



Nationale Bank van België Banque Nationale de Belgique

Moving forward to modern IT provisioning

econocom

IT HELPDESK & WAAS

UPDATE

NATIONALE BANK VAN BELGIE
BANQUE NATIONALE DE BELGIQUE

27 APRIL 2019

econocom

https://www.youtube.com/watch?v=39Tbks8j0m4&ab_channel=EconocomTV



Agenda

1. Econocom in a nutshell
2. Understanding of the requirements
3. Solution
4. Device Solution
5. Leasing
6. Services
7. Expérience Management
8. Governance

01

Econocom in
a nutshell

Core business activities

Unique combination of expertise

DIGITAL PRODUCTS & SOLUTIONS



A single point of contact for sourcing turnkey digital products and solutions.

DIGITAL SERVICES



Services created and developed to guarantee the success of your digital projects.

PROJECT FINANCING



Flexible, original solutions to address new forms of digital usage: pay-per-use, subscriptions for integrated digital solutions, leasing solutions, etc.



TO BE YOUR BEST PARTNER, we are digital designers

We offer personalised cross-business line solutions, combining state-of-the-art technologies & services with financing.

Independence from:

- hardware manufacturers
- telecom carriers
- software vendors
- banks

Wide range of technologies:

- smartphones
- tablets
- large-format monitors
- touch-screen kiosks
- connected and smart devices, etc

Vertical industry specialists:

- healthcare
- retail
- education
- manufacturing

02

Understanding
of the
requirements

Understanding of the requirements

Goal & objectives

NBB's goal

- Best possible digital workplace
- Quality of service
- Improved end-user experience & satisfaction

Econocom's objectives

- High focus on customer satisfaction
- Provisioning of adequate devices and excellent services to end-users
- Flexible financing model
 - As-a-Service
 - Pay-per-use method
- Evolving partnership
 - Proactive advice regarding technology updates
 - Continuous improvement of the quality of service
 - TCO improvement initiatives
 - Innovations
- Integration with NBB's organization and processes

Understanding of the requirements

Value proposition

1. A real “end-to-end” and in-house service

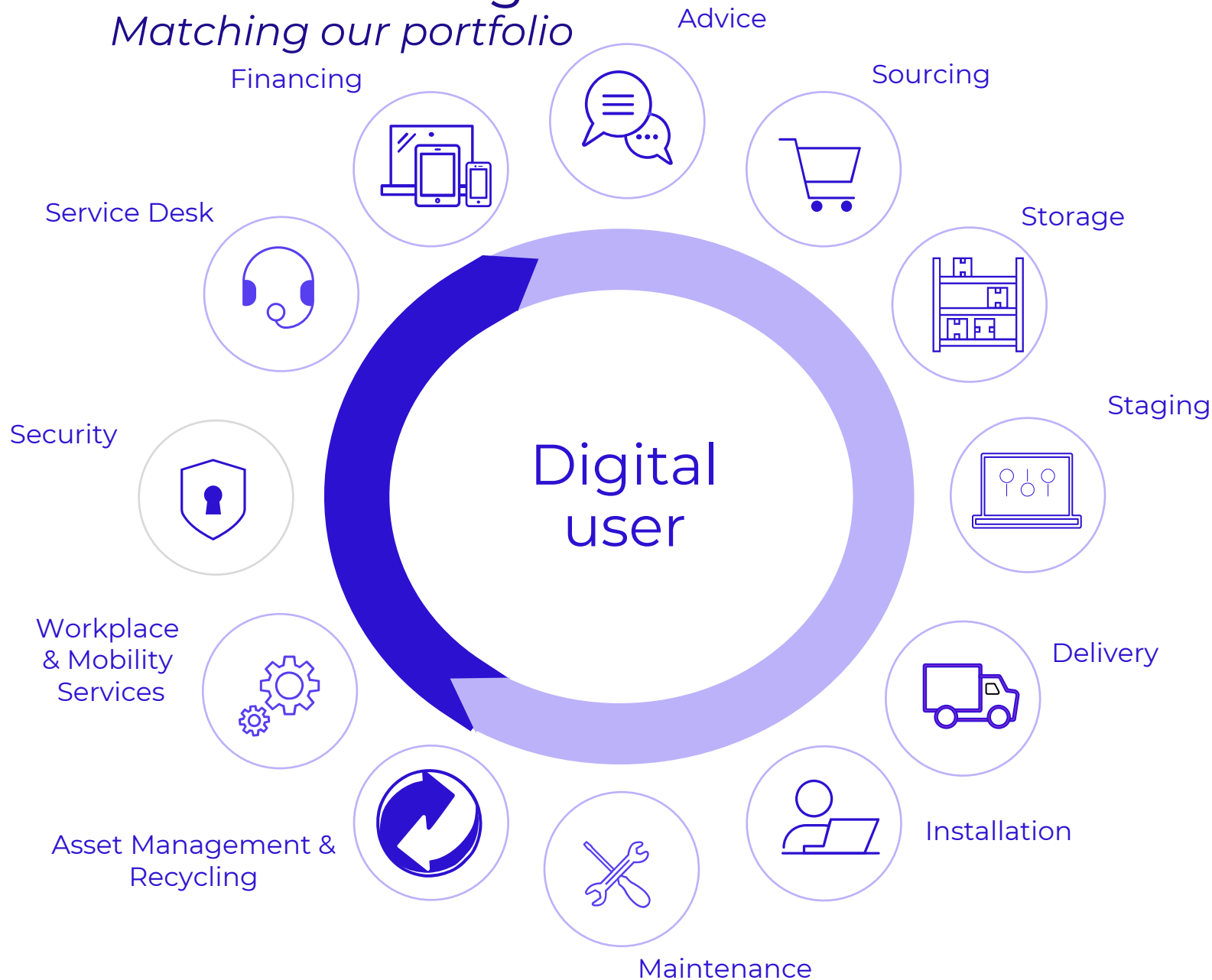
Service Desk	IT Desk (Kiosk)	Local Support	Computer Equipment	Printing	Mobile Users	Meeting Rooms	Software Mgt
							

03

Solution

Solution Design

Matching our portfolio



Our differentiation in our services:

- A modular approach
- Swap device
- On-site or zero-touch
- Pay per use
- One stop shopping

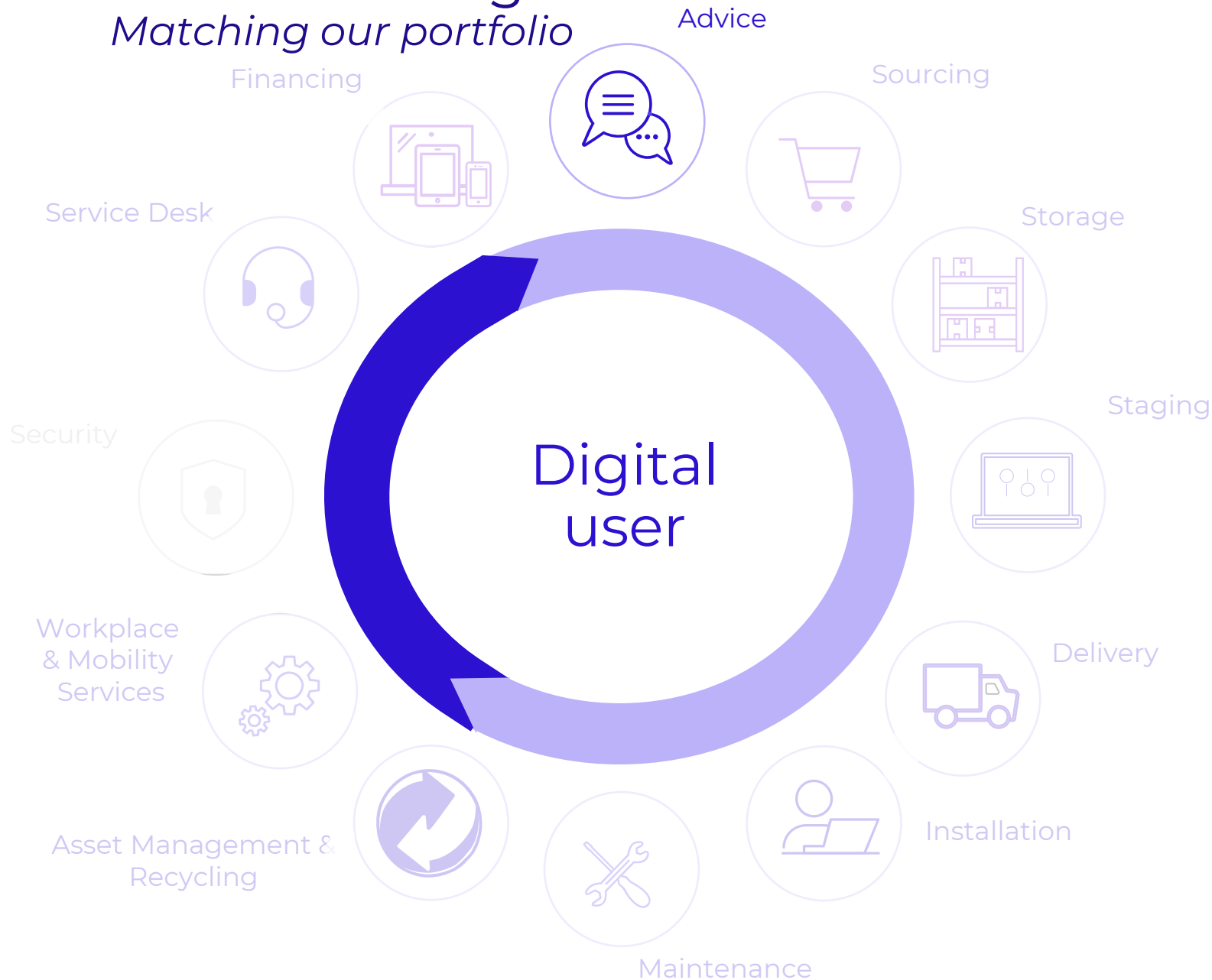


Our differentiation in our high added value:

- Business continuity
- Improve productivity
- Improve the satisfaction of end-users
- Maximize business impact

Solution Design

Matching our portfolio



+ Hardware consultancy

- Type of hardware
- Refresh lifecycle

+ Market trends plan devices

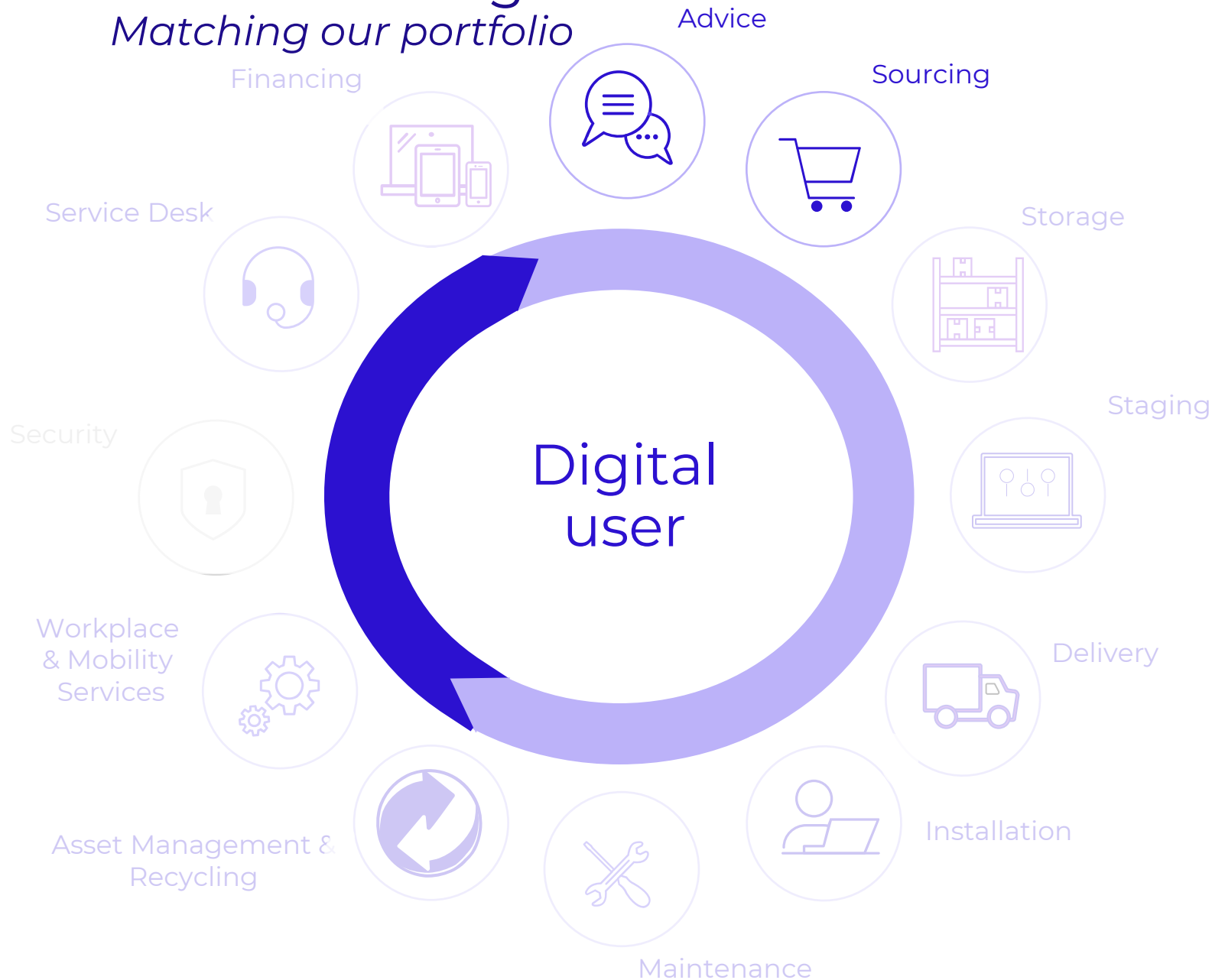
- CYOD, COPE, Plan Cafeteria
- Interactions between plans
- Outsource device mgmt.

