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END-USER COMPUTING SERVICES

When everything is defined by digital transformation, ensuring your business has the necessary technology to adapt and thrive is critically important. Stefanini's End-User Computing Services are specially made to target and address the most critical aspects of your business, and we ensure our solutions are molded to your specific requirements.

We strive to reshape your business model to align with a digitally transformed world, and it begins as we initiate and maintain a strong relationship with you to gain insight into your company's day-to-day processes and experiences. From service desk and field service to asset management and device as a service, we ensure that our IT capabilities enrich and enhance your business, transitioning it for success in an age when new technologies emerge every day.

With our all-in-one Visionary Platform, we enable a live look at your business' digital future through innovative tech tools and solutions like cognitive computing, integrated ops management, workplace collaboration, automated insight and analytics, IT service management, unified communications, process automation, workplace automation, customer experience and Internet of Things—illuminating the path your business can take with insights into your new reality of digital transformation.

Service Desk

Stefanini is recognized as a global leader in providing field services and service desk support to customers around the world. By leveraging an automation platform focused on maximizing the end-user journey, we deliver cost savings and efficiencies to create an unparalleled experience with our IT. Our Service Desk has onshore, offshore, and nearshore delivery centers, with a dedicated, shared, or blended model. We offer recruiting, training, and performance management to identify the right people for the job and consistently follow up to ensure continued success for the services we provide your business. Our end-to-end service management approach and best practices comprise a framework for superior end-user and IT interactions.

Several of the highlights of Stefanini's Service Desk include:

1 Quality Focus

Our quality process entails customer experience audits, quality issue notifications, corrective and preventative action, metric analytics for team and individual, customer satisfaction feedback, performance scorecard, and performance improvement plan.

2 Knowledge Management

We evaluate and improve knowledge through initiating a knowledge process, knowledge authoring, service desk review, client review, and publishing/retiring knowledge.

3 Governance

Globally, we conduct a bi-annual business review and quarterly leadership business review. Regional business units globally conduct a monthly operational review, operational regional alignment, and change advisory board, as well as a daily delivery touchpoint.

4 Transition & Transformation

We focus on providing a seamless transition through minimizing business disruptions; providing cost optimization and a standardized, globalized service model; and creating partnerships and culture integration.

5 CSI

Our Command Center provides Subject Matter Expert-level leadership to programs via data-driven decision making, real-time monitoring, dashboards, and analytics.

6 HyperCare

With HyperCare, we aim to achieve SLA and service stability as fast as possible with consistent quality and performance, through a dedicated SME team in place for monitoring, measuring, and acting upon real-time data.

7 Automation & Artificial Intelligence

Our AI agent, Sophie, is based on cognitive computing and artificial intelligence, with a focus in self-adaptation, interactive, and contextual automation that enables self-learning, human-like interactions, and self-healing automation capabilities; she can assist with tasks such as triggering workflow, auto escalation, presenting knowledge to users, and many more.

Field Services

Stefanini has significant experience delivering our Field Services to large, global operations for many years. Our customers are challenged with providing field services to a variety of user environments, including campus locations, manufacturing, and logistics sites, as well as varying degrees of small- and home-office users. We leverage a dynamic and flexible approach to our resource model that provides an adaptable consumption model with a variety of service options, including a remote services model, dedicated resources, scheduled visits and on-demand capabilities. With a unique combination of innovation and automation, our field services are enhanced by tools and services that drive the ability to predict, prevent and initiate automated solutions—providing a more proactive support experience for end users, improving their overall experience with IT, and driving significant cost savings for our customers.

Several highlights of our Field Services include:

TECH ON DEMAND

Through Tech On Demand, Stefanini delivers an expert solution with high flexibility, right at your fingertips. By customizing our field services based on each technician's expertise, we ensure that we provide you with fast, qualified field service support for your specific needs. With specialized skills in managed IT services, consulting and training, application development/programming, and IT staffing services, we pair our clients with the technicians best suited to the type of support or service for which they are looking. We have personally vetted and interviewed each of our freelance agents, conducting thorough background checks and history reviews to certify they are dependable experts. With the ability to complete projects at both large and small volumes, we are flexible in delivering solutions whenever you need them, giving you the confidence to trust that your business' individual tech needs are met and accomplished correctly and efficiently.

TECH ON THE GO

Stefanini's Tech On the Go is a mobile app designed to improve the quality of our field support service by managing field service requests, looking at all three endpoints: the technician, the field service location, and Stefanini. The main goal of this app is to deliver more efficiency and quality of our field services, enhancing productivity and improving communication between the client team and Stefanini teams. Tech On the Go provides our customers around the world with benefits such as cost reduction and improved solutions, availability in several countries and languages, and geo-location technology. Stefanini technicians use this mobile app as a companion as they walk around the field site, allowing better communication and access to client background data, which helps the technician provide an improved quality of service. The techs will be able to access information about the client's contact personnel, last issues solved, the location of assets/devices, and work provided. Through a dynamic checklist and visit planning, the app is designed to build a better relationship between the technician and client.

d³ DATA, DIAGNOSIS & DECISION

Stefanini's d³ is a desktop solution that provides real-time monitoring of end-user devices and sends information to our support teams. It aids with reactive support, when an issue arises, but also allows us to enact a much more proactive approach to service. Through workspace analytics technology, the unparalleled granularity of data captured by d³ can drive down cost for the following areas, for many businesses in multiple industries:

· Workplace experience management
· Asset optimization
· Event correlation and analysis
· Implementation of IT professional insights into key aspects of the workspace experience/needs
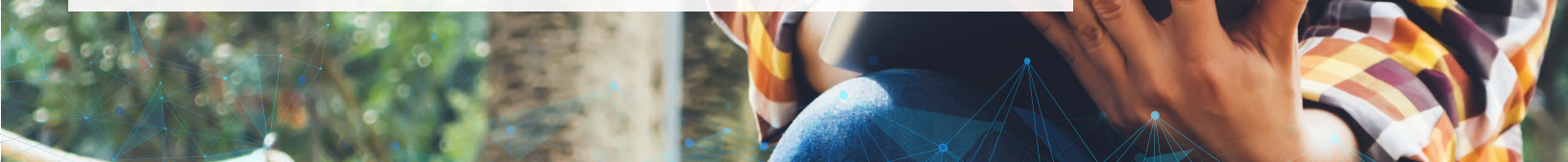
Asset Management

Stefanini's IT Asset Management (ITAM) is made up of a set of business practices that joins financial, contractual, and inventory functions to support lifecycle management and strategic decision-making throughout your business' IT environments. Since some IT problems are often business problems in disguise, we address all elements of software and hardware that are found in the business environment. With our flexible, expert team, we provide you with visibility and control of your business assets, improved utilization, the ability to reduce costs, avoid penalties, support organizational changes, and align IT costs to services.

Several of the highlights of Stefanini's Service Desk include:

Hardware Asset Management: Hardware inventory reporting, asset tracking, asset tracking with maintenance contract expiration reporting

Software Asset Management: Software inventory reporting, asset tracking, maintenance and license expiration reporting

Additionally, we offer consulting and assessment services to further strengthen your business' asset management. Our Software Asset Management Consulting provides more advanced support for software asset management events such as vendor audits, tune-ups and contract negotiations. This consulting support helps to minimize the risk of overspending. In anticipation of these events, we provide:

License Compliance Reporting: Working with your business to provide comprehensive license compliance reporting for specific software titles

Software Asset Management Consulting: Working with you on software asset management lifecycle events that could impact your business, regarding software assets or license position

Our ITAM Maturity Assessment is designed to provide your business with a clearer understanding of the existing ITAM policies and process. We achieve this through:

Providing an ITAM Maturity measurement

Create an ITAM roadmap

Developing a foundation for an effective ITAM strategy with the potential to reduce cost and minimize risk
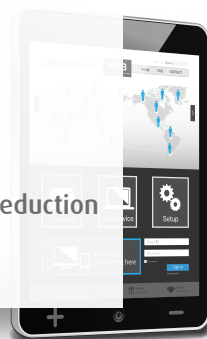
Come up with an individual ITAM action plan to help achieve objectives for IT Asset Management

Device as a Service

Stefanini's Device as a Service is designed to help take the stress out of managing your IT departments' devices. We procure devices for your business as well as provide lifecycle management, ensuring they are configured correctly and consistently meet your every requirement. Our equipment lifecycle control starts with planning and purchasing and flows throughout delivery and receiving; distribution, installation and operation; inventory, maintenance and warranty; and ends at disposal. With simple device leasing and workplace full services leasing, we also offer several products to help maximize the efficiency of your business operations.

Using our Device as a Service will provide the following benefits to help drive transformation in your company:

- **The exact amount of equipment your business needs**
- **Cost reduction with stock and physical space management**
- **Global coverage and support**
- **Flexibility and scalability**
- **Custom maintenance contracts**
- **Custom equipment**
- **Automated technology upgrades/renewals**
- **Focus on service level management**
- **Fixed monthly cost**
- **Synchronized disposal**
- **Legacy leasing management which guarantees reduction in penalties with the asset management process**
- **Control and standardization**