

OUTSOURCING

WORKPLACE MANAGED SERVICES

12 December 2023

econocom



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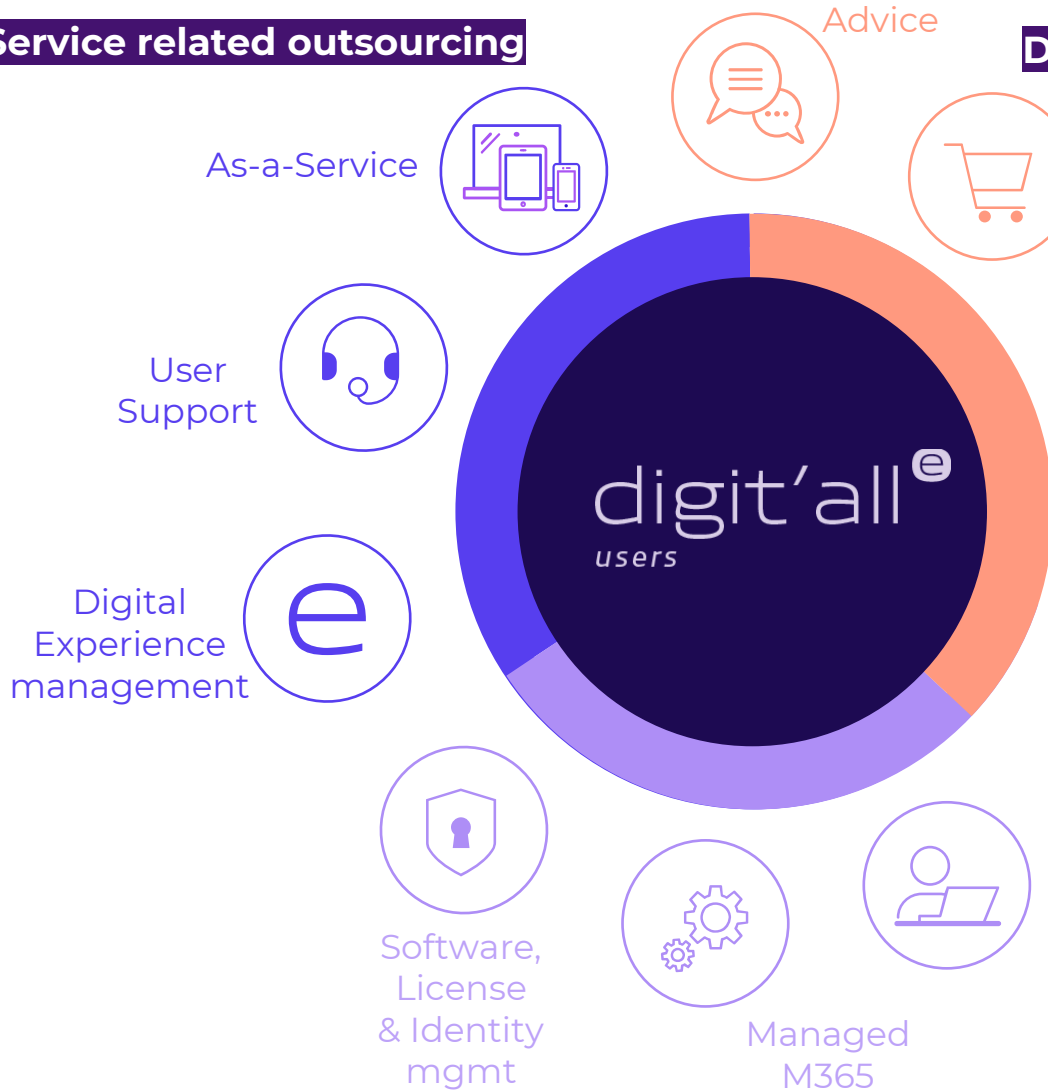
Introduction

The Service Portfolio

Workplace Managed Services

What can we do for you

Service related outsourcing



EXPERIENCE MGMT

- Assess the **maturity level** of your service desk organisation
- **Install, improve automate** processes
- **Reinforce** your Service Desk with service desk agents
- **Implement & Configure Service Manager** Ivanti and its features
- **Enhance** your IT mgmt with DEX
- **Outsource** your Service Desk