+ Online platform ordering

- Processes flows
- Order validation
- Bundles
- Related products
- Controls

Solution Design

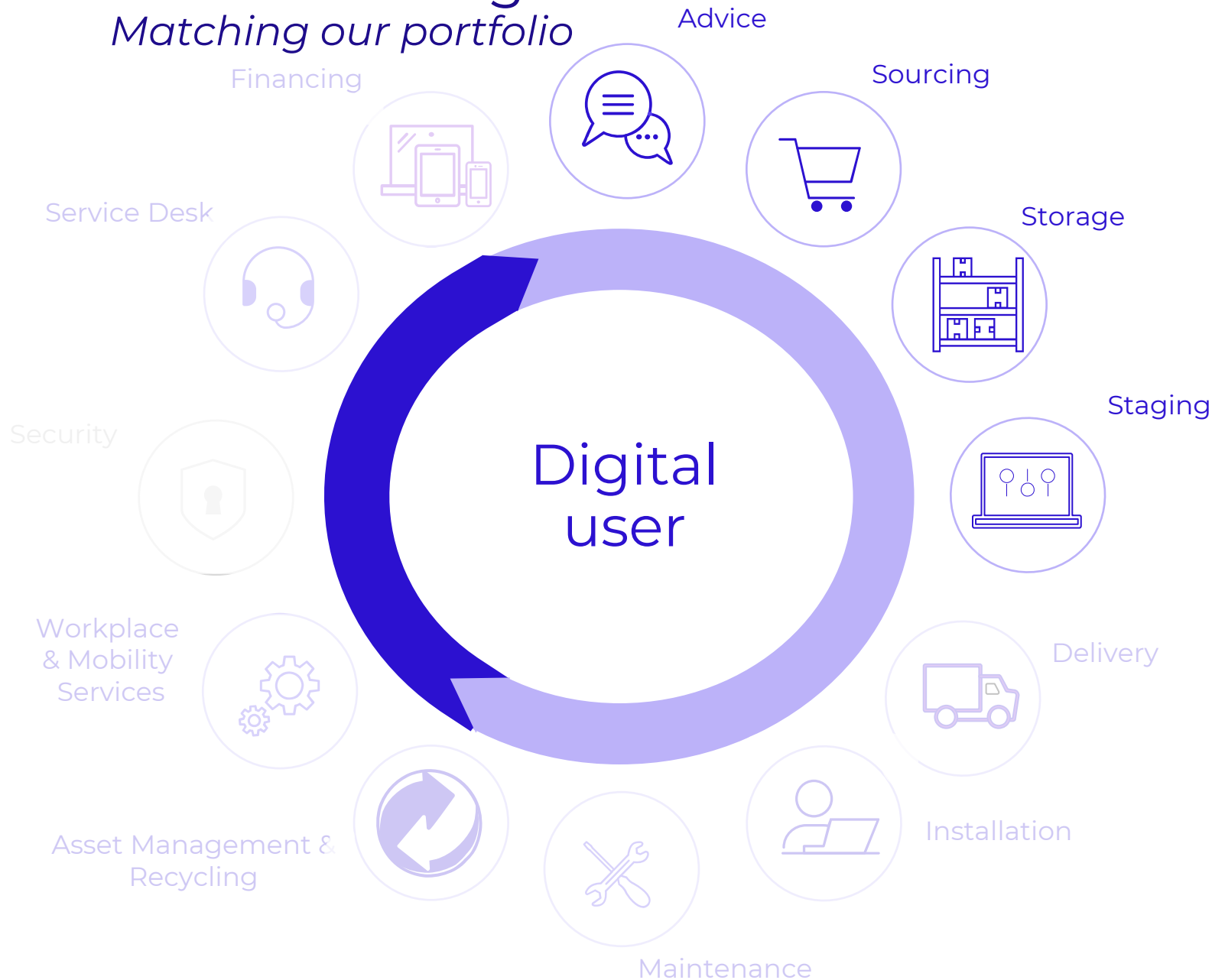
Matching our portfolio



- + **Standard Ordering**
 - One entry point
 - Clear equipment and service catalogue
- + **Online platform**
 - Dedicated e-business tool
 - Profiling showing the right set of device to each employee persona
 - International shipping
 - Level +1 validation if needed
 - Order email confirmation
 - Right management
- + **Types of procurement**
 - CYOD
 - Plan Cafeteria
 - Plan PC Privé
 - Device and services Sourcing

Solution Design

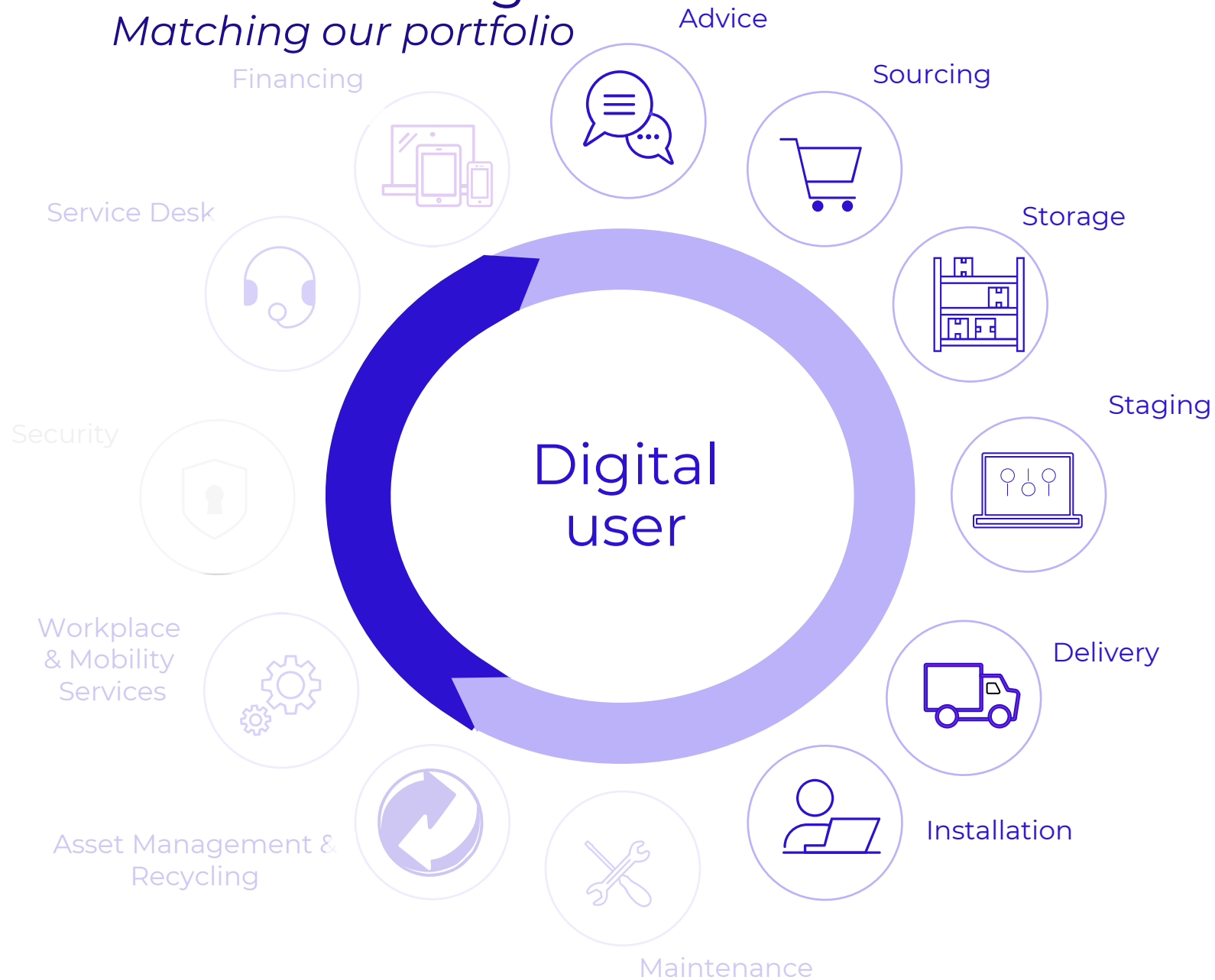
Matching our portfolio



- + Buffer stock (new order)**
 - minimum levels
 - automated re-order
- + Swap stock (repair transaction)**
 - new and repaired devices
 - limited qty
 - ownership customer
- + Box Customization**
 - Welcome letter
 - Insert sim card,
 - Configuration
 - Personalization
 - Engraving
 - Labelling
- + Device Customization**
 - Configuration
 - Personalization
 - MDM Enrolment
 - Apple DEP, Samsung Enrol

Solution Design

Matching our portfolio



Office



Home

+ Roll-Out

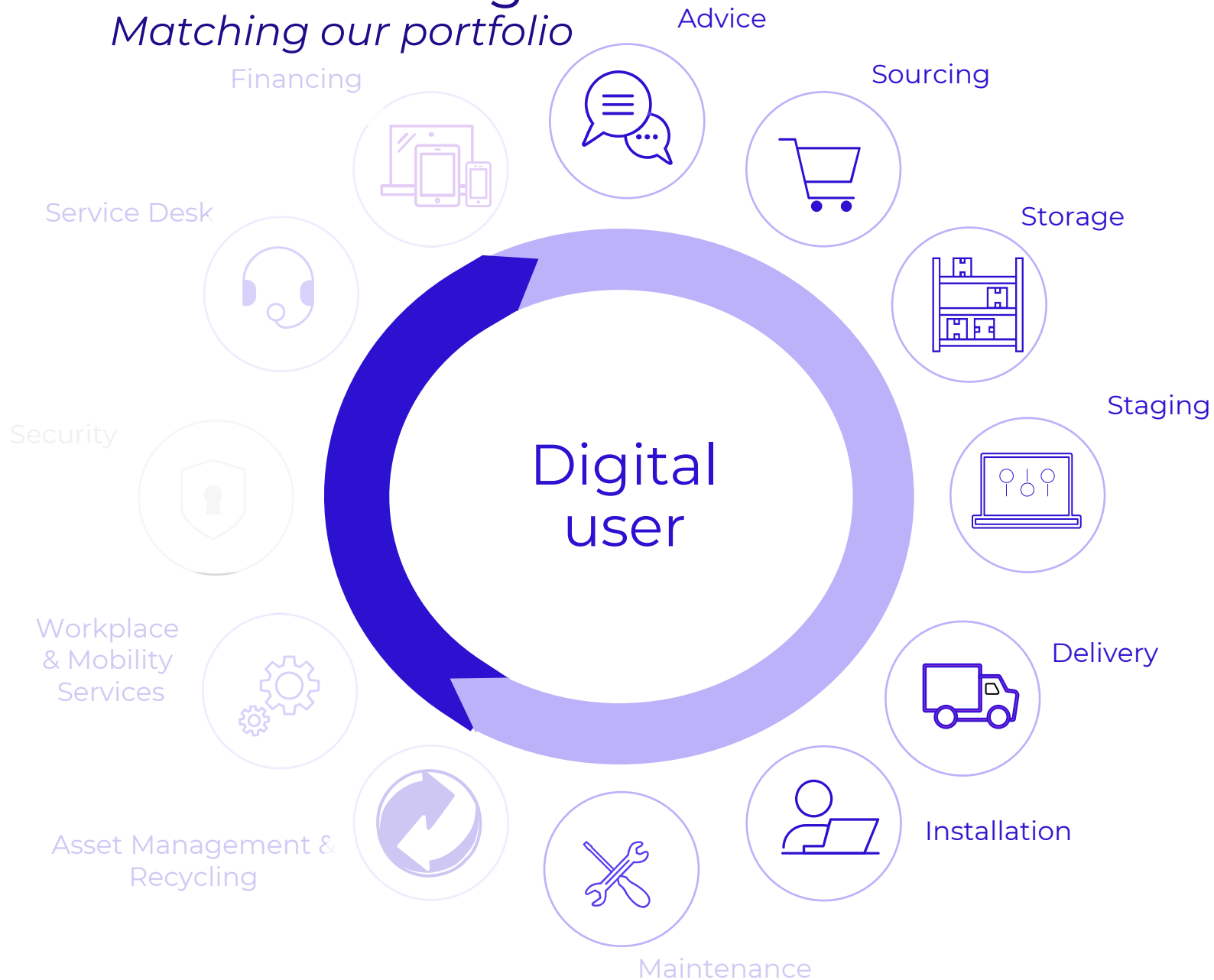
- Renewal roll-out
- Deployments new comers

