

### MANAGED SERVICES FOR WORKPLACE

#### Support at every IT-based workplace

As IT applications become increasingly complex and mobile, the management requirements also increase. Only with comprehensive, holistic support the entire process can be monitored, optimized, and controlled.

#### All applications with audius Managed Services for Workplace at a glance

**audius Managed Services for Workplace** manage and support all applications within the IT workplace. Managed Services include the following: software distribution and license management, imaging, anti-virus control, and hard drive encryption, incident and request processing for end users or data centers, 1st and 2nd level support for infrastructures, guideline development and management, license monitoring, and malware immunization.

**audius Managed Services for Workplace** offer comprehensive support that improves the reliability and security of day-to-day operations across the whole company.



#### Benefits for your company

- Increased security for your IT infrastructure
- Greater user satisfaction
- Standardization and simplification of IT operations
- Reliable client management



#### audius services

##### Strategy

- Technology selection
- Design & build server infrastructure
- Change / release management
- Lifecycle management for workplaces
- License management
- Roll-out on client infrastructure

##### Technology

- Loading and SW distribution
- Management of client guidelines
- Operation of software distribution
- Packaging including imaging
- AV solution operation / management
- Management of encryption technology

##### Care & culture

- Knowledge management
- Downtime minimization
- Up-to-dateness minimizes threat risk

##### Service management

- Reporting of defined SLAs
- Service hours according to requirements
- Provision of services in accordance with ITIL



#### audius expertise

We have been offering comprehensive services as a qualified partner to big companies for many years: We currently serve **more than 30,000 workstations** through our Workplace Service. Our certified experts use their specialist knowledge to ensure the security and availability of your environment. If necessary, we will bring in specialists to optimize, design and build new services. A comprehensive range of services that gives you more time to focus on your core tasks!



#### Talk to us about your custom solution.

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