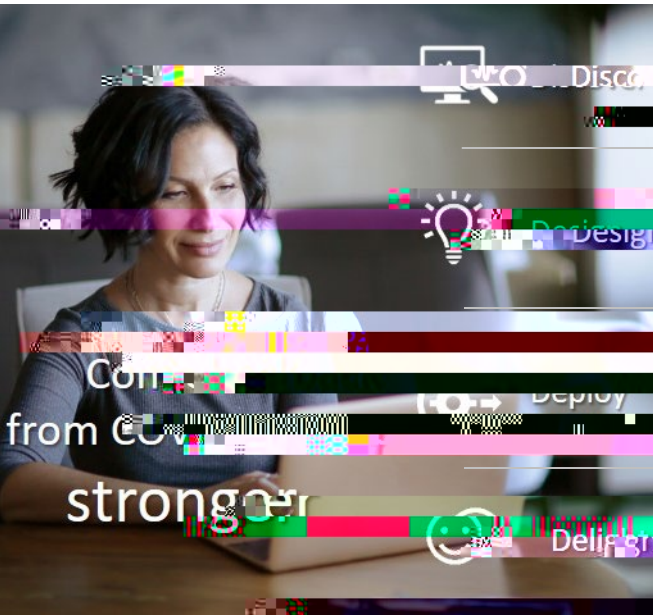


Pomeroy's Agile Workplace Process

The ultimate goal of the Agile Workplace is simply **delighting** the end user. The key is an Optimized Workplace support model delivering proactive, dedicated, dispatched & hybrid support using omni channel voice, chat & automated intelligent chatbots with Natural Language Processing (NLP) along with additional physical asset support on-premise and depot & advanced exchange.



Enable flexible/adaptive environment based upon **Agile WP Workshops**
 Determine requirements for users WFH and physically in buildings
 Status of device refreshes & optimizing home office environments
 Reignite delayed/stalled digital transformation due to COVID-19

The right **devices, applications, security & support**
 Connectivity requirements to maximize performance & uptime
 End point hardening to identify & mitigate risk
 Enhanced workflow automation for onboarding & device refreshes

Persona role-based configuration & mobile application deployment
 Delivering an exceptional **Out of Box Experience (OOBE)**
 End point management of device/OS monitoring & patching
 Hybrid access to applications, legacy on premise & cloud

Proactive dedicated/dispatched & hybrid support
 Integrated with our cloud-based **Enterprise Services Platform**
 Omni channel voice, chat & automated intelligent chatbots with NLP
 Physical asset support on premise, depot & advanced exchange

Workplace. Optimized.

Today's agile workforce embraces a straightforward expectation—that the workplace should be a highly mobile, simple and intuitive, anytime, anyplace, any device environment.

Supporting the productivity of a talented workforce requires a smart combination of enabled workplace technology, automated tools & responsive user support.

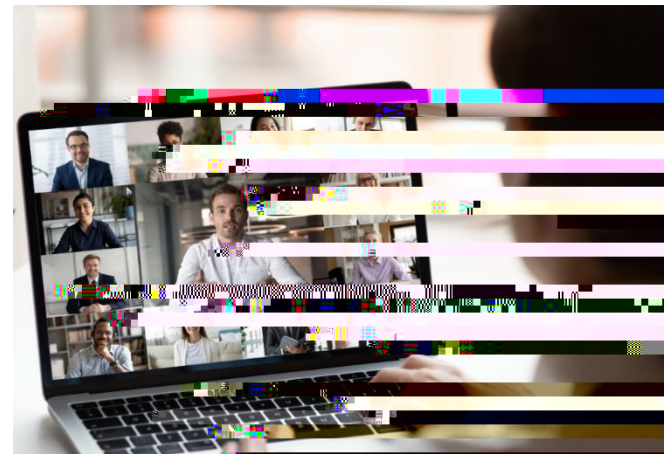
Pomeroy is an industry recognized leader in Optimized Workplace Services because we help transform work environments into seamless digital workplaces for agile workforces.

Global Service Desk

Pomeroy Global Service Centers support users by delivering a seamless customer experience based upon a thorough understanding of the nature and nuances of the client's business & established user personas.

Our support comprehends all aspects of the workplace affecting users—devices, apps, networks & connectivity, and databases & security.

Users and their devices stay connected and productive with 24/7/365 "Follow the Sun" coverage through our



network of global service centers operating as one virtual integrated support organization. Our global standards establish a singular approach to service delivery, user/device support & seamless disaster recovery.

This proven approach ensures consistent and responsive issue resolution and service quality anywhere in the world.

Our service desk analysts utilize industry standard HDI and ITIL frameworks, quality assurance & Continual Service Improvement methodologies to quickly and consistently respond and resolve user issues.

Enterprise Services Platform