+ Moves, Adds & Changes (MAC)

- On-site intervention

Solution Design

Matching our portfolio



Swap stock (repair transaction)

- new and repaired devices
- limited qty
- ownership customer



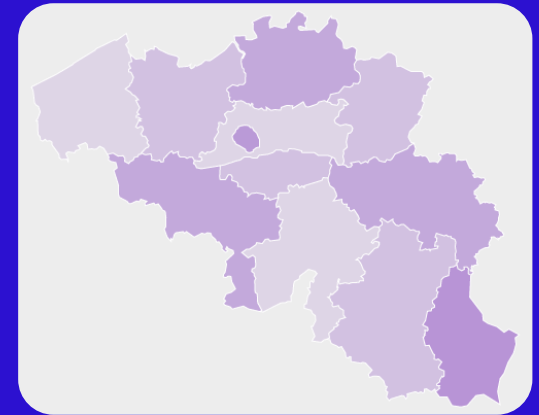
Mobile: Accidental damage

- broken screen
- broken screen protection



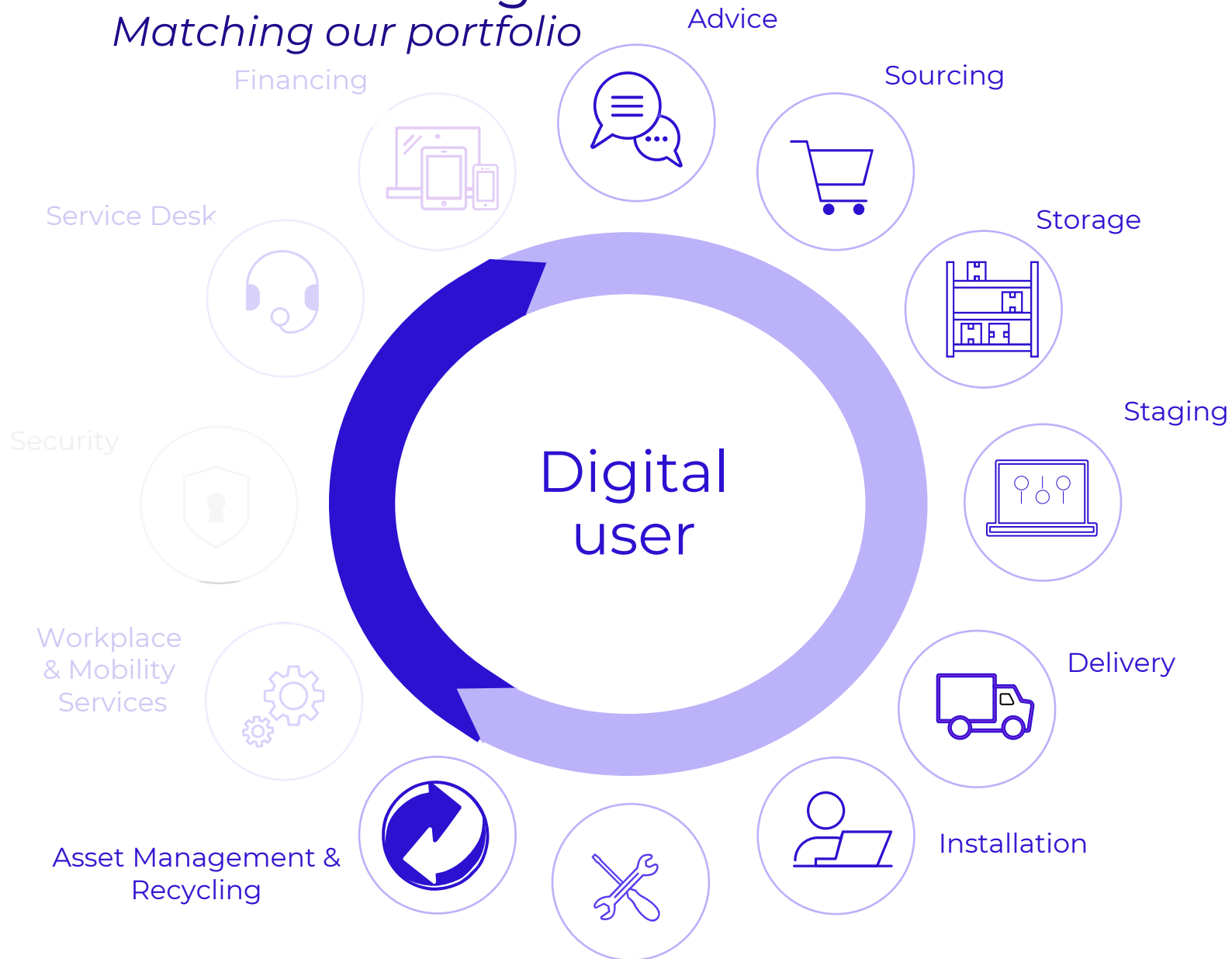
Mobile: lost and stolen

- Non return



Solution Design

Matching our portfolio

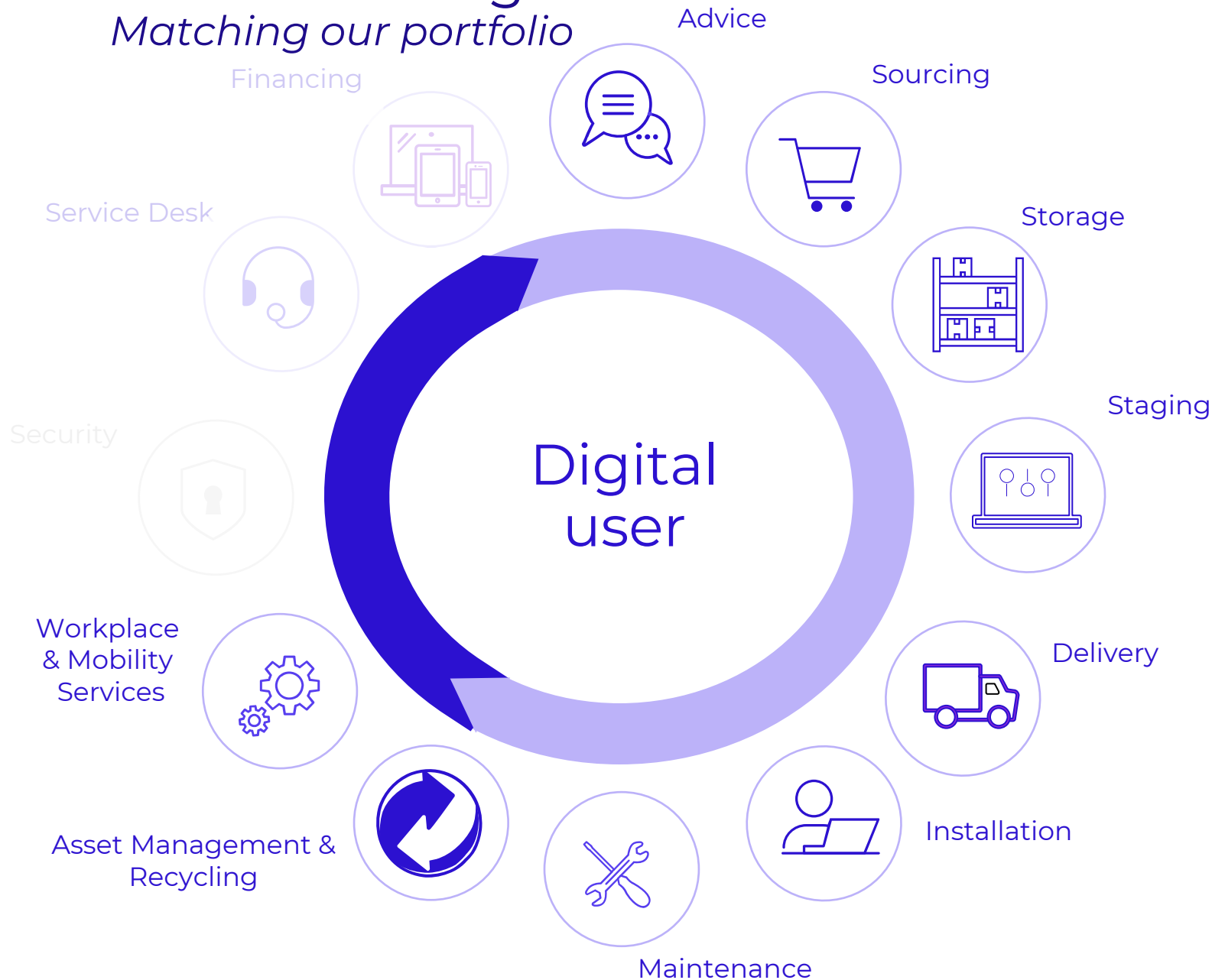


Asset Mgmt. & Recycling

- Leaver process
- Newcomers
- Moves
- End-Of-Life treatment

Solution Design

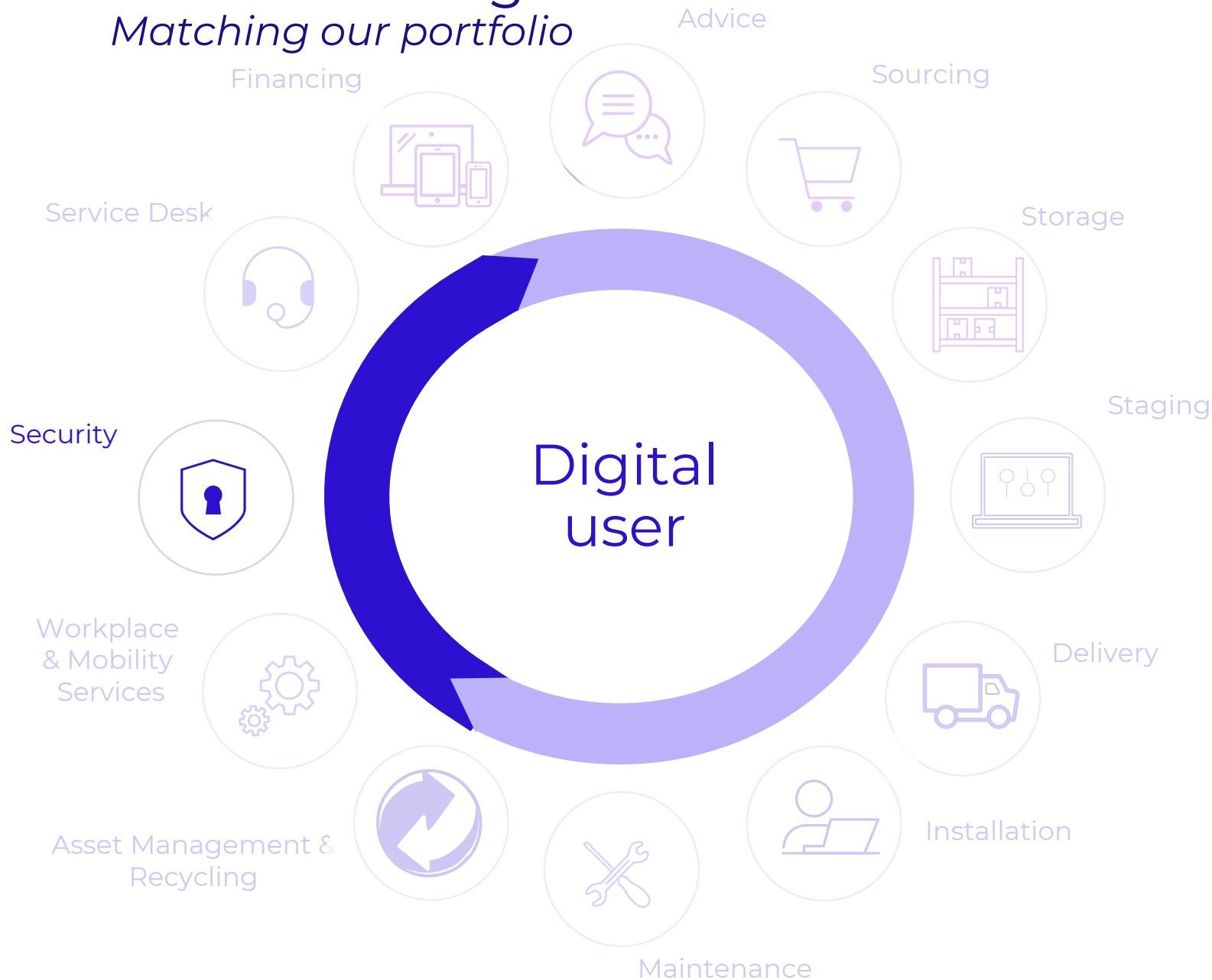
Matching our portfolio



- + **Apps, Data & Device**
 - Enroll
 - Provisioning
 - Manage & Protect
 - Retire
- + **Workplace Infrastructure**
 - Build
 - Operations & Mgmt
 - Support
- + **Technologies**
 - Microsoft
 - Citrix
