Cognizant WorkNext Device-as-a-Service solutions for an evolving workplace

Relieve the pressue on IT budgets

Reduce complexity and costs of device procurement and deployment

The workplace demands smart, fast, responsive experiences to be productive—from anywhere. And a remote workforce needs access to intelligent and secure devices; best-in-class displays, peripherals and software; and unmatched support so your team can work at full speed from any location. Cognizant® WorkNext Device-as-a-service (DaaS) solutions bring device life cycle services together into a single, predictable, per-device monthly contract that reduces the complexity and cost of procurement, deployment and support.

You gain the agility and flexibility your organization needs, wherever your workplace happens to be.

Enterprises today face significant challenges when it comes to managing and maintaining workplace device environments, including:

- **Complexity.** The number of devices to manage and secure is growing exponentially. In addition, multivendor service-level agreements (SLAs) create complexity and are tedious to manage.

- **Diminishing returns, bloated costs and decreased efficiency.** Multiple device types and models create challenges for asset refresh cycles and augmentation. Operating system updates occur at different frequencies, increasing management and support overhead to inefficient levels.

- **Undue burden on IT management resources.** Support organizations within IT spend too much time on day-to-day endpoint management and support instead of on IT strategy and transformation to improve the user experience.

- **Decreased productivity.** The narrow range of available device types aligned to work profiles hampers productivity.

- **Device security for remote workers.** In the new normal, device security must include protecting the devices remote workers use.

The traditional PCaaS model does not support a flexible workplace

In a traditional model, for every 100$ spent on end user devices, organizations end up spending just about 30% towards actual hardware cost. The other 70% goes towards management costs incurred due to device procurement, stocking, shipping, deployment, maintenance, data wiping, end-of-life refresh and vendor management.

Traditional model cost break up

▶ Device procurement ▶ Device deployment ▶ Device support ▶ Refresh ▶ Overall management

Management cost

Cognizant WorkNext DaaS is the right solution for end-to-end asset life cycle management

Cognizant WorkNext is the business model for a redefined workplace. The WorkNext DaaS offering is a combination of hardware leasing, warranty support, asset life cycle management and business-as usual (BAU) support services. Enterprises today are moving away from traditional capex procurement of hardware and instead opting for an opex model, which helps them optimize spend on IT. In partnership with Dell™ Cognizant gives your remote workforce access to intelligent and secure devices; best-in-class displays, peripherals and software; and unmatched support at an all-encompassing, predictable, "per-device-per-month" price, so your organization can work securely from anywhere.

Cognizant WorkNext DaaS offers the following:

- User persona assessment and device mapping
- Desktop, laptop, tablet and peripheral leasing with a broad choice of devices
- Dell factory services, including custom imaging, asset tagging, shipment to your locations and deployment
- Asset life cycle management and maintenance
- Remote device support and field services
- End-of-lease asset recovery services
- Asset refresh

Through this offering, your IT team gains a single point of contact for managing your environment. Cognizant works closely with Dell to ensure timely refreshes and provide a stable, consistent environment, ultimately enhancing your experience and improving your team's productivity.

Cognizant WorkNext offers a complete line of services and support

Cognizant leverages our vast pool of end-user support technicians and a partner ecosystem that spans the globe to provide BAU services, complemented with hardware services from Dell:

Warranty support

- Dell ProSupport™ tech support with next business day (NBD) on-site support
- Priority call routing and 24x7 phone support access

On-site support for field services operations

- Dedicated staff deployed at key locations and campus sites
- A dispatch, scheduled or depot model for non-dedicated sites

Remote desktop support

- A remote team to provide support through remote control
- Access to the out-of-band management (OOBM) capabilities of Intel vPro®-enabled processors to take control of remote devices
- Patch management provided with modern management tools that include VMware Workspace ONE®
- Image management and maintenance for custom images and to ensure patching, including the Microsoft® Windows® evergreen approach

Life cycle management services

- A dedicated team to carry out asset life cycle management
- Activities including ordering, procurement, stock maintenance, asset allocations, configuration management database (CMDB) updates, coordination for warranty support, provisioning and disposal assistance, stock audits and more

Enhanced management and security when coupled with Cognizant WorkNext UEM services

- Mobile security management for securing your mobile endpoints using a multilayered approach, including end-to-end encryption
- Mobile device management for quickly enrolling devices in your environment and configuring and updating settings over the air or on secure mobile technology
- Mobile application management for easily managing internal, public and purchased applications across employee-owned, corporate-owned and shared devices

Delivering value with anywhere, anytime, anyhow service

Cognizant WorkNext DaaS provides a comprehensive value proposition, including:

- **Scalable opex model.** Predictability in pricing fro the per-device-per-month model helps you avoid capex and get predictability in your IT spend.

- **Competitive pricing structure.** Competitive pricing and discounts on hardware are assured by Cognizant's strong relationship with Dell.

- **Efficient refresh.** With total ownership of your environment, Cognizant and Dell can refresh assets efficiently and ensure that devices are replaced according to the agreed schedule, making you much more productive.

- **Combine with WorkNext UEM services.** Cognizant WorkNext UEM, powered by VMware Workspace ONE delivers identity, enterprise mobile management, desktop and application delivery technologies that provide contextually aware and secure access to devices and applications.

- **Ready-to-work experience.** Deliver pre-configured systems to your end users faster with WorkNext and Dell factory provisioning for VMware Workspace ONE unified endpoint management. This frees up your IT staff from mundane tasks and gives your end users a ready-to-work experience at first boot.

- **End-to-end device procurement and management services.** Cognizant provides procurement and asset life cycle management services, along with support services such as remote desktop services and desk-side support services.

- **Single point of accountability.** Cognizant is the single point of contact for all end-user services and, in partnership with Dell, delivers all DaaS services.

We've built our service on listening to our customers

Cognizant WorkNext DaaS helps you deploy the right assets to the right users bundled with all necessary support services in a predictable monthly opex model.

- For IT users, WorkNext brings a sense of empowerment, making devices available in a standard catalog from which each user can select their device. The catalog-based system provides a choice of Dell devices that are designed for productivity and aligned to the demands of each user's work role and persona.

- For IT administrators and support staff, WorkNext brings benefits such as efficient device refresh cycles and end-to-end asset management. Avoid on-site provisioning with Dell's automated provisioning at the factory and give your team a ready-to-work experience. You can now focus on strategy and utilize your funds efficiently for transformation of the user experience.partnership with Dell, delivers all DaaS services.

With Cognizant WorkNext DaaS, business stakeholder reap the benefits of the flexibility and predictability of an as-a-service model, while end users gain an enhanced and more productive work experience with on-time refreshes and hardware updates.

For more information visit:
www.cognizant.com/worknext