processes in the AD environment
- Provided a flexible environment to accommodate current and future business needs

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 **happiest minds**
The Mindful IT Company
Born Digital . Born Agile

www.happiestminds.com

Write to us at
Business@happiestminds.com

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-Certified™ company, Happiest Minds is headquartered in Bangalore, India with operations in the U.S., UK, Canada, Australia and Middle East.