DEVICE LIFECYCLE MGMT

- **Advice, prepare, home & worldwide deliveries** with tracking
- **Unburden you completely** with Device lifecycle mgmt incl **Joiner & leaver, EcoSwaps, EoL**

WORKPLACE SERVICES

- **Windows Update and patch mgmt**
- **Manage M365, User Mgmt, Platform mgmt** (file & printservers, Citrix)
- **Endpoint mgmt, Package Factory & deployment**
- **Software, License and Identity Mgmt.**

END USER SUPPORT

Service Center Grid

Covering **13** languages
24x7 in FR/EN

Infrastructure
Mgmt

Global Endpoint mgmt

English
French

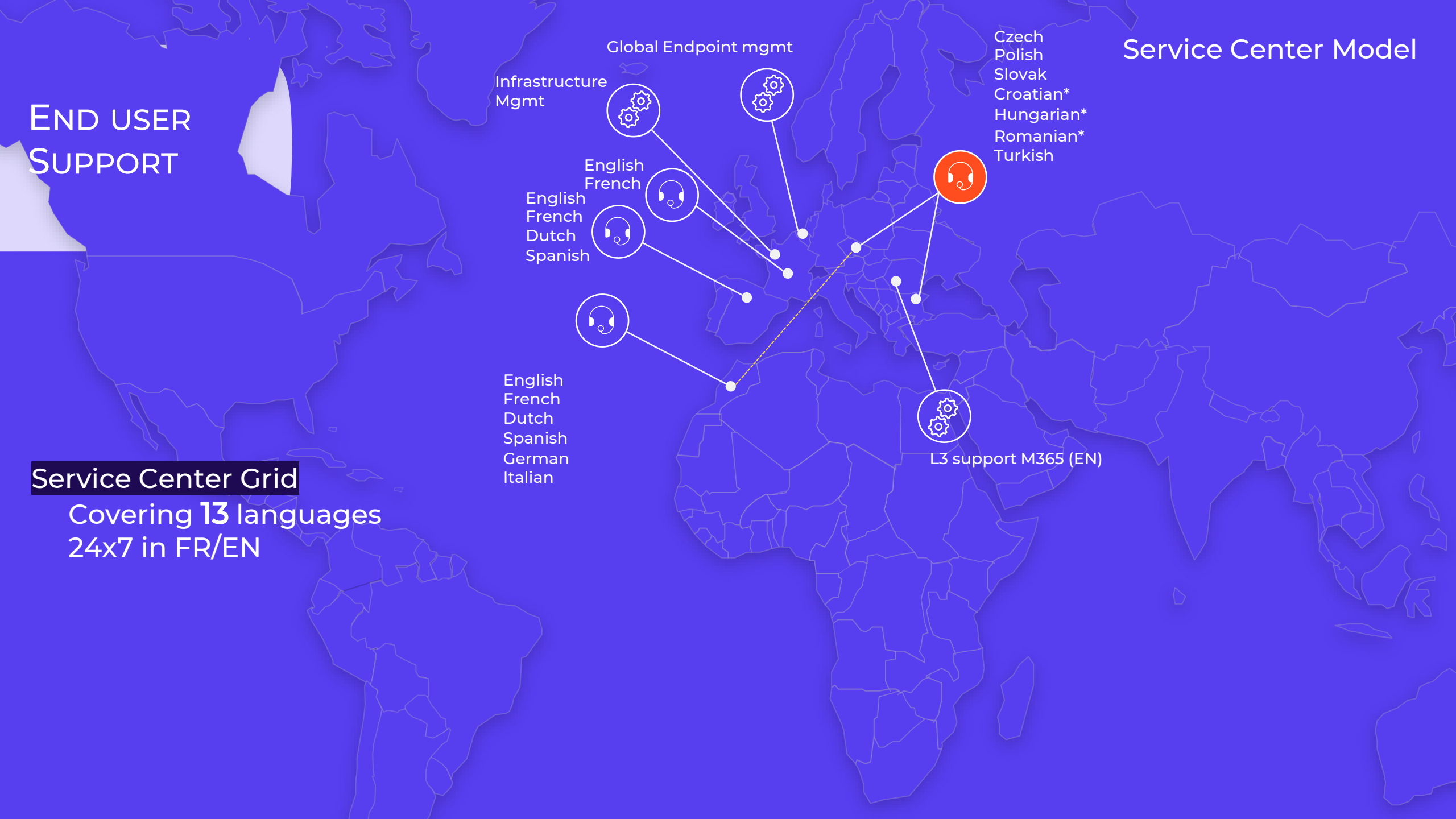
English
French
Dutch
Spanish

English
French
Dutch
Spanish
German
Italian

Czech
Polish
Slovak
Croatian*
Hungarian*
Romanian*
Turkish

Service Center Model

L3 support M365 (EN)



Service overview

■ Evolution
 ■ Upcoming
 ■ New

digit'all[®]
users

End User Remote Support	Catch & Dispatch L1 & L2 Support	MS Teams Chat	7 – 20hr 5d/7d Local Buss. Hrs	DU/FR/EN /SP/IT/GE/PL	24x7 FR/EN	User Devices	Meeting Rooms	World Wide	DEX OPS
Workplace Services	Endpoint Mgmt	Patch & Software distribution	Software Packaging	Meeting Rooms	World Wide	User mgmt	Office 365 Ops & dmin	DEX OPS	
Device Lifecycle mgmt	7 – 17hr 5d/7d Buss. Hrs	User Devices	Standard ZeroTouch	End Of Life	On-Site IMAC (optional)	World Wide	DEX OPS		
Sourcing Services	Bufferstock	Preprovisioning	Delivery	7 – 17hr 5d/7d Buss. Hrs	World Wide	Central To local	DDP		

