END USER COMPUTING

SITA End User Computing for outstations, campus and airports

A standard and centrally controlled solution that delivers an efficient and flexible service with consistent quality across global locations

ISSUES

- **Difficulty and complexity to manage global deployments and field support,** due to the large number of geographically dispersed small offices
- **Lengthy, new office deployments impacting agility, flexibility and time to market** Difficulty deploying end user devices in new countries to meet market demands
- **Complexity of delivering a consistent service with secured applications and operating systems** Central management is complex to align with local and remote IT support
- **Difficulty to manage IT costs across many small sites** Lack of cost predictability and transparency
- **Lack of standardization and inconsistent service** Local contracting and disparate systems result in inconsistent performance

SOLUTION

End User Computing is an end-to-end global solution composed of:

- **End User ProfessionalServices** provide an IT analytics audit service to help assess end user needs and identify areas for improvement
- **End User FieldServices** provide standard and on-demand field services with tight SLAs
- **End User RemoteSupport** allows end users to improve their productivity with quick remote resolution time guaranteed by SLAs
- **SITA EUC engineering team** provides a complete life cycle management of end user devices, software and infrastructure. It offers self-service tools and standard IMAC catalogue
- **Service Delivery Manager** acts as a single point of contact and manages all the service levels and customer requests

BENEFITS

- **Easy technology refresh** global end-to-end deployment of a complete IT office infrastructure
- **Competitive services bundle** delivered through a multi-function platform and supported by a global delivery and support model
- **Business agility, speed to market** pre-defined, tested standard solution which facilitates quick design and deployments for new offices or upgrades
- **End user mobility and bring your own device (BYOD)** supports interconnection of local devices with central IT infrastructure
- **Integrated with SITA portfolio** the solution can be proposed as a turnkey service or integrated in an Airline Infrastructure Management solution
- **A cost-efficient solution** that addresses financial requirements and insures costs are controlled

200 offices
Supported in 134 countries

20% TCO reduction

SITA
Create success. Together

HOW DOES IT WORK?
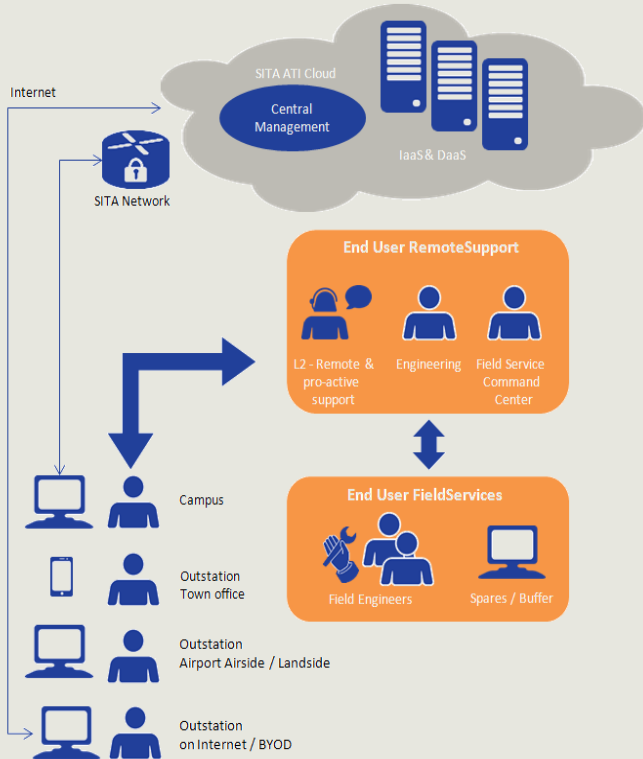
SOLUTION COMPONENTS

End User Computing

End User Computing is an end-to-end global solution that includes the below components:

End User ProfessionalServices: audit, design and deployment

Audit and deployment activities for end user performed by SITA experienced specialists

End User FieldServices

Fully managed services that allow desk side support and hardware maintenance with tights SLAs

End User RemoteSupport

A cost-effective and secured service desk that provides end users with support on hardware, operating systems, applications and peripherals

Central management platform

SITA selected the best-in-class solution to manage end user devices like desktop PCs, thin clients, laptops, monitors, printers, etc… It allows real-time status of all workstations all over the globe

Desktop-as-a-Service and Infrastructure-as-a-Service

End User Computing solution is fully based on and compatible with the SITA ATI Cloud, allowing customers to add managed services like Exchange, Active Directory and any other standard services

For more information please contact us at
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