A connected workspace in a connected world

Workspace-as-a-Service (WaaS)™ for Transforming
Traditional Desktops to Dynamic Workspace

Tech Mahindra

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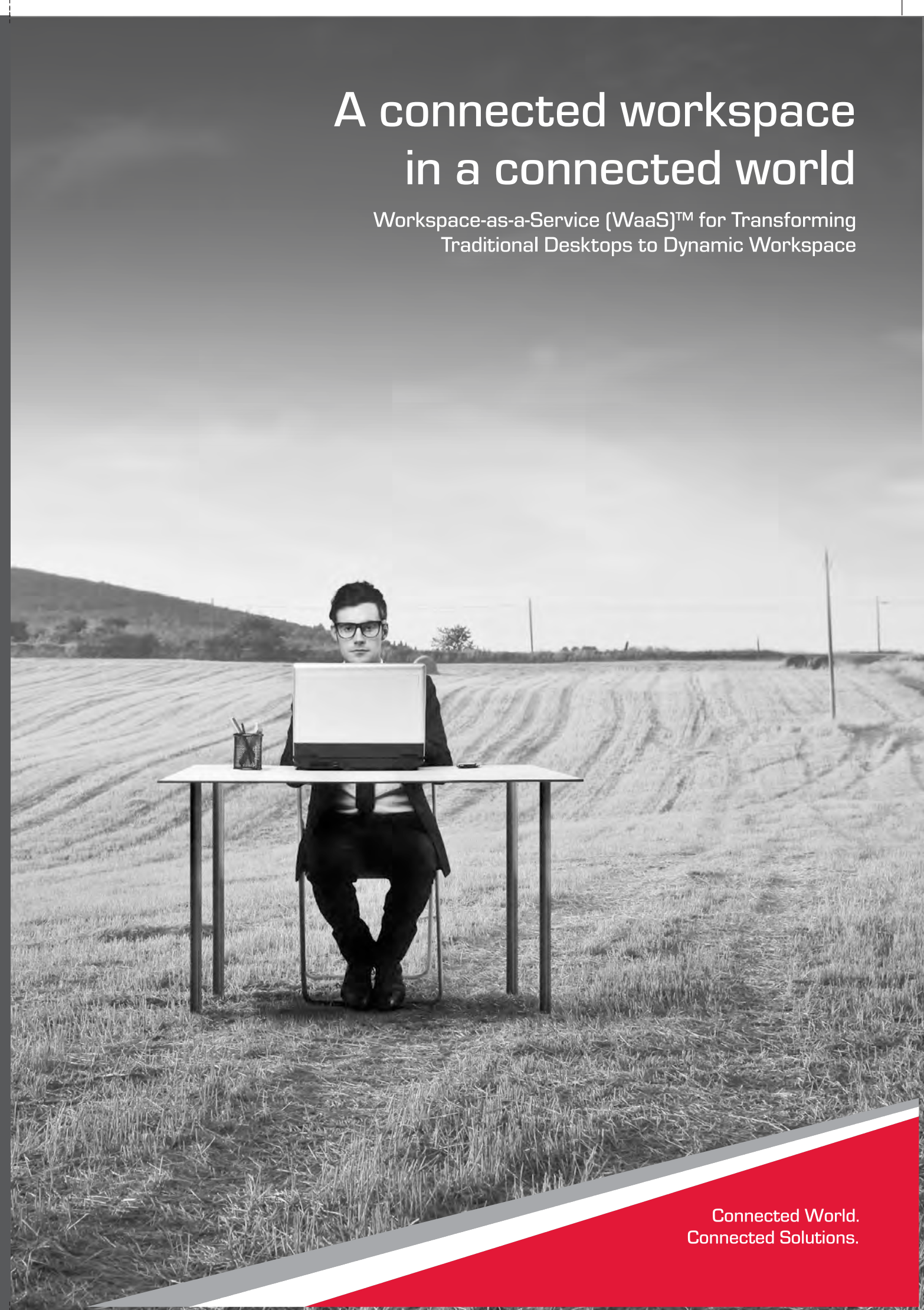
About Tech Mahindra

Tech Mahindra represents the connected world, offering innovative and customer-centric information technology services and solutions, enabling Enterprises, Associates and the Society to Rise™. We are a USD 2.7 billion company with 83,000 professionals across 49 countries, helping 540 global customers including Fortune 500 companies. Our Consulting, Enterprise and Telecom solutions, platforms and reusable assets connect across a number of technologies to derive tangible business value.

We are part of the USD 16.2 billion Mahindra Group that employs more than 155,000 people in over 100 countries. The Group operates in the key industries that drive economic growth, enjoying a leadership position in tractors, utility vehicles, information technology and vacation ownership.

Our Consulting Practice has helped clients achieve breakthrough improvement in business processes, build high performance business operations, make smart investments in Information and Communications Technology assets and enhance business value of ICT investments that are in line with the strategic objectives of the enterprise. Our approach has improved business operations and the overall IT function for some of key customers.

Connected World.
Connected Solutions.

Make the world your very own workspace

Workspace for Workstyles

End-user Computing or Workspace Computing is in the process of being redefined. Traditional client computing devices such as desktops and laptops have had their share of cost and management challenges. The new world demands of device independence, anywhere anytime access and data security, are forcing enterprises to evaluate alternate solutions.

Tech Mahindra's Workspace-as-a-Service (WaaS)™ is an end-to-end Desktop Transformation Solution which offers a unique way for customers to embark on the virtual workspace computing journey allowing dedicated, pooled or shared virtual desktops or applications to be accessed anytime from anywhere using any device.

Tech Mahindra's concept of a platform based virtual workspace allows organizations to experience workplace virtualization while simplifying the whole process of embarking on a disruptive transformation journey.

Features

Flexibility
- Anytime, anywhere, any device
- Build your own workspace
- Follow-me workspace

Compliance & Security
- Secure access
- Data does not leave data center
- Monitored to ensure privacy

Agility
- Instant provisioning
- Built-in high availability
- On demand scalability

Enhanced Productivity
- Bring your own device (BYOD)
- Improved user experience
- Self-service & self-healing

Business Benefits
- End-to-end workspace Solution
- Improved manageability
- Lower TCO

Differentiators

- **Self Service Catalog**
  The power to choose
- **Adaptive Native Workspace**
  Native device look and feel (iPad, tablet etc)
- **Automation and Orchestration**
  Dynamic provisioning and reduced workflow
- **Context-aware Workspace**
  Stateless and environment adaptive workspace
- **Metering and Chargeback**
  Pay what you use
- **Intelligent Analytics**
  Proactive capacity planning
- **User Profiling and Assessment**
  Qualitative and Quantitative assessment for right sizing

Benefits

- Improved productivity, Bring Your Own Device (BYOD) model in an enterprise
- Data and IP loss prevention by ensuring data is centrally hosted in the enterprise data center
- Significant reduction in desk-side support costs (upto 40%) owing to robust centralized architecture with self-service capability
- Hosted on the cloud, Workspace-as-a-Service (WaaS)™ empowers users with true mobility and device ubiquity
- Reduction in overall power consumption (~60%) - enabling Green IT