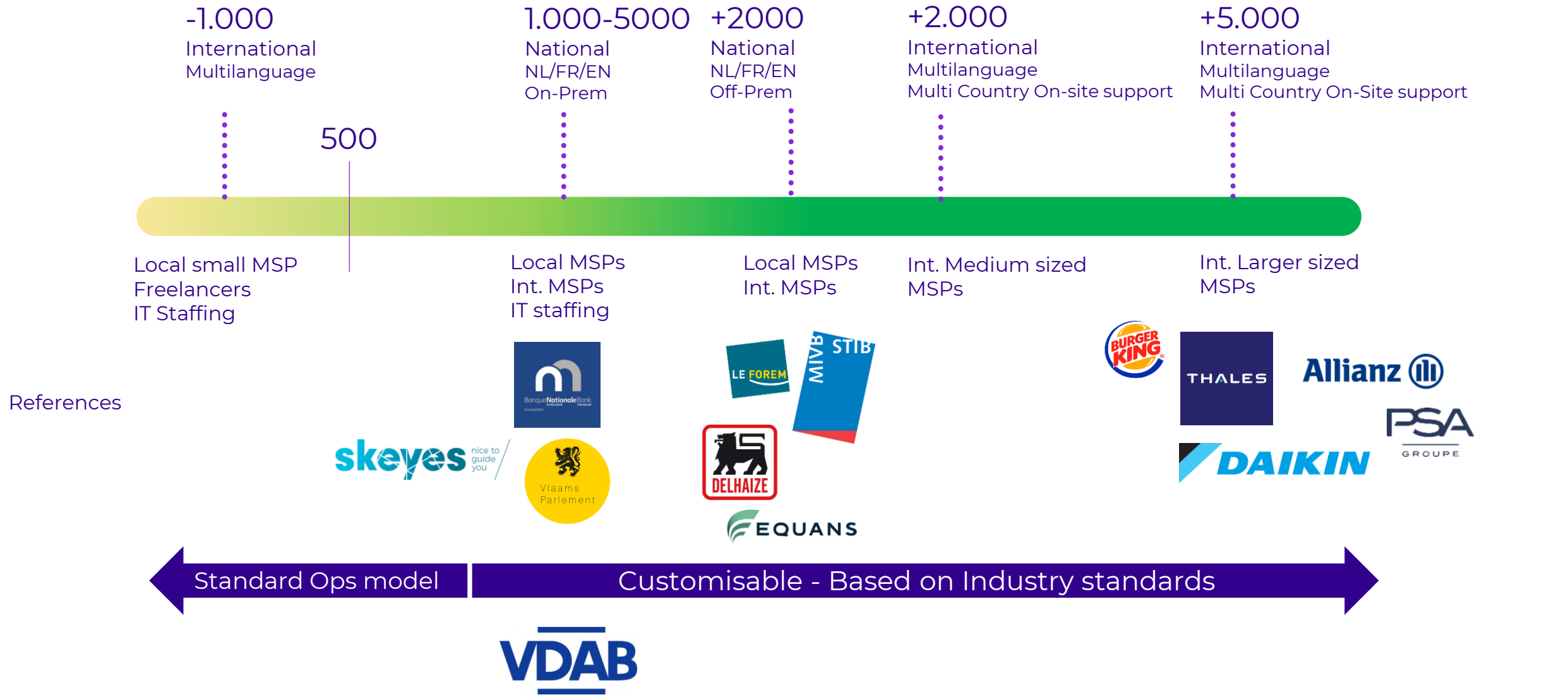
Service overview

- Evolution
- New
- Removed

Infrastructure Services (L3 support)	 Monitoring Ops & Adm	 File & Print mgmt	 World Wide						
Project & Change	 Project Based	 Managed Team	 Resources	 World Wide	 Standard Changes	 Non Standard Changes	 DEX OPS		
Cross Functional Services	 Incident & Request Mgmt	 Knowledge Mgmt.	 Change Mgmt.	 Asset Conf. Mgmt.	 Performance Mgmt.	 DEX OPS			

Workplace Managed Services

Target Customers and competitors



02

Benefits To Outsource

From a customer perspective

Cost saving

- Outsourcing IT support is more cost-effective than hiring & maintaining in-house teams