 - Awingu
 - Apple
 - Nexthink
 - Liquit
 - Lookout
 - Netskope

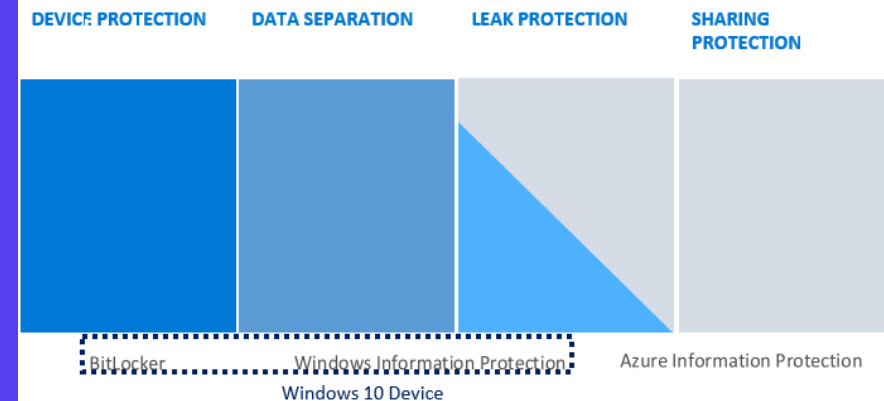
Solution Design

Matching our portfolio



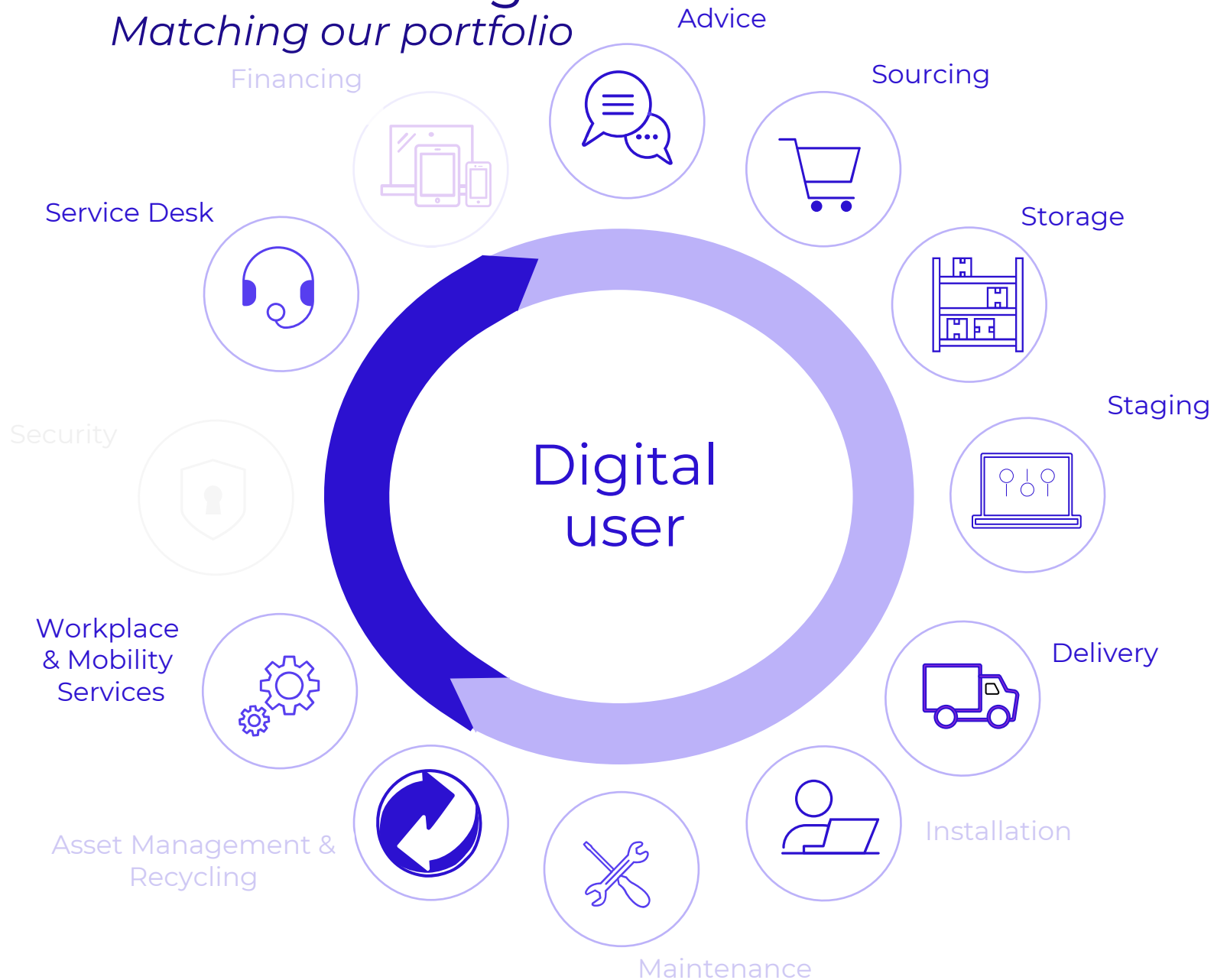
Security:

- Endpoint Security Management
- Authorization Management
- Permission & Access Management
- Digital Rights Management
- Multifactor Authentication
- Identity-as-a-Service
- BYOD



Solution Design

Matching our portfolio

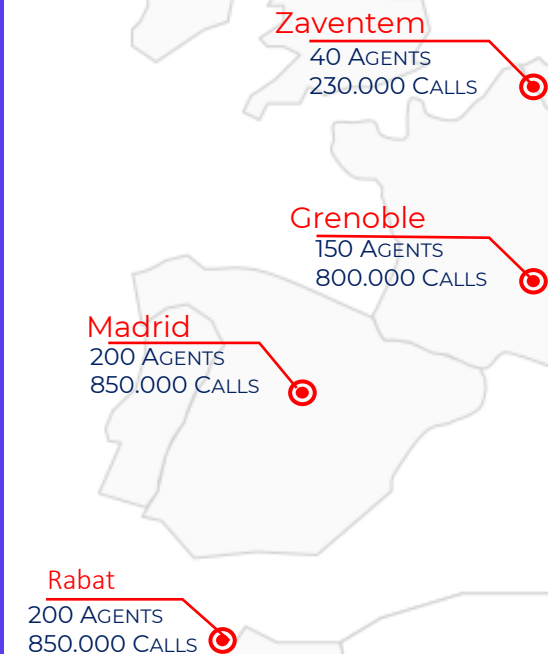


• Delivery Models

- Dedicated On-Shore (intra-muros)
- Dedicated European and/or Near-shore
- Shared European and/or Near-shore

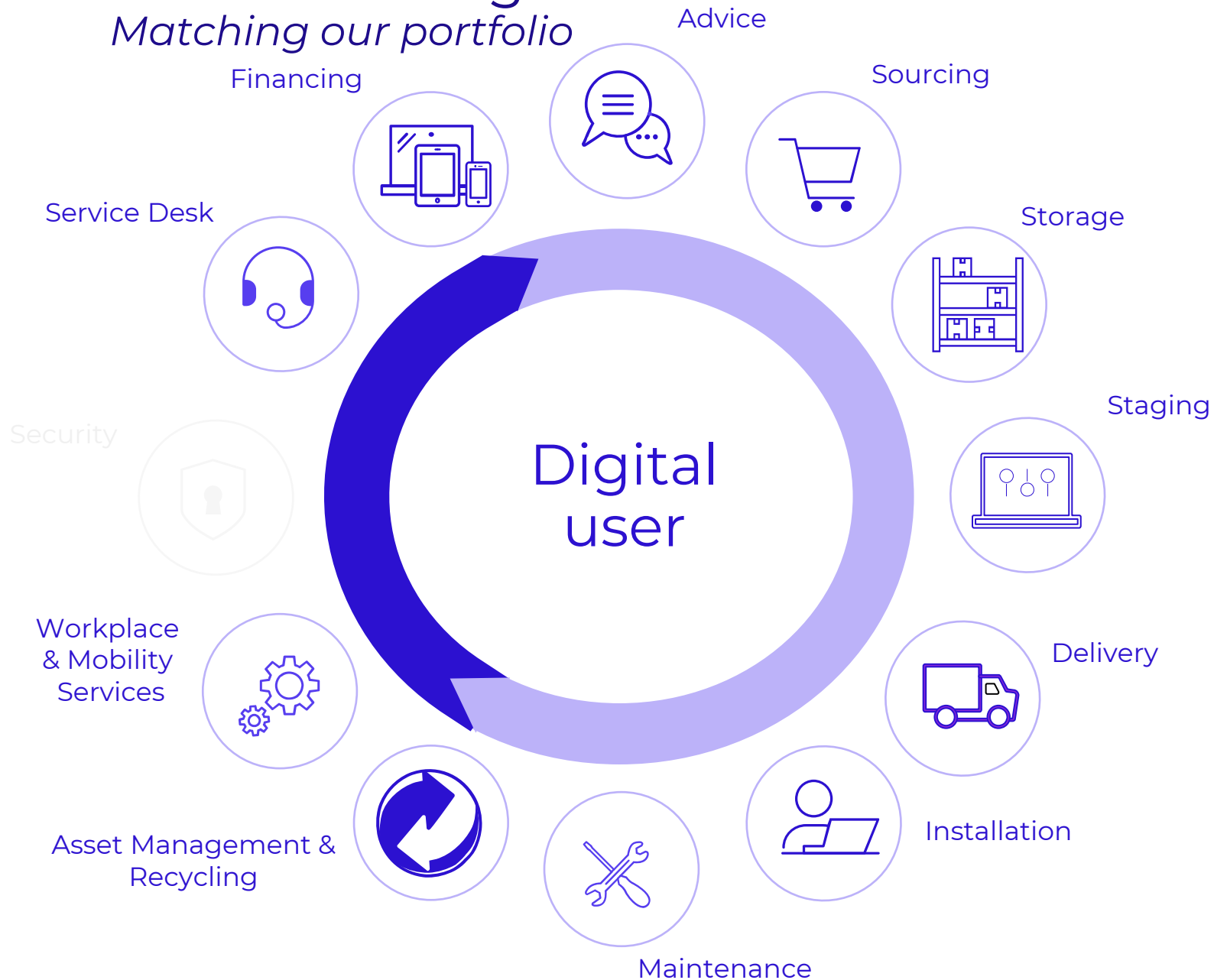
• Support Levels

- Catch & Dispatch
- Level 1 Office support & Application support
- Level 2 Office support
- Level 3 Workplace & Infrastructure support
- Infrastructure Monitoring, Operations & Administrations



