

END USER ENVIRONMENT MODERNIZATION SERVICES

MODERNIZE YOUR INFRASTRUCTURE. TRANSFORM END USER ENVIRONMENT.

Rapidly evolving technologies, service delivery models, and user demands are transforming the end user environment. In today's hyper-connected SMAC landscape, technologies and products that provide the underlying platform to manage the end user environment are undergoing a

paradigm shift. A detailed infrastructure modernization strategy is a critical pre-requisite for organizations to ensure a seamless transformation with undisturbed business continuity.

HOW WE HELP

Our End User Environment Modernization services (see Figure 1) enable enterprises to:

- Transform from legacy end user operating environment to a mobile, digital operating environment for seamless performance across endpoint devices.
- Setup enterprise application store – APPSTORE portal for user driven application deployment and management services.
- Protect organizational information against any security threats and possible data leakage.
- Provide multiple choices in user operating environments that address various user profiles and business needs.
- Align support policies through operationalization to ensure smooth IT operations.

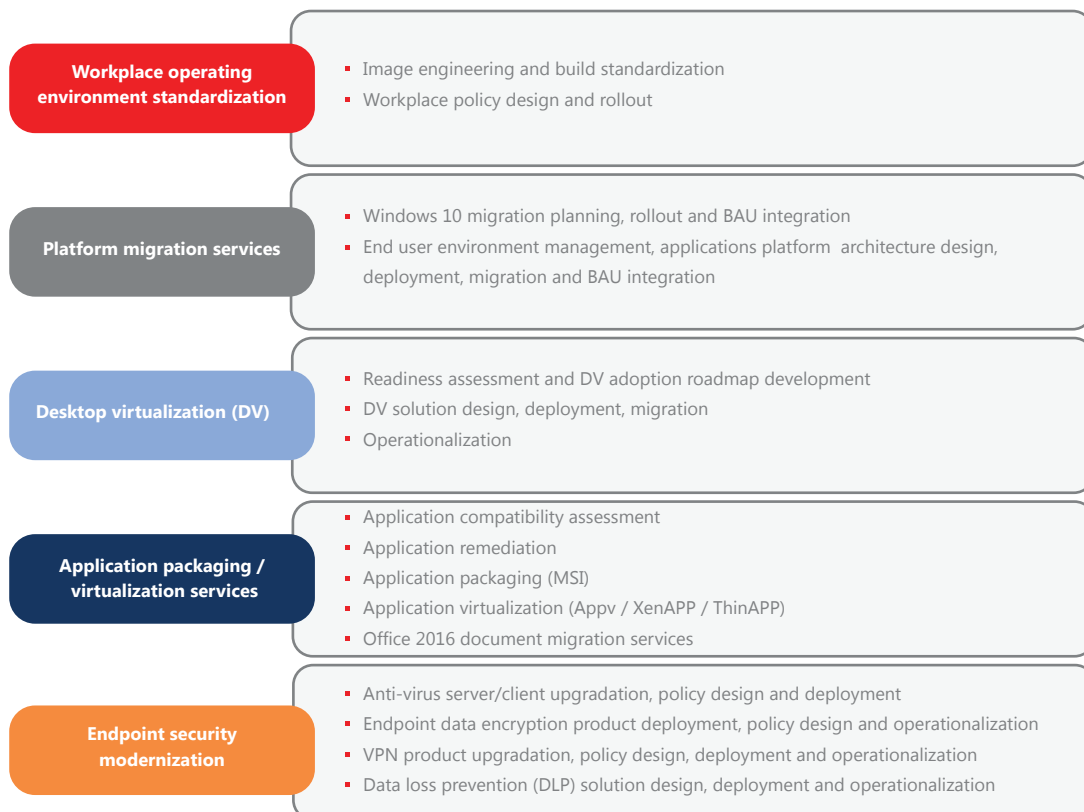


Figure 1: End User Environment Development and Modernization Services

Our operationalization framework (see Figure 2) aligns operational practices, functional processes,

tools, and knowledge training of support functions.

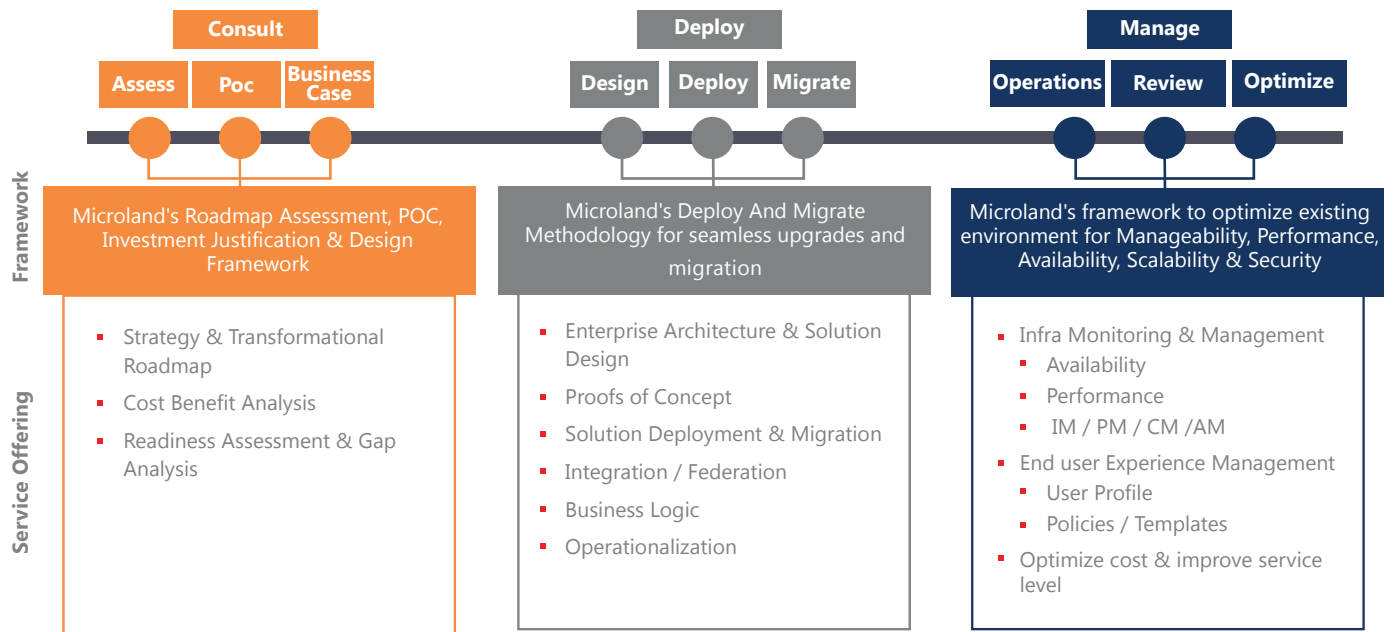


Figure 2: Microland's Approach to Infrastructure Modernization

WHAT YOU CAN EXPECT

Our End User Environment Modernization services enable:

- Modern, agile, and collaborative end user operating environment.
- Faster provisioning of new workplace environment.
- Seamless, consistent user experience across multiple endpoint devices.
- Efficient asset management practices
- Re-engineered desktop management processes that are device and user-aware and dynamically manage the environment.
- Improved compliance, uncompromising endpoint security, and data protection.

WHAT SETS US APART

Key differentiators include:

Vendor-Neutral Approach and Global Alliances

- Vendor and technology-agnostic solutions enable implementation of the right-fit technology at the right cost. Partnerships with technology leaders (Microsoft, Citrix, and VMware) strengthen our capabilities to provide cost-effective, risk-free services.

Proprietary Assets

- Proven and pre-built assets including Operationalization framework and Business Value Benefit Assessment

ensure a seamless development and modernization journey.

Water Flow Managed Services Methodology

- Through automation we ensure continual process maturity and service performance improvements at each layer.

Service-led IT Delivery

- Our core philosophy is to deliver IT-as-a-Service with a focus on the most important deliverable - a rich end user experience.

For more information, log on to www.microland.com

About Microland

Microland is a leading Hybrid IT Infrastructure Service Provider and a trusted partner to enterprises in their IT-as-a-Service journey. Incorporated in 1989 and headquartered in Bangalore, India, Microland has more than 3,400 professionals across its offices in Europe, Middle East, North America and India. Microland enables global enterprises to become more agile and innovative through a comprehensive portfolio of services that addresses hybrid IT transformation, workspace transformation, service transformation and end-to-end IT infrastructure management.

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