- Economy of scale : common costs are spread over multiple customers

Expertise

- Access to specialised skills
- Stay updated : we are managing our teams according market trends

Focus on Business

- Concentrate on the strategic objectives,
- Outsource the day-to-day technical issues

Flexibility & Scalability

- Upscaling and downscaling according your changing needs

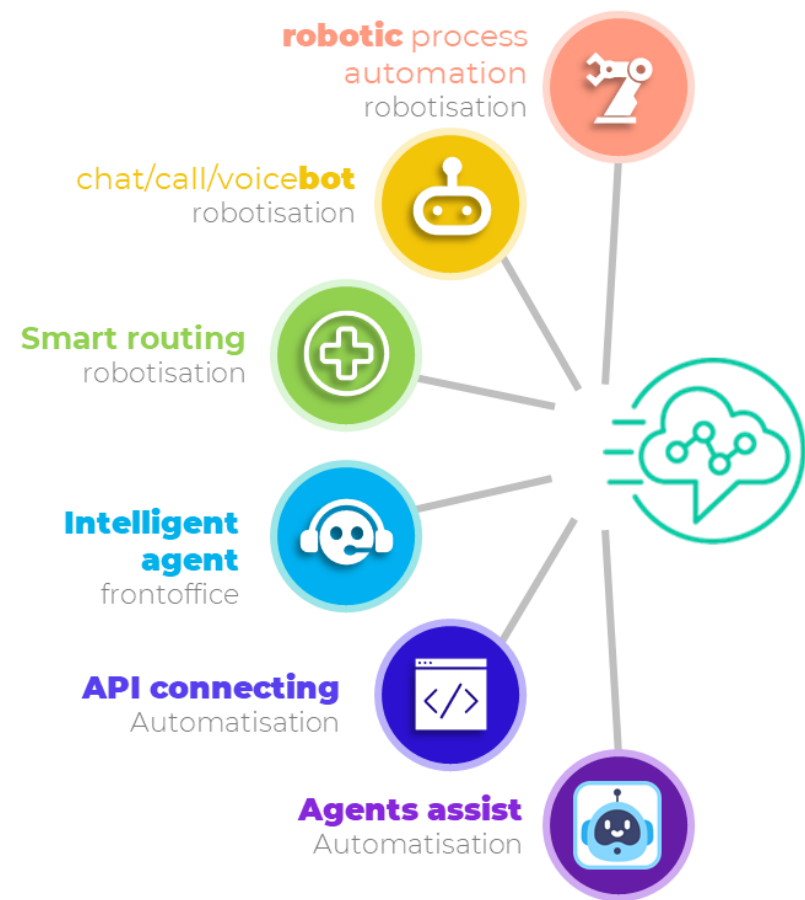
24/7 support & reliability

- have 24/7 support within reach

Stay tuned

- Our service centers are more adaptable to large technology changes and have economy of scale