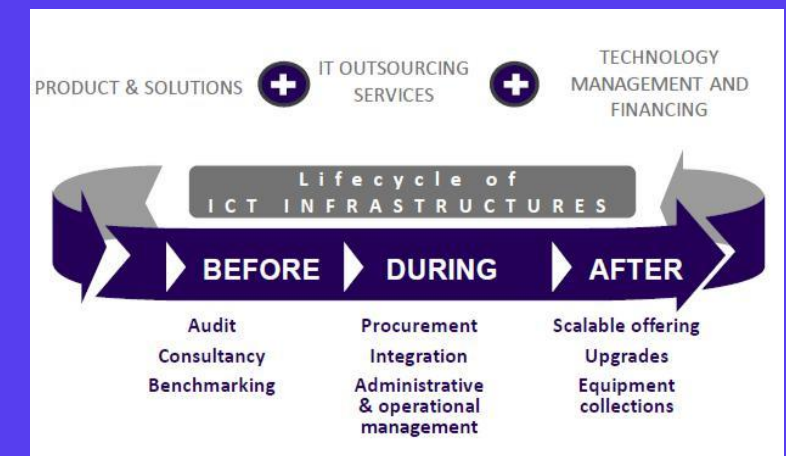
Solution Design

Matching our portfolio



+ Finance As A Service

- Classic Lease
- Sale & Lease Back
- Roll Out Facility
- Technology Refresh Option



04

**Device
selection**



Productivity and longevity



Versatile printing options



Effortless collaboration



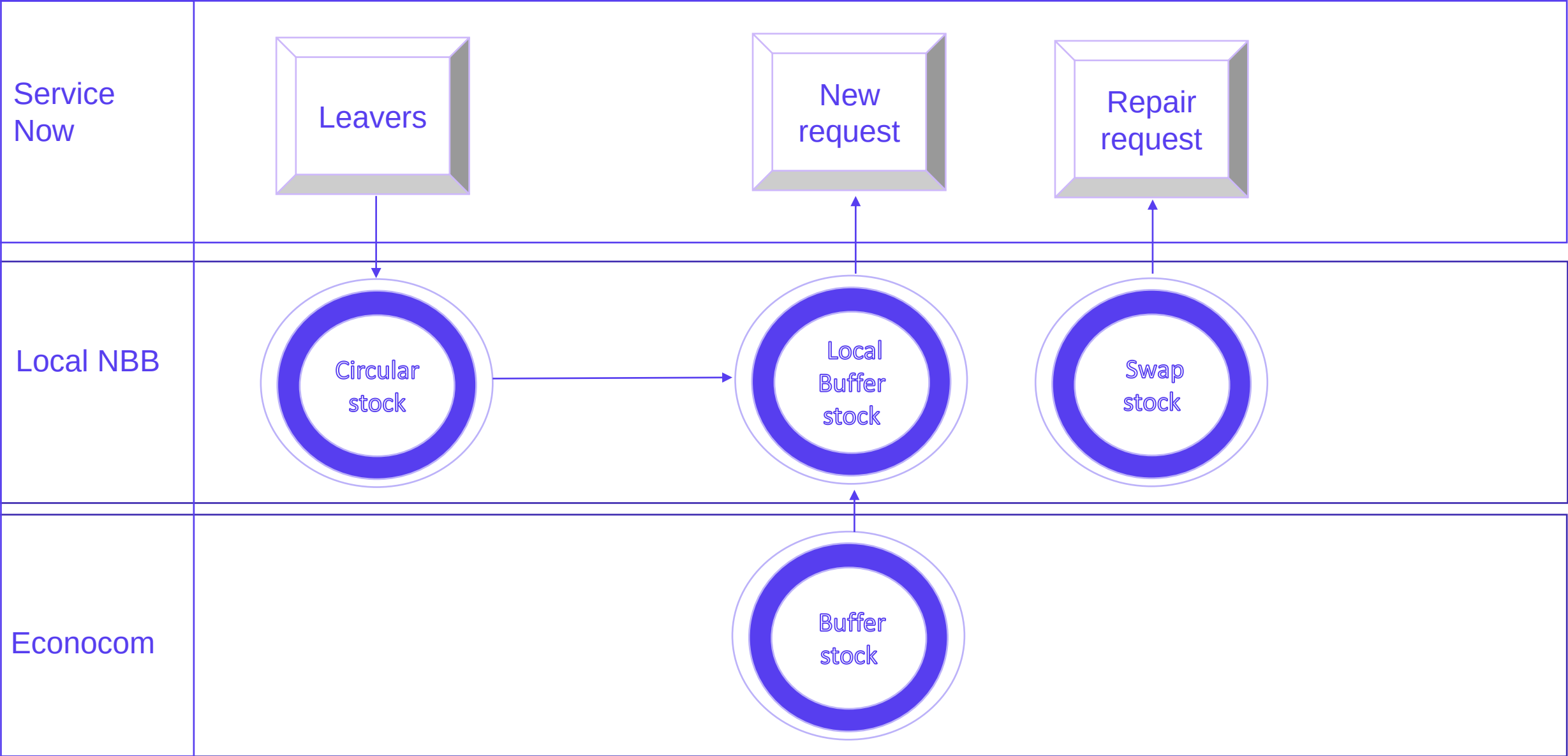
Designed for a docking station



Authorised
Enterprise Reseller

RICOH
imagine. change.

Stock management



05

Leasing

Leasing

-new request: Fair
market Value for
certain categories
of assets :

Communication Device		
GSM (iPhone)	1876	
Peripheral		
PC Screen (>42")	3	
Smart Board Screen	21	
TV Screen	20	
Tele/Video conferencing	40	
Workstation		
Desktop	1150	
Laptop	2374	
Tablet	245	
MINIMUM TOTAL OF FAIR MARKET VALUE	5.729	

Leasing

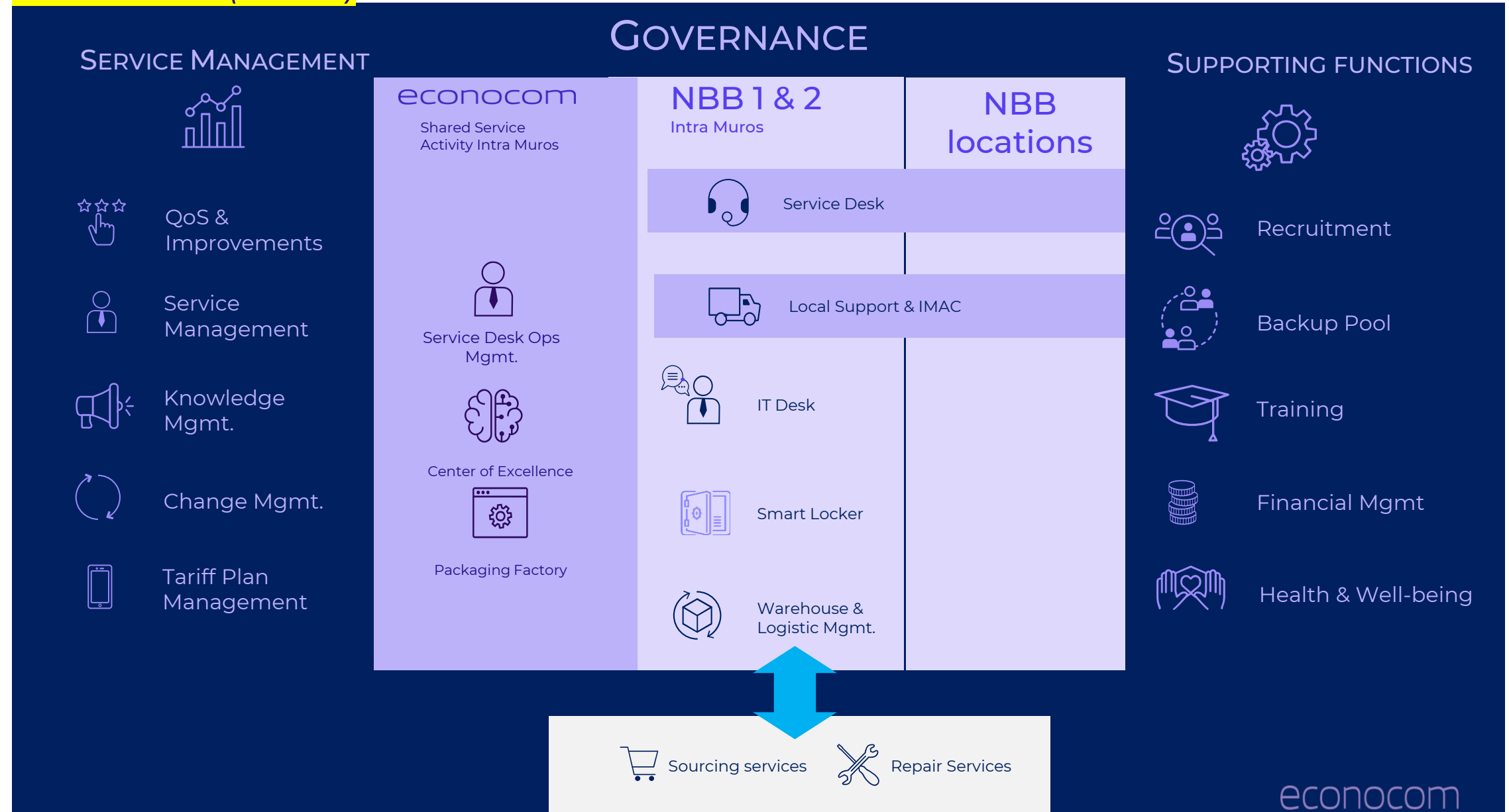
- For mobile devices (smartphones and tablets) : 1 % of the initial devices is allowed not to be returned at the end of the Initial Duration (losses, theft)
- new request: Fair market Value for certain categories of assets and split of the proceeds on an open-book principle.

06

Services

Solution Design

Intra Muros (Year 1)



Solution Design

Operational Service Components

What Econocom will do for you

-  —● Catch & Dispatch + Service Desk L1
-  —● On Desk support & IMAC
-  —● IT Desk
-  —● Warehouse , Asset & Lifecycle Mgmt.
-  —● Software Packaging & Demand mgmt
-  —● Tariff Plan & MDM Mgmt.
-  —● Advice & Sourcing services
-  —● Repair services
-  —● Knowledge Mgmt.



What NBB will keep doing

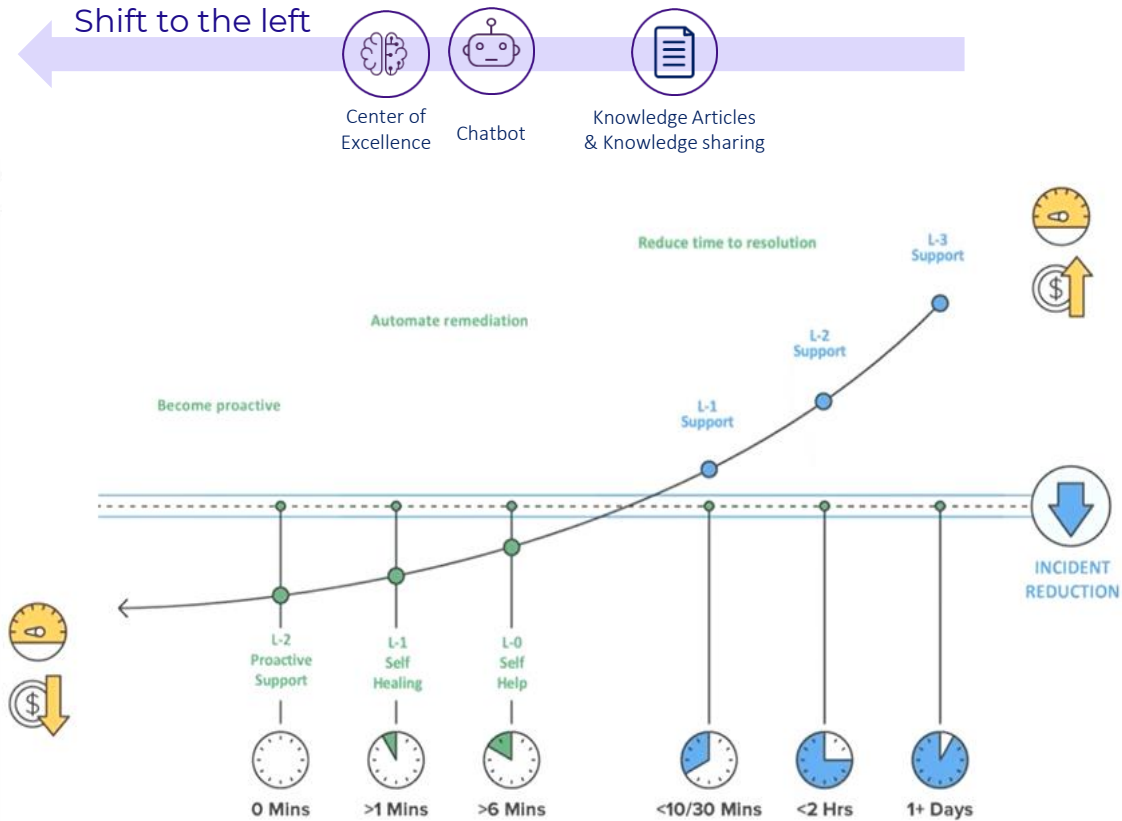
-  —● Service Desk L2/3
-  —● Infrastructure & Design
-  —● Network & Design
-  —● Security
-  —● ITIL processes
-  —● Service Mgmt.
-  —● VIP Support
-  —● Communication
-  —● OS image design

