



# A SEAMLESS CUSTOMER EXPERIENCE

At CompuCom, our vision is seamlessly integrating people, technology, and locations to create great outcomes and experiences.

We don't just provide our customers with tools, services, and support, we work with them along the way, managing each project, continuously tracking progress, and incorporating customized solutions to implement results-driven strategies. We focus on you, and how we can drive your business forward.

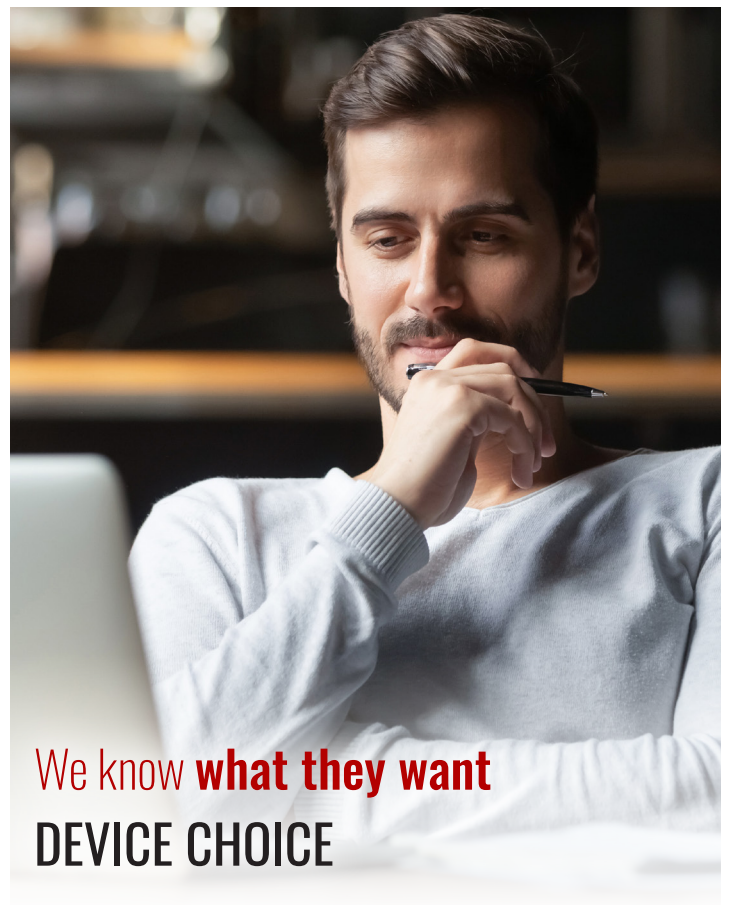
## YOUR SEAMLESS EXPERIENCE BEGINS WITH A USER-CENTRIC APPROACH

At the core of your business are your users. How they work and how well they are empowered directly impacts your business outcomes. We enable employees to be productive, collaborative, and efficient by providing them with the devices and technology they require to excel in their roles, personalized support to keep them up and running, and continual evaluations to continue elevating their experience.

## THE USER EXPERIENCE IS CENTRAL TO EVERYTHING WE DO.



Customization begins with understanding. We match user groups with the right experiences using personas. Feedback is gathered using customized key Experience Level Indicators and end-user surveys. This allows us to measure performance and provide satisfaction.



Options are valued by consumers and employees alike. We offer a wide range of products and devices to choose from to allow your employees to work with what they prefer. Employees can be more productive and efficient when they are able to work with the technology that they're familiar with.

70% of organizations indicated that vendors with a reputation for providing excellent support garnered more trust and confidence –IDC



Users benefit from support that is accessible to them whenever, wherever, and however they need it. It's personalized through 24/7/365 remote support and multi-channel communication options; such as phone, chat, email/web, SMS, self-service, and automation.



Connectivity is a crucial component to remote work. We provide easy and secure connectivity to applications and other tools so that technology works seamlessly for users wherever they need it.

## WE KNOW WHO TO PARTNER WITH

**CompuCom**<sup>®</sup>



Providing our customers with a seamless experience doesn't start and end with us. It also encompasses who we partner with and how we partner. We support and manage a variety of OEMs and vendors because a "one-size-fits-all" approach does not cater to the unique needs of each of our customers.

We work with partners that share our mission for customer excellence. A wonderful example of one that goes above and beyond to provide customer success is Cisco. Cisco's "customer-centric" lifecycle approach builds deeply integrated relationships.

Together, we demonstrate the true value of customer success.

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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.

