



Managed Desktop

Hassle-free, cost-effective desktop management

Success in business depends on having productive employees; productive employees require effective and reliable tools such as a desktop computer. Desktop downtime and data loss can have a significant impact on productivity and total cost of ownership (TCO). Studies have shown that a well-managed desktop environment provides up to 42% TCO savings (Gartner).

While the business case is compelling, the reality is that many companies find it difficult to manage increasingly distributed desktop environments. Desktop management is time-consuming and diverts attention away from your core business. Also, users may run unsupported – often unlicensed – software on their computers, putting security and compliance at risk.

TELUS can help your organization avoid the hassle and realize the savings. TELUS Managed Desktop is a proactive and integrated approach to desktop management. Our solution maximizes the performance of your desktop infrastructure, while relieving your IT staff from day-to-day desktop management duties. Our team assesses your current desktop environment and handles all activities related to procuring, deploying, maintaining and managing your desktop infrastructure.

With TELUS' monthly fixed pricing model your organization will have predictable desktop management support expenditures. You can subscribe to the core service and then choose individual components as you need. The result will be a solution that aligns with your current situation and can easily grow with your business.

Business-critical benefits

TELUS Managed Desktop can help deliver savings as well as improve customer service, increase user productivity and focus IT teams on high-level business goals. Discover the benefits:

Focus on your core business

- Build key competencies of your IT team
- Eliminate mundane desktop management tasks
- Realize scalability as your organization grows

Realize financial benefits

- Reduce costs
- Establish predictable monthly IT expenditures
- Reduce your IT infrastructure risk through well-managed changes and ongoing compliance checks

Deliver consistently excellent service

- Utilize proven processes and industry-leading tools
- Access TELUS' resource pool of experienced professionals
- Improve desktop user productivity by minimizing downtime due to vulnerabilities and outdated software
- Comply more easily with corporate governance and regulatory standards

Critical support for Canadian business

TELUS has the network and data centre infrastructure that are the foundation of a comprehensive and cost-effective desktop management solution.

Companies across Canada rely on TELUS Managed Desktop for proactive desktop management. Our core package includes:

- Service desk
- Hardware maintenance support
- Service management
- Deskside support
- Desktop image management
- Patch monitoring
- Asset count

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A complete solution

TELUS Managed Desktop is a comprehensive end-to-end solution that includes: procurement, hardware, deployment, maintenance, patch management, software distribution and asset management.

Procurement

TELUS works with you to analyze your current desktop environment and then jointly develops a desktop infrastructure roadmap and roll-out plan. We work together to minimize hardware types and images. We procure the equipment for you – freeing up your internal IT and purchasing resources.

Hardware

Avoid high capital expenditures by adding a business-class desktop or laptop to our core package for a monthly fee.

Deployment

We appoint a project manager to ensure efficient and effective implementation throughout your desktop deployment engagement. Our deployment services include:

- Imaging and testing
- Data migration
- Drive and printer mapping
- Asset tagging
- Decommissioning of retired equipment

Maintenance

TELUS Service Desk addresses hardware, operating system, and application issues. Our objective is to solve a high percentage of your desktop incidents while on the call. Your Service Level Agreement is tailored to meet your needs and specifies details such as:

- Support coverage (options include weekday business hours, extended weekday business hours, or 24/7)
- Response times (options include phone support, on-site support, within 4 hours, or next business day)

Patch management

The ever-increasing incidence of virus attacks and security breaches means that every organization is at risk of potentially devastating business losses and network downtime. TELUS Managed Desktop manages and deploys security and functional patches on desktops and laptops across your enterprise. Your organization will improve desktop uptime and reduce attack-related risks.

Software distribution

Applications are essential to every aspect of your business so it's vital that they are always up-to-date and available. This is no small undertaking considering the mobility of today's workforce and the continuing need for application upgrades and new application deployments. With TELUS Managed Desktop, application deployments are done quickly and cost-effectively.

Asset management

TELUS Managed Desktop collects details about your organization's IT assets and provides accurate hardware and software inventory information across operating systems and hardware platforms. Your organization will have all the decision-making information necessary to:

- **Utilize IT assets more efficiently and plan future purchases.** Inventory data can be augmented with statistics on how your organization is using applications. This information can assist your IT department ensure licence compliance and identify unused or under-utilized applications.
- **Complete software vendor audits.** These audits are on the rise and organizations such as the Canadian Alliance Against Software Theft continue to document cases where large fines have been paid.
- **Simplify the corporate audit process.** Accurate data and automated processes can also assist with compliance to regulatory requirements such as Sarbanes-Oxley.

GET THE BEST FOR YOUR BUSINESS

TELUS solutions do more – connect with us today and we'll show you how.
Contact your TELUS Account Executive, call **1-866-GO-TELUS** or visit **telus.com**