Take advantage of technology without the burdens



Main raisons to outsource



SUPERIOR QUALITY

Proven methodologies

Best practice based
on numerous
customer experiences

Access to extended
Service Levels

Increased control of
Customer Satisfaction

CAPITALISATION



GAIN of TIME

Acceleration of
transformation projects

Optimising the delivery
model by shared
resources and means

Delegation of
operational
management

INDUSTRIALISATION



FINANCIAL OPTIMISATION

Shared processes , tools
and resources

Mutualizing
competences

Continuously updating
the skillset and
capabilities

ECONOMICAL

03

How to sell

The Strategy

Why sell managed services



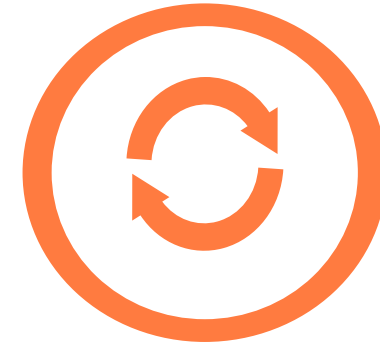
2 to 6 Mio€
per year

Multi-annual
recurring
revenue



Increased by
upsell during
the years

Become a Trusted Partner



Neverending

80% never change

But it is not an easy sell

The client's buying process

Align your sales activities with where the customer is



The client's buying process

Where is my customer in the process?
What are they doing now?
What are they expecting from you?
What have you missed if you arrive late?

Your selling process

What should you be doing in response?
What do you need to do to make up for what you missed?
How to decide whether you should continue?
How to evaluate your progress?

Engage early, become a trusted advisor

Recognizing
needs



What is our client doing?

Identify and prioritize business issues: strategic issues, new opportunities, operational issues, desired transformations, infrastructure issues,

Exploring
potential



What should we be doing?

Understand the client's business

Understand the problem (is it a real pain or gain?)

Identify where Econocom is relevant

Start build relationships

Provide advice based on knowledge and experience

Create competitive preference

..

Formulating
strategy



What is our client doing?

Envision a business solution

Define business requirements

Formalize the project (evaluation criteria, budget, timing, expected results, responsibility)

Creating
preference



What should we be doing?

Broaden the client solution perspective

Shape the envisioned solution to our advantage

Identify the buying participants and their roles

Building relationship

Demonstrate capabilities (Rabat, DEX, **transversals EPS-TMF-EMS-Gather**)

Convince that our solution can be realized and that benefits are compelling

Hope is not a strategy

Decide early if you can win, ... if not change the deal or get out

Evaluating
options



What is our client doing?

Select potential providers
Obtain information about their capabilities
Define the purchasing process (steps, consultants, selection criteria, ...)

Qualifying
opportunity



What should we be doing?

Analyze the desired solution, the selection criteria
Develop an initial response and unique value
Find a strong internal sponsor and access to power
Understanding the competition
Deciding if we should pursue this opportunity

Can we win?

Politically, technically, financially
Strength & weaknesses vs competition
Differentiation

How do we win?

Mitigate weaknesses
How overcome major obstacles to close the deal
Sales coverage plan for the buying participants

Influence the desired solution

“sell” to all buying participants

Refining
solutions



What is our client doing?

- Executing their defined purchasing process
- Revising the desired solution based on input
- Evaluate provider solutions
- Make a short list

Architecting
the deal



What should we be doing?

- Develop the solution – creative/proactive not reactive
- Demonstrate value (reference visits)
- Validate value of proposal with client management
- Execute sales coverage plan
- Use internal sponsor's support

The low risk, high value and reasonable priced alternative

Selecting
Provider

What is our client doing?

Resolving concerns

Evaluating provider commitment

Selecting the provider and negotiating with him

Finalizing terms and conditions

Gaining
agreement

What should we be doing?

Resolving concerns

Use a critical concern to your advantage

Communicate commitment and value as partner

Communicate value of the solution

Finalizing terms and conditions