07

**Centre of
Excellence**

SHIFT TO LEFT APPROACH

ADVANTAGES OF SHIFTING TO LEFT



Future reach of the combined service center

Current reach of the combined services



Gain visibility on the experience status



Combine hard metrics with user sentiment



Benchmark with other organisations



Understand where and how to improve



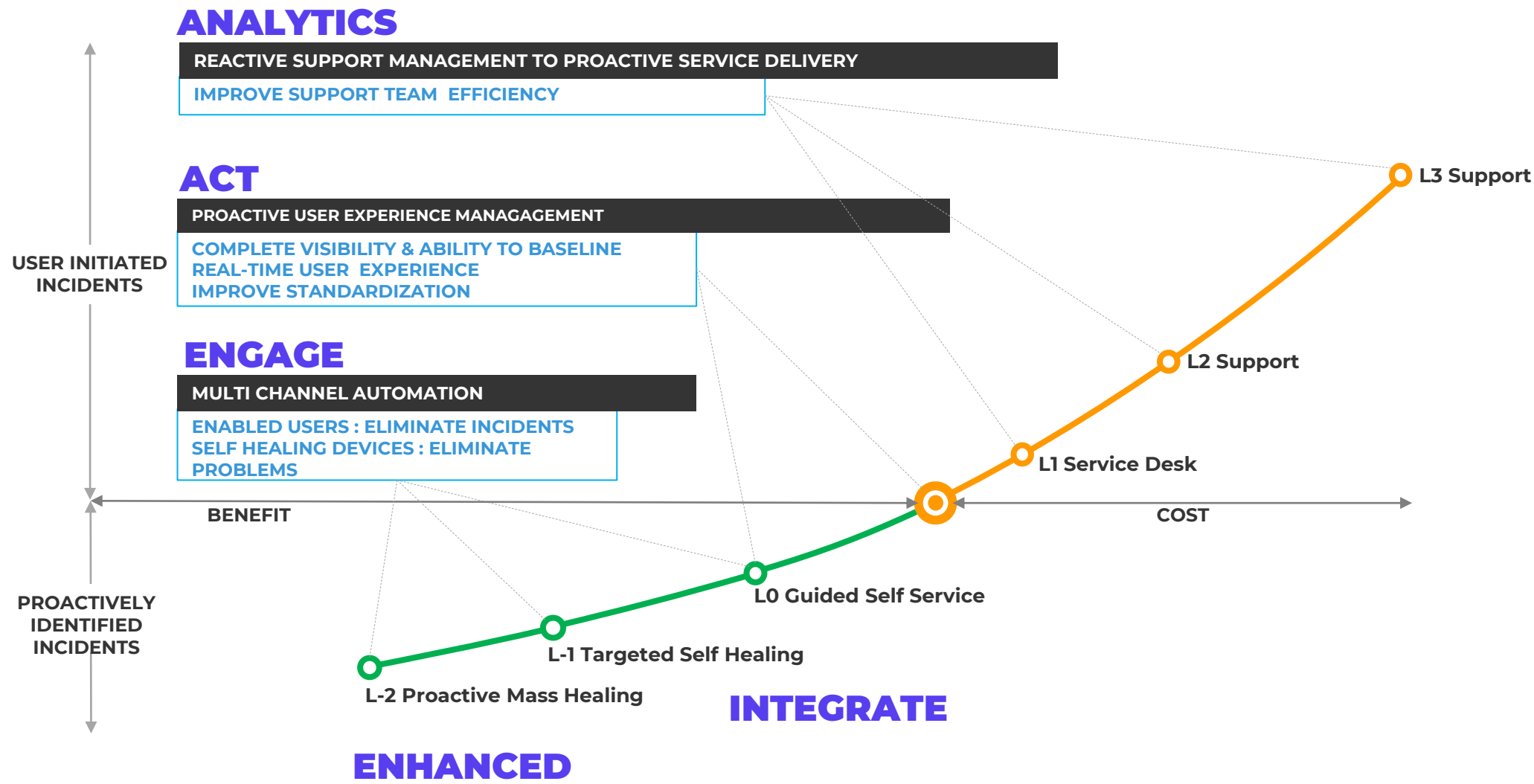
Reduce TCO, enhance productivity, improve security



