

EMPLOYEE AND TECHNOLOGY SUPPORT



PREVENT AND RESOLVE ISSUES QUICKLY WITH A PERSONALIZED EXPERIENCE

“The Digital Workplace enables new, more effective ways of working; raises employee engagement and agility; and exploits consumer-oriented styles and technologies.” —Gartner

Workers need access to technology, data, and company resources around the clock so they can contribute whenever and wherever they want to. Organizations can drive productivity and efficiency with true digital workplaces that support employees with concierge-level assistance available at a moment's notice.

Our support helps create the employee experience required for the digital workplace and **better business outcomes.**



**REMOTE AND ONSITE
COVERAGE**



**CONCIERGE-LEVEL
SUPPORT**



**RAPID INCIDENT
RESOLUTION TO REDUCE
DOWNTIME**



**INCREASED END-USER
SATISFACTION**



DIGITAL SUPPORT EXPERIENCE

Always-on support for any device or location through chat, phone, or the web



ONSITE SUPPORT SOLUTIONS

Addressing the needs of the **evolving distributed workforce**

BENEFITS

Proactive incident resolution

- Reduces downtime
- Increases end-user efficiency

Cost management

- Helps businesses plan utilization, optimize resources, and manage operating efficiencies

On-demand access

- Helps keeps employees up and running

Local and remote support capabilities

- Provides the ability to work from anywhere

FEATURES

Global coverage

- 24/7/365
- U.S., Canada, Mexico, and India

Multi-channel engagement

- Phone, chat, email, CompuCom Connect

AI-enabled automation

- Cognitive search and chatbot

Self-help tools

- Self-service password reset
- Mobile access

Multi-device and OS support

DISPATCH-BASED SUPPORT

Field Support

- Service coverage across the United States and Canada for both corporate and residential

Field Operations Centers (FOC)

- The right people and parts are sent to remote and onsite locations to rapidly resolve incidents

CAMPUS-BASED SUPPORT

Onsite Support

- Consumer-like experience with a cost-effective model

Solution Café®

- Hardware and software break/fix combined with how-to support and more

Staff Augmentation

- Extended IT staff you can scale to your needs

INSTANT-ACCESS SERVICES

Enterprise Walk-in Support Centers

- Inside select Office Depot® locations

Digital Lockers/Digital Vending

- Automated storage and retrieval
- Remote repair/exchange
- Loss prevention
- Asset management

FOCUS, REACH, EXPERTISE: THE COMPUCOM DIFFERENCE

ELEVATING THE END-USER EXPERIENCE IN THE DIGITAL WORKPLACE

We have more than 30 years of success producing positive business outcomes and high levels of customer satisfaction. Visit compucom.com to learn more about us and our vision for connecting people, technology, and the edge with a seamless experience or call 1-800-350-8430.

