

# Managed Desktop

Operation of IT facilities

T-Systems



The IT function is increasingly determining for enterprises and other organizations, it is part of the strategic resources. As a result operation of the IT infrastructure and management of IT assets is becoming an increasingly important factor. T-Systems Managed Desktop service takes the load of operating that IT infrastructure from your shoulders; with this service you no longer have to worry about the overall management of workstations (client computers) and connected devices – printers and other peripherals. We perform continuous monitoring of our customers' computers and notebooks and repair hardware defects and errors in the software running on them either through the remote system or, when necessary, on site. The service includes professional consulting, procurement of the necessary PC and notebook configurations, installation of the necessary software environment and, when requested, its modification.

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## Who can benefit from the T-Systems Managed Desktop service?

- Those for whom reliable continuous availability of PCs is particularly important due to the nature of their business operations.
- Those who have several sites in the country.
- Those who cannot employ a dedicated IT professional.
- Those for whom fast fault repair is of high importance.

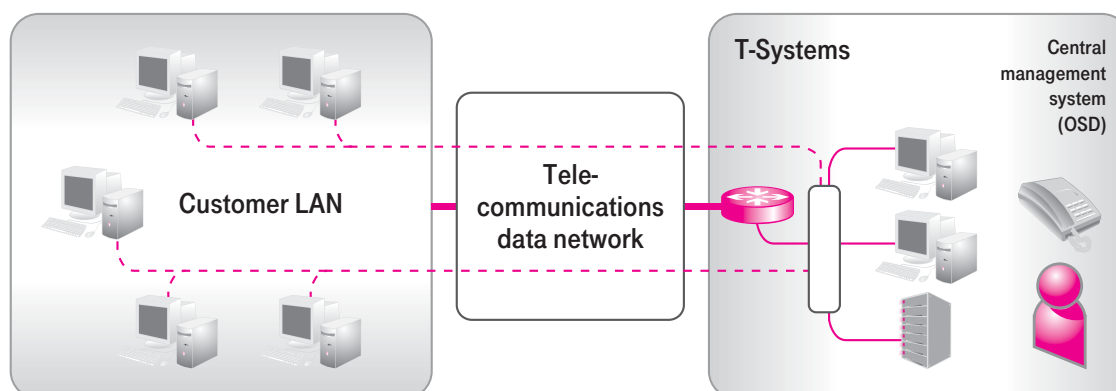
## Benefits gained with the use of the service

- Downtime caused by software errors can be significantly reduced through remote fault repair.
- Consolidated computer pool is created.
- Technical servicing of the complete computer pool is provided.
- As a result of the monthly flat-rate structure, costs are foreseeable.
- There is no need to purchase the devices, there is no initial investment.
- You only need to focus on your own business.
- We deliver monthly availability reports.
- High availability with guaranteed restoration time.
- Each service level guarantees predefined availability times (SLAs).

## Service package elements

IT environment design and construction	Minimum package	Medium package	Premium package
Hardware environment design	Free of charge with order	Free of charge with order	Free of charge with order
Software environment design (COE)	Operating system, office, basic applications	Operating system, additional 10 applications	Unlimited number of applications
Monthly flat-rate PC and notebook configurations with installation	Basic PC config.	Medium-sized PC config.	Premium PC config.
Computer refreshment frequency	Every 5 years	Every 4 years	Every 3 years
Monthly flat-rate software	Operating system, office	Operating system, office	Operating system, office
<b>Operation of the environment, fault repair</b>			
Call Center Help Desk service	In the service hours	In the service hours	In the service hours
Remote elimination of software errors	Upon fault report	Upon fault report	Automatically
On-site repair of hardware faults	One time per year	Two times per year	Three times per year
<b>Environment change management</b>			
Modification of hardware configuration on site (MAC)	-	-	One time per year
Software environment modification, upgrade (through remote installation)	Five times per year	Ten times per year	Unlimited times
Production of statistics and reports	On a monthly basis	On a monthly basis	On a monthly basis

## Functioning of the service



For customized flexible offers contact your account manager or call 1400.

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