Set basis for eXperience Level Agreements

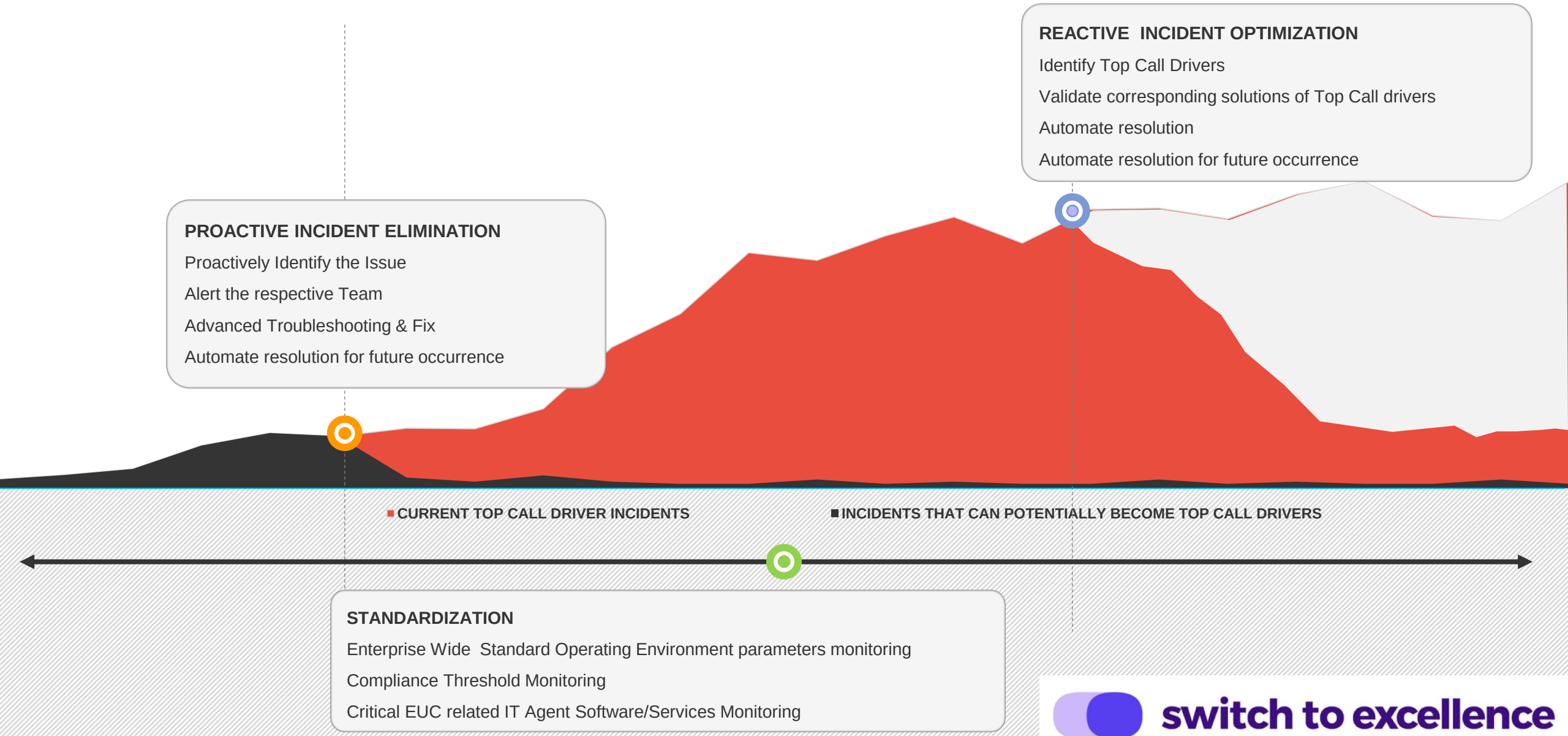
SHIFT TO LEFT TIERING

PROPOSED SOLUTIONS



IMPACT ON PROACTIVE MANAGEMENT OF ISSUES

REDUCE THE AGEING OF INCIDENTS DRASTICALLY

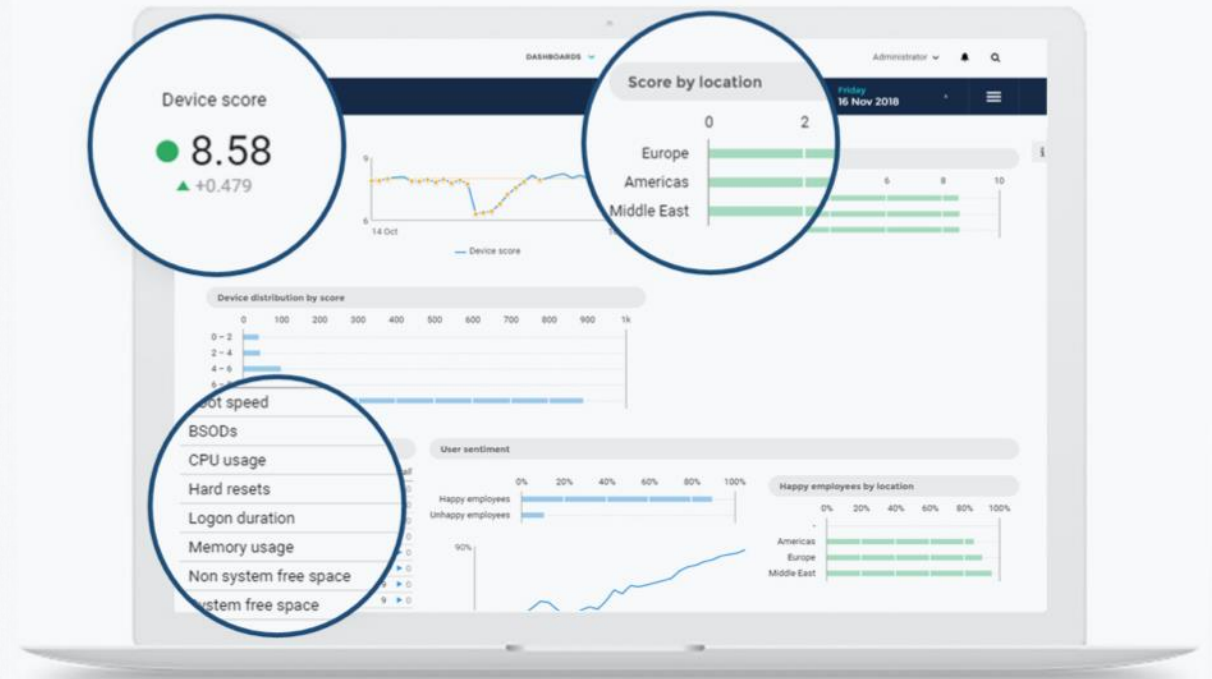


THE DIGITAL EXPERIENCE

MANAGING YOUR WORKPLACE

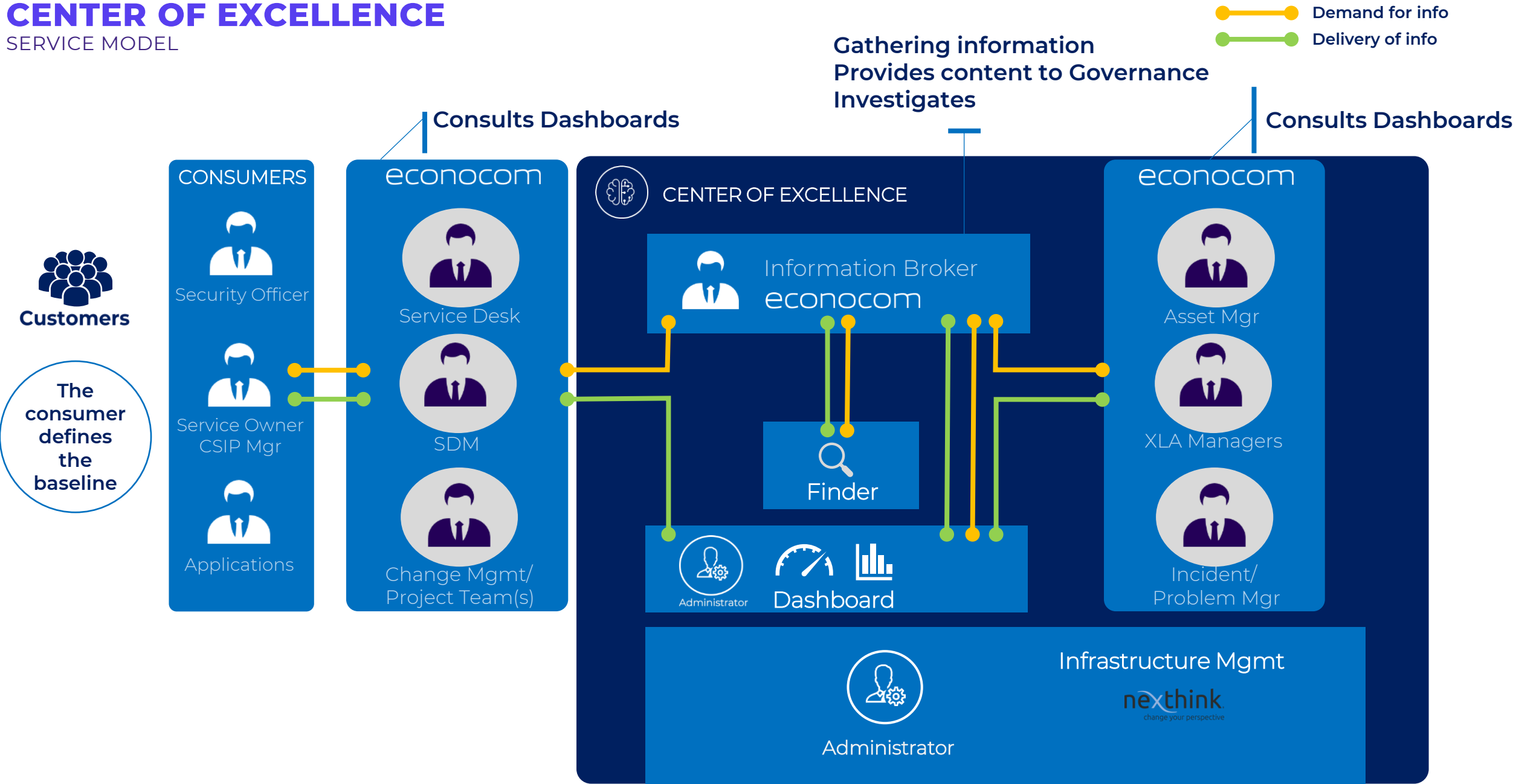
Rating the ability of an employee to get things done by interacting with the IT environment in a safe and enjoyable manner

- Aggregates the key drivers of employee experience
- Combines Hard Metrics & User Sentiment
- Offers visibility from executive dashboard through operational detail to individual user & device
- Supports Industry Benchmarking

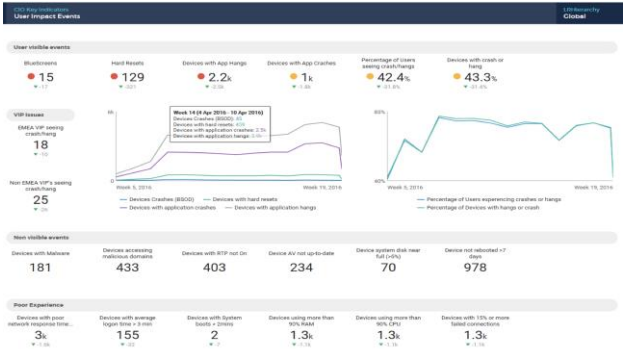


CENTER OF EXCELLENCE

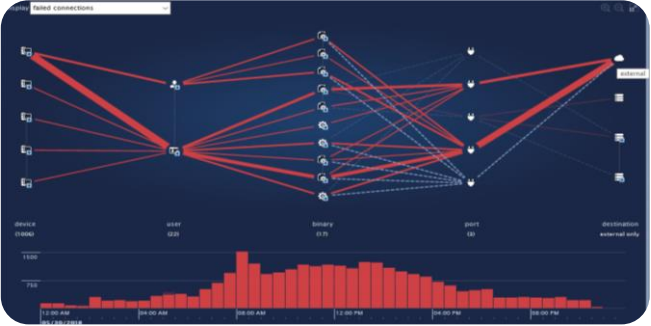
SERVICE MODEL



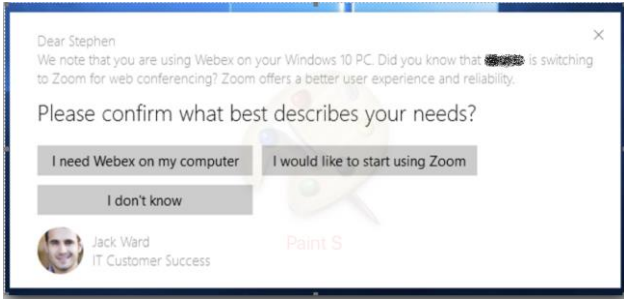
CENTER OF EXCELLENCE
DASHBOARDS



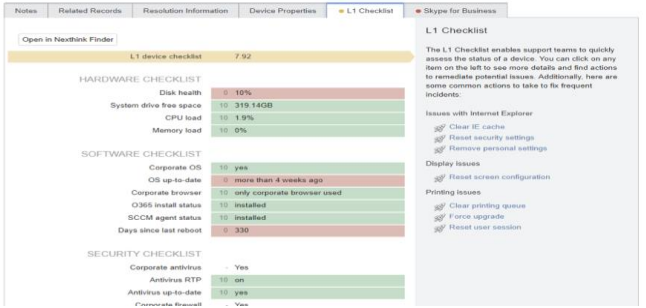
oversee the quality of the entire workspace estate



find the likely cause of an issue in the IT chain right away



advise your end user about using new IT services



execute automated & tested resolutions from the L1 SD

neatthink

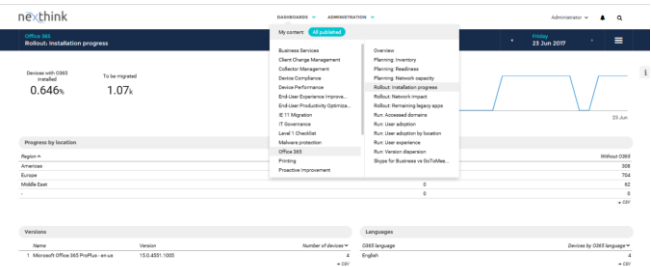
Application crashes

Name	Description	Number of application crashes
1. gtf.exe	gtf.exe Module	581
2. excel.exe	Microsoft Excel	45
3. smartaudio.exe	Smart & Chufan	59
4. outlook.exe	Microsoft Outlook	35
5. explorer.exe	Internet Explorer	17
6. excel.exe	Microsoft Excel	8
7. microsoft.edge	Windows 8 Metro Style App	7
8. lync.exe	Skype for Business	4
9. sonification.exe	Schellification	3
10. atmip.exe	Class Web Service	2

Application hangs

Name	Description	Number of application not res.
1. iexplorer.exe	Internet Explorer	145
2. excel.exe	Microsoft Excel	130
3. outlook.exe	Microsoft Outlook	65
4. zoom.exe	Zoom Meetings	23
5. qip.exe	Qip	25
6. scro32.exe	Adobe Reader	19
7. msaccess.exe	Microsoft Access	15
8. msword.exe	Microsoft Word	14
9. lync.exe	Skype for Business	7
10. excel.exe	Microsoft Excel	6

