



# Managed Desktop Services

## Who are UCS Solutions and what can we do for you?

We provide IT systems and solutions to the South African retail, consumer goods and manufacturing industries.

We solve Business and IT problems and give you answers. We draw on a wealth of experience, and knowledge – we're innovative, efficient and resourceful.

We are a division of the JSE-listed UCS Group.



## What UCS offers:

- **Integrated Service Management**

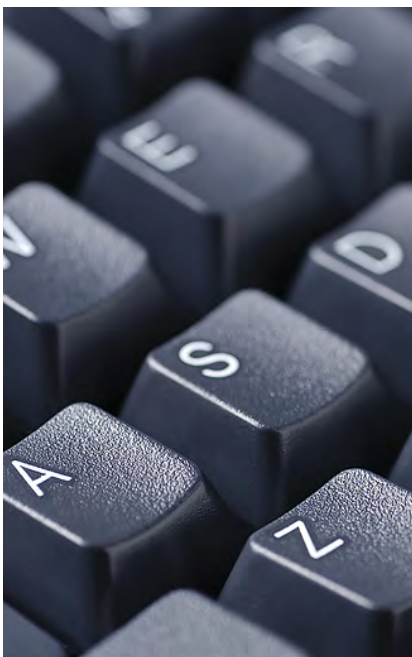
The hub of our business. Service delivery management and a 24 x 7 Customer Contact Centre

- **Managed Services**

A broad portfolio of application and infrastructure services

- **Business Solutions**

Customised solutions for better business performance

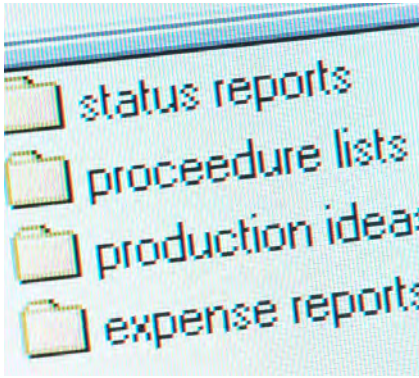


## Hassle-free, cost-effective desktop management

### The Challenge

Success in business depends on having productive employees; productive employees require effective and reliable tools such as a desktop computer. Desktop downtime and data loss can have a significant impact on productivity and total cost of ownership (TCO). Studies have shown that a well-managed desktop environment provides up to 42% TCO savings (Gartner).

While the business case is compelling, the reality is that many companies find it difficult to manage increasingly distributed desktop environments. Desktop management is time-consuming and diverts attention away from your core business. Also, users may run unsupported – often unlicensed – software on their computers, putting security and compliance at risk.



## The Solution

UCS Solutions can help your organization avoid the hassle and realize the savings. Our Managed Desktop Services is a proactive and integrated approach to desktop management. Our solution maximizes the performance of your desktop infrastructure, while relieving your IT staff from day-to-day desktop management duties. Our team assesses your current desktop environment and handles all activities related to procuring, deploying, maintaining and managing your desktop infrastructure, and this can dramatically increase its strategic value, aligning its efforts more tightly with business expectations, metrics and operations planning.

UCS Solutions Managed Desktop Services is designed to help you gain greater control of critical desktop-management tasks and eliminate the manual processes on human dependency with human errors that leave your organization in vulnerable and costly maintenance situation. Our solution provides in-depth insight into asset configurations and automates critical operational processes like discovery and inventory, deployment, maintenance and migration. By instilling operational and compliance controls, this comprehensive solution helps you standardize your IT environment, enhance decision-making, mitigate risk and implement industry standard processes necessary to provide and demonstrate value to the business.

All this on a monthly fixed pricing model that will give your organization predictable desktop management support expenditures.

## Key Benefits

UCS Solutions' Managed Desktop Services can help deliver savings as well as improve customer service, increase user productivity and focus IT teams on high-level business goals. Discover the benefits:

### 1. Focus on your core business

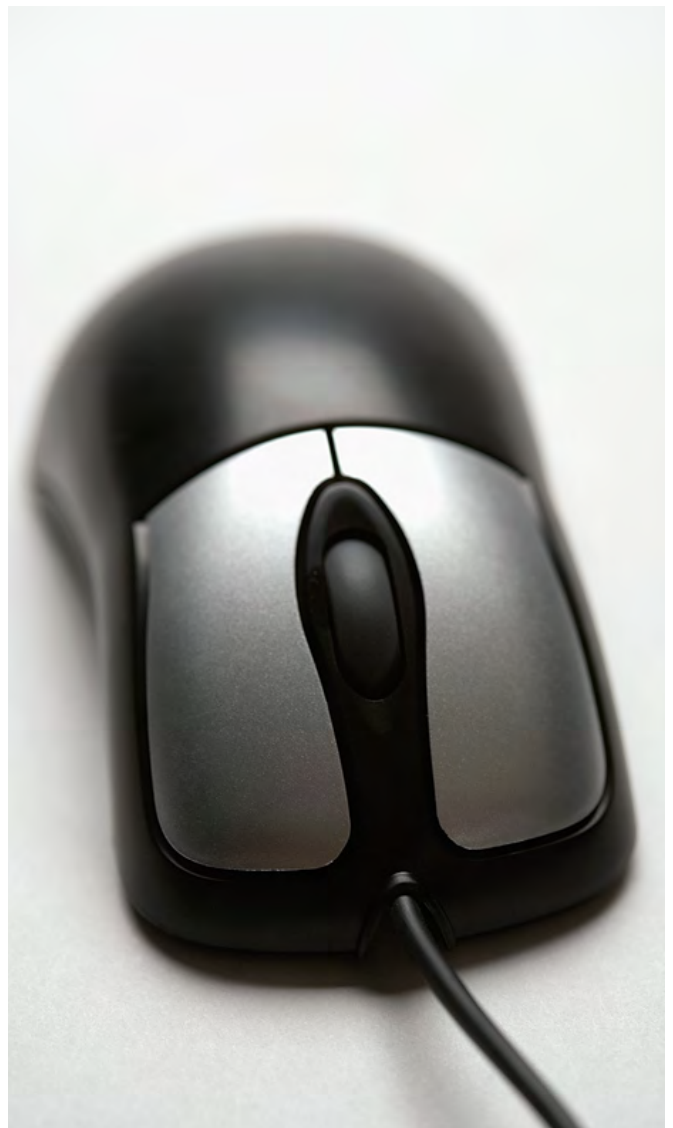
- Build key competencies of your IT team
- Eliminate mundane desktop management tasks
- Realize scalability as your organization grows

### 2. Realize financial benefits

- Reduce costs
- Establish predictable monthly IT expenditures
- Reduce your IT infrastructure risk through well-managed changes and ongoing compliance checks
- Improved workforce productivity – Infrastructure standardization, common service levels irrespective of device type and work location, plus improved desktop availability and performance.

### 3. Deliver consistently excellent service

- Utilize proven processes and industry-leading tools
- Access UCS Solutions' resource pool of experienced professionals
- Improve desktop user productivity by minimizing downtime due to vulnerabilities and outdated software
- Comply more easily with corporate governance and regulatory standards
- Improved security level – Effective security patch and antivirus management, and ongoing standard operating environment design.



## UCS Managed Desktop Services

UCS Solutions Managed Desktop Services comprises of three plans that provide the critical maintenance and monitoring services of your desktop environment to support any businesses on a regular basis. This services is made available to ensure business operations will not be hampered by any desktop incident as and when any incident occurrence takes place.

Bundle Name	Silver	Gold	Platinum
<b>Service Management</b>			
Service Report	Monthly	Monthly	Weekly
IT Forum Meeting	x	Monthly	Weekly
<b>EUS Management Services</b>			
Incident Management	√	√	√
Problem Management	√	√	√
Change Management	√	√	√
Client Swop-out Stock Management	Call-out Fee	√	√
<b>Support Service</b>			
Call-out Support	Call-out Fee	x	x
Remote Support	√	√	√
On-site Support (dedicated EUS engineer per 150 devices)	x	√	√
IMACD	Time & Mat	Time & Mat	Time & Mat
<b>Asset Management</b>			
Basic asset management	x	Manual	Automated
Asset Management Reports	x	x	√
Central Repository and Distributed Software Deployment	x	Manual	Automated
Procurement - Ad hoc fixed % fee	O	O	O
<b>Anti-Virus Management</b>			
AV Patch Updates	x	Manual	Automated
AV Reporting	x	x	√
<b>Patch Management</b>			
Configuration & Management	x	Manual	Automated
WSUS	x	Manual	Automated
<b>License Management</b>			
Software Metering - Monthly report on software usage	x	O	√
License Compliance - reporting on license usage	x	O	√
<b>Annual Asset Audit (Physical)</b>			
Ad-hoc Fees based on # of devices / locations	O	O	O

Legend: √ =Included; O = Optional; x = Not an Option



Cape Town: +27 (0) 21 680 4000  
 Durban: +27 (0) 31 267 6230  
 Johannesburg: +27 (0) 11 518 9000