



Higher customer satisfaction through better end user experience with ITC Infotech's WorkEZ framework

The digital world around individual's user experience in personal life has set a new benchmark. The same is expected from workplace IT.

The changes in the way IT is consumed is leading to a whole new shift from the traditional delivery mechanisms. Efficient IT delivery is no more measured on technology platform but on end user experience while consuming the content.

The digital workplace is a business strategy for promoting employee effectiveness and engagement through a more consumer-like computing environment. In traditional IT Environments, the workplace end-user computing devices such as desktops and laptops are supported by service desk and the applications are installed by support engineers using remote desktop.

How ITC Infotech can help you

We, at ITC Infotech, believe in enabling organizations drive business value and improve customer satisfaction by leveraging disruptive technologies. Our WorkEZ framework is about workplace solutions where we focus on enhancing end user experience. With our decade of experience in providing efficient desktop transformation services to global customers, we bring deep understanding of creating efficient end-user computing services. We help our customers to transform their workplace solutions, defining strategy with emphasis on end user-centric design leading to higher levels of end user experience.

WorkEZ Offering and Features

Service Desk



End to end multi-lingual help desk with follow the Sun framework. We bring in an “As A Service” model to this service by integrating the tools, processes and people in a unique service delivery model. The offering includes self-service portals, service catalogue, automation frameworks, ticket workflow management and highly transparent C-SAT Surveys that helps in base-lining and measuring end user experience.

Desktop Management Services



Our Remote, Onsite and On Demand, desktop management services are build on our decade old experience is servicing global customers. These services offer single window SLA based responses and resolution to incidents and collaboration with the third party suppliers. The on demand dispatch model eliminates the need for dedicated technicians for smaller geographically spread-out locations without compromising service quality and end user experience

Desktop Transformation Services



OS Image Management, Deployment services, Wide range of desktop services that assist in delivering high quality end user experience through standardization, automation & streamlining of services.

Windows 10 Migration Services



Create a pull for migration programs from end users than pushing the migration with an extensive experience on OS migration program's ITC INFOTECH is now ready with Windows 10 Migration program starting with application assessment, Windows 10 Image and self service based migrations.

Enterprise Application Portal



Our **Enterprise Application Portal** (EAP) is a unique solution which acts as an integrated web based portal to transform user experience for application access, delivery and migrations. EAP provides End-Users and System Administrators with an efficient and simple user interface which seamlessly integrates with industry leading deployment tools like SCCM, Altiris etc. The portal also supports automated mechanism for self-paced and self-service based migration to the latest desktop operating system Windows 10.

Application Packaging and Virtualization



Proven subscription model with for Application Discovery & rationalization, Application Packaging Staging & Deployment and Consulting & Assessment Services are key services. Our customers are benefited using our application packaging factory, where they can avail the on-demand packaging services.

Messaging and Collaboration



With most enterprises moving to cloud and hybrid messaging and collaboration systems, the IT focus has shifted to strengthen the service layer between the cloud provider and the end user. Our WorkEZ framework offers End-to-End services providing a single point of contact to users /helpdesks providing immediate attention and proactive support for Microsoft O365 messaging and collaboration platforms

Enterprise Mobility Management (EMS)



While company-owned mobile and tablet devices continue to incline, the need of unified management tool has become a must. ITC INFOTECH's unified device management solution that combines both cloud and on-premises capabilities with detailed policy control and easily scalable for large and small businesses

Tools-as-a-Services



Services bundled with Industry leading ITSM and Monitoring tool solution helps in keeping the capital expenditure low and provides highly efficient frameworks and workflows leading to proactive management and increased service availability to the user

Our Delivery Model and Differentiators

With years of experience in managing the end-user computing and end user workplace services, our proven and differentiated delivery model is focused to drive enhanced user experiences. These models are built to address multi-time zone, multi-country and multi-location challenges with an option of Shared OR Dedicated teams based in an offshore, onsite or hybrid blends.

About ITC Infotech

ITC Infotech is a specialized global scale - full service provider of Domain, Data and Digital technology solutions, backed by a strong business and technology consulting focus. The company caters to enterprises in Supply Chain based industries (CPG, Retail, Manufacturing, Hi-Tech) and Services (Banking, Financial Services and Insurance, Airline, Hospitality) through a combination of traditional and newer business models, as a long term sustainable partner.

ITC Infotech is a fully owned subsidiary of USD 8bn ITC Ltd – one of India's most admired companies.

Connect with us to understand how ITC Infotech can help your business.

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