the worst performing applications overall



follow the progress of major migrations topdown and in all details

08

**Service
Management**

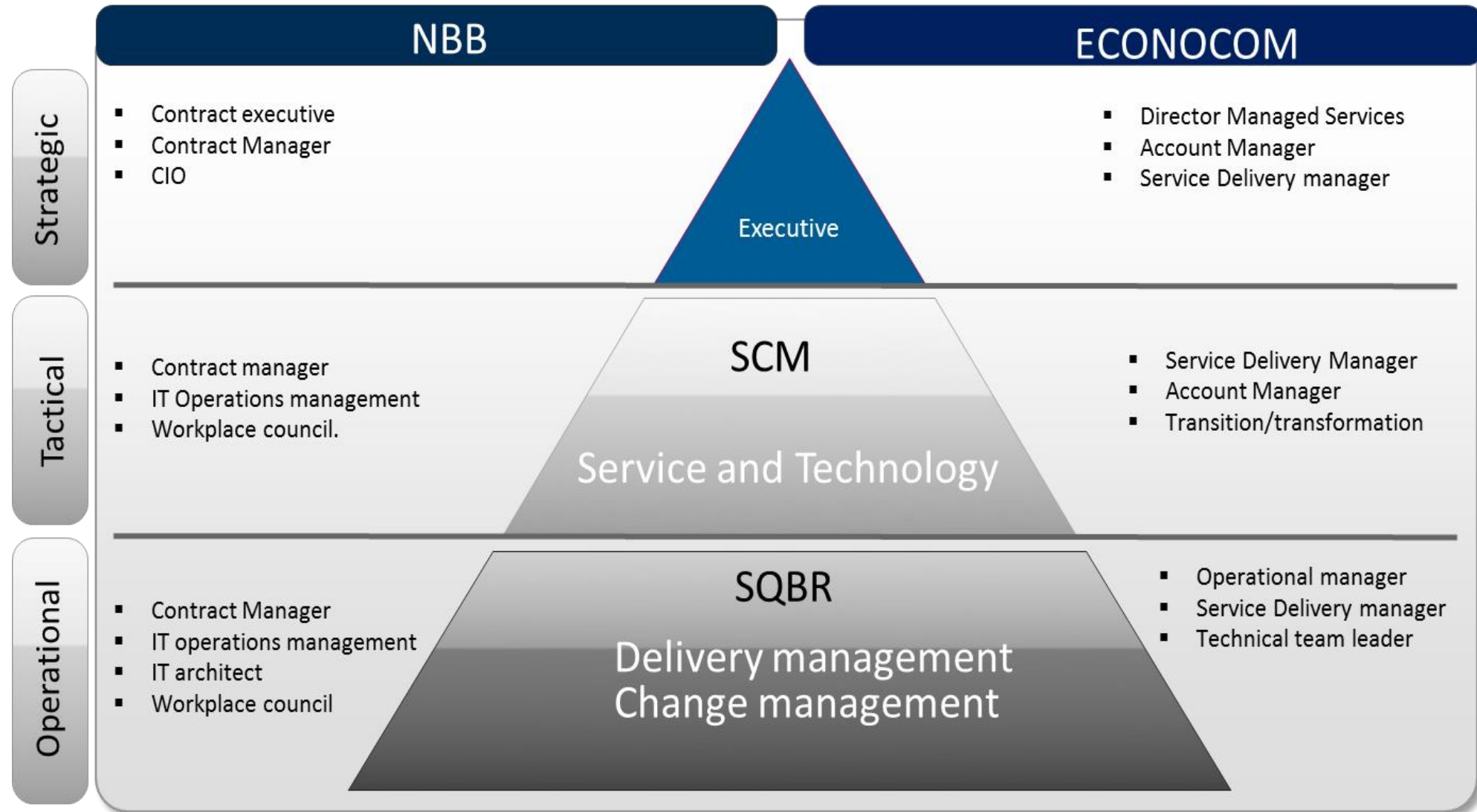
Solution Design

Governance



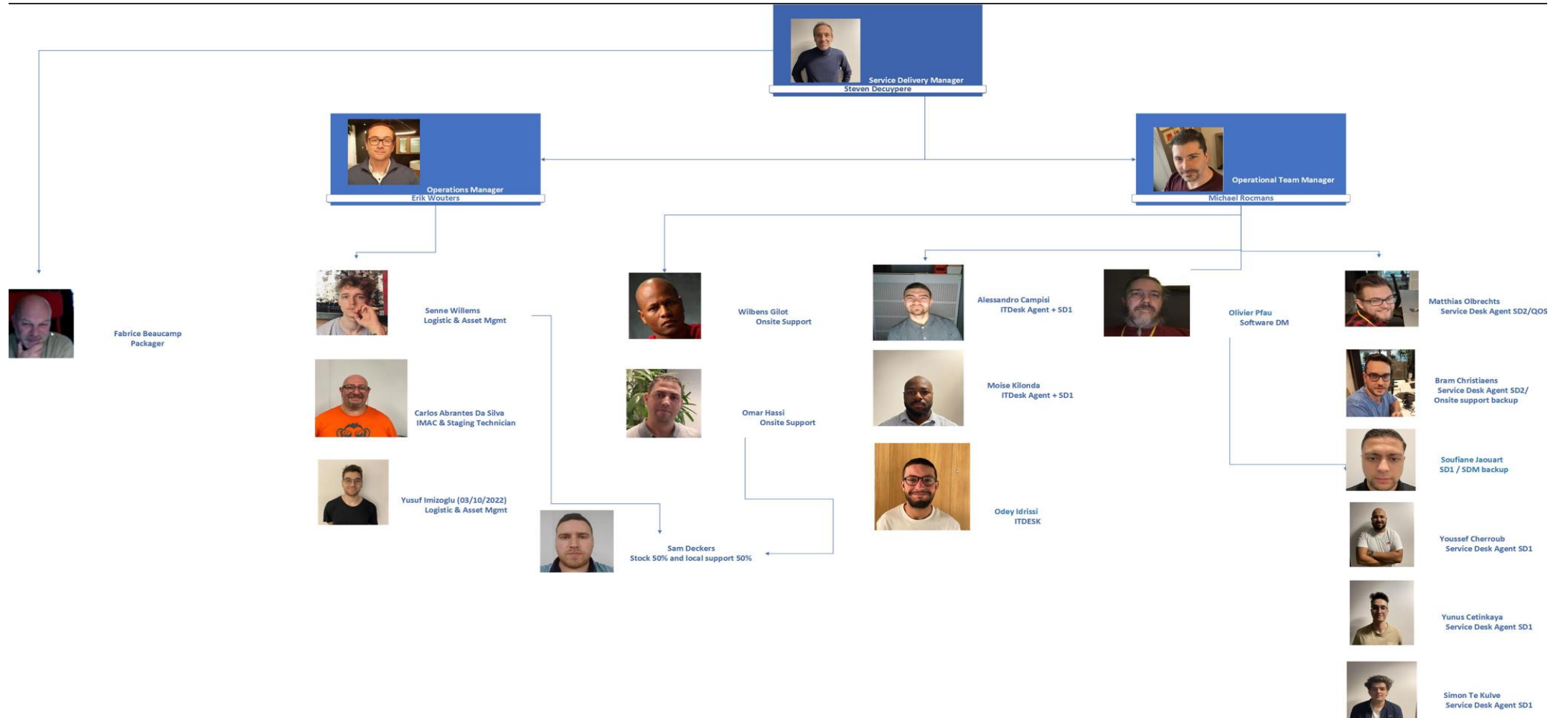
Solution Design

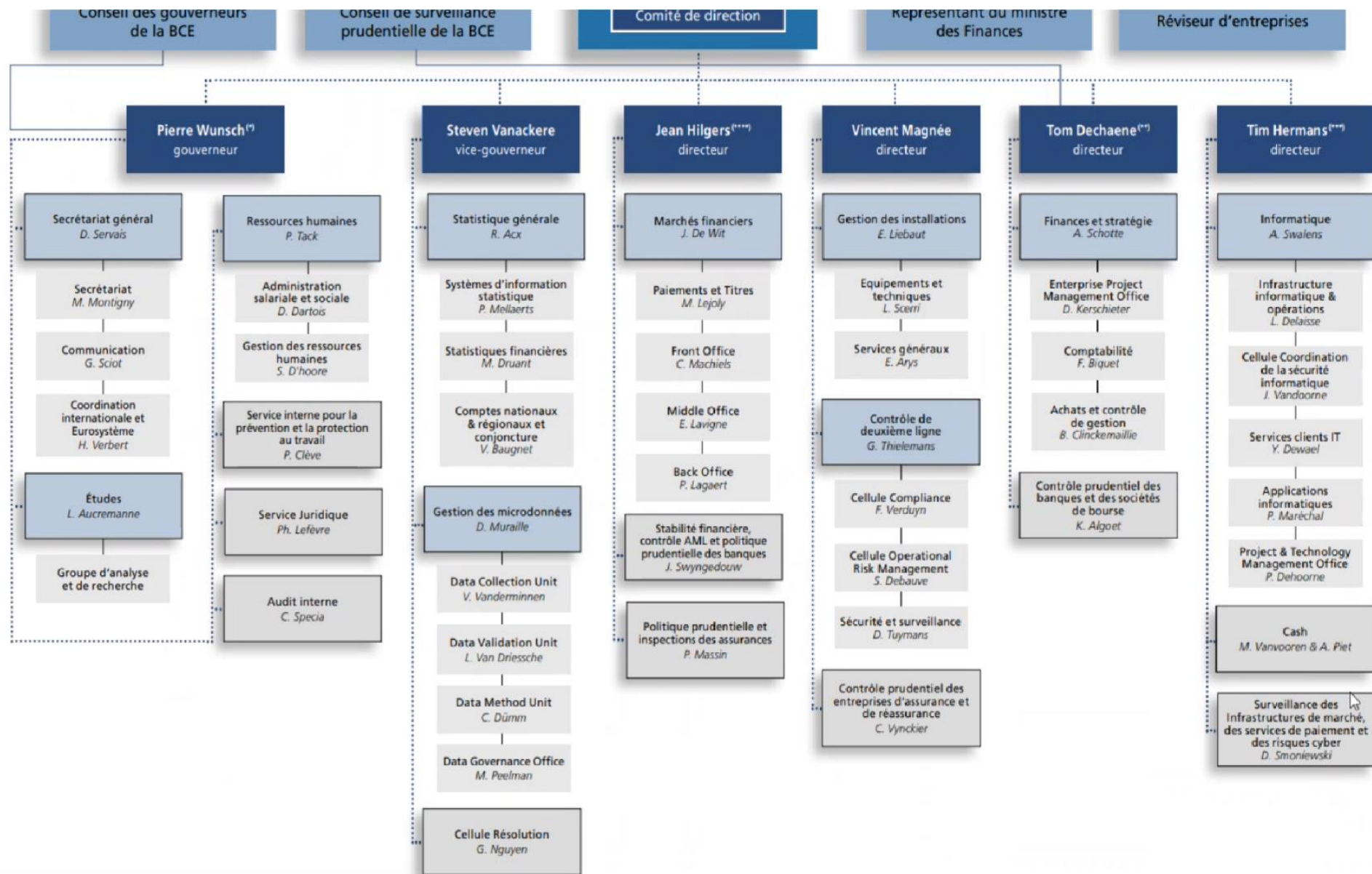
Governance



Solution Design

Governance







Servicedesk Operation					
Operationnal Incident TASK TASK Packet Servicedesk information backlog by agent					
Salvage Price					
	Manufacturer	Name ▲	Class	Salvage value	Cost
	HP	Elitebook 1030 G2 I7	Hardware Model	450,00 €	0,00 €
	HP	HP Elitebook 830 G6 I5 13.3"	Hardware Model	0,00 €	12,968 €
	HP	HP Elitebook 830 G7 I5 13.3"	Hardware Model	0,00 €	13,6088 €
	HP	HP Elitebook 830 G8 I5 13.3"	Hardware Model	0,00 €	14,1315 €
	HP	HP Elitebook 850 G6 I5 15.6"	Hardware Model	0,00 €	12,968 €
	HP	HP Elitebook 850 G6 I7 15.6"	Hardware Model	0,00 €	16,2205 €

Service Catalog

Search catalog

Computer equipment

Workplace

Smartphone & GSM

Telework Screen

Small consumables

Printer

Other hardware

Software

Install software from NBB catalog

Uninstall software from computer

Access & Security

Password Management

ESCB-IAM capabilities

Shared folder creation

IGA entitlement creation

Mobile

Smartphone & GSM

Modify Mobile data options national and international

Change my billing address

(De)Activate Multi-Factor-Authentication

Collaboration

Create application mailbox

Restructuring a sharepoint site

Supporting Services

Generic service request

Borrow IT equipment

Move user equipment

Report lost or stolen IT item

Never turn off display

Enterprise Service Management

Filter navigator

Self Service

Homepage

Business Applications

Dashboards

Service Catalog

Knowledge

Incidents

Watched Incidents

Requested Items

Watched Requested Items

My Profile

My Tagged Documents

My Tags

My Knowledge Articles

Take Survey

My Assessments & Surveys

My Tests

My Assets

My Notification Preferences

Catalog data tables

CS Lease contracts

Diagram Builder

Facility

Integration Hub

Process Automation

Service Desk

Ticket

Usage Tracking Consent

Incident

Create New

Assigned to me

Open

Open - Assigned to my groups

Open - Unassigned

Resolved

All

Overview

Critical Incidents Map

Major Incidents

Overview

Create Major Incident Candidate

Candidates

Open

All

Problem

Change

Configuration

Service Catalog

Service Creator

Service Portfolio Management

Knowledge

Organization

Product Catalog

Asset

Inventory

Contract

Cost

Reports

Dependency Views

CSDM

ICA Application Profiles

Leased Items

NBB Organization

Targeted Communications

Service Catalog - Computer equipment - Workplace

Search catalog

Order this Item

Delivery time

Add to Cart

Shopping Cart

Empty

Workplace

Via deze request kan je de aanvraag doen van van:



- De installatie van (*)IT materiaal voor een nieuwe werkplek;
- De verhuis van (*)IT materiaal van de ene werkplek naar een andere;
- Het laten vervolgderen van (*)IT materiaal op een werkplek;
- Het vervangen van (*)IT materiaal op een werkplek;
- Het aanvragen van een Telefoon toestel met of zonder Telefoonnummer.

(*) Desktop - Laptop - Docking station - Scherm

Enkel van toepassing voor DO collega's met wachtdienst:

- De aanvraag voor een extra scherm of docking @home

Voor het mobielair en de netwerkverbinding dient u contact op te nemen met de [dienst "Facilitering"](#).

Policy: https://nbb.sharepoint.com/sites/docs/Methods_Tools/SRI%20Policy%20Workplace.pdf

Par cette request, vous pouvez faire la demande pour :

- L'installation de matériel (*)IT pour un nouveau poste de travail.
- Le déplacement du matériel (*)IT d'un poste de travail à un autre.
- Le retrait des équipements (*)IT sur un poste de travail.
- Le remplacement des équipements (*)IT sur un poste de travail.
- Demande d'un téléphone avec ou sans numéro de téléphone.

(*)Desktop - Laptop - Dockingstation - Screen

Seulement prévu pour les collègues DO de garde :

- La demande d'un écran @home ou un docking station @home supplémentaire.

Pour le mobilier et les connexions réseaux vous devez vous adresser au [service "Question des installations"](#).

User Details

Requested for

MICHAEL ROCMANS

Person to be contacted in case of further questions

MICHAEL ROCMANS

Select which action you want us to take

New Workplace

Select for which device(s) you want to apply the action

☒ Desktop

☒ Laptop

☐ Screen @NBB (2x 24")

☐ Docking station @ NBB

☐ Fixed Phone Device

☐ Docking station @Home (Only allowed for Duty people @DO)

☐ Extra Screen @Home (Only allowed for Duty people @DO)

Which type of Desktop do you want?

High performance desktop

Which type of Laptop do you want?

Small Laptop

For which purpose/domain you will use this laptop/desktop?

More information

Attention: If you want to order a standalone laptop or desktop please use the request "Standalone Computer"

Workstation Individual Use (NBB.local)

To which location?

NBB2/12/4/ME14 - NBB2/Baton/4/Matthias Schoena

More detailed information about the location

Motivation

When do you expect us to execute your request?

More information

Attention: The expected delivery time of your request is minimum 2 business days.

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