



Flexible work is here to stay, and remote employees need technology that frees them to move seamlessly between home and the office. When strapped for resources, the challenge for many businesses is not just deciding which tools and devices to provide their remote employees but also how to offer them cost-effectively.

## Top 10 Questions to Ask When Selecting Your Desktop as a Service Provider

Affordable and scalable, Desktop as a Service (DaaS) is a subscription-based solution that keeps your organization equipped with the technology needed to drive high productivity. As there are a number of DaaS providers to choose from, we recommend narrowing down your search by asking these ten questions:

- 1 Are you a Desktop as a Service platform provider or service provider?**  
The difference is a platform provider only provides just that, the platform (technology), and a service provider, like CompuCom, goes beyond just providing the technology but manages it as well. The benefit of a service provider is having a partner after deployment to handle support, relieving your IT department.
- 2 Which end-user devices do you offer and support?**  
Device choice is important, not just because it enhances your user experience, but it also promotes more productivity when your employees benefit from working with the devices they're comfortable with.
- 3 Which network infrastructure devices do you offer and support?**  
Having one source that provides, manages, monitors, and supports all your needed infrastructure devices (routers, firewalls, servers, systems, etc.) simplifies the entire process. It strengthens compatibility, connectivity, and security across your networks and applications.
- 4 What other vendors and OEMs do you work with?**  
Options are important. If a provider isn't capable of offering them, then in instances when you'd like to switch to a more affordable or compatible vendor or OEM, you're stuck with what you've got, and it's often expensive to switch. Additionally, if you want to use multiple product vendors at once, you'll have to manage each of them, which is not only costly but also an inefficient use of your time and resources. A single-source provider, like CompuCom, can offer multiple vendors and manage them all, so you don't have to.

# Stay Connected with CompuCom and Microsoft

Whether you're looking to facilitate remote team collaboration, better protect and manage your networks and devices, or even begin your entire digital transformation journey, Microsoft offers the platforms, tools, and technology needed to get you there. That's why it matters to have a Desktop as a Service provider, like CompuCom, that can effectively and flexibly deploy, manage, and support Microsoft products, platforms, and solutions.

As a long-time Microsoft channel partner and a perennial winner of the Microsoft Operational Excellence Award, we offer simple, dependable, and uninterrupted access to the technology and support for your business needs.



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**5** **Do you offer and support a built-in endpoint management system? If so, which one?**  
Facilitating the apps and data needed for your organization to be productive at any time, from anywhere, using any internet-connected device is especially important now that many individuals are working from home. Your endpoints open the door to more security risks, so how you keep your employees connected and which tools and platforms you use is critical.

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**6** **What customer endpoint management systems do you support?**  
Some DaaS providers will require you to use a certain endpoint management system, regardless of what system you're currently using or prefer. We welcome our customers to have a choice, and provide best practice recommendations along the way. For example, we strongly advocate for a combination of Microsoft 365 and Intel vPro to best optimize your security and account for seamless collaboration.

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**7** **What products or services do you offer to keep your devices secure?**  
Protecting your employees, data, and customer information is not simple, and it's now even more complicated as your employees continue working and collaborating remotely off-site. See what products and services your potential providers offer. To foster secure collaboration, we recommend pairing Intel vPro, for proactive threat detection, and Microsoft 365, for advanced security and device management.

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**8** **What type of warranty are you offering on the devices?**  
In many cases, providers can only offer warranties that support their specific devices, and often the warranties can be pretty subpar. CompuCom provides warranty support across all major OEMs because we understand the importance of extensive coverage.

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**9** **Do you provide the onsite support? If not, who do you subcontract it out to?**  
When a device, system, or network is down, do you have the organizational resources needed to get them back up and running? What about now that your users are remote? It's helpful to have support options handy, especially when they're familiar with your devices and infrastructure.

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**10** **What are your standard Service Level Agreements (SLAs)?**  
It's important to understand what you're getting out of your services. It's even more important to be able to negotiate with your provider to identify expectations that best cater to your business needs. We provide SLAs ranging from four business hours to second business day restore, all depending on you—our customer.

Learn more about CompuCom and our vision for connecting people, technology, and the edge with a seamless experience at [compucom.com](https://www.compucom.com) or call us at 1-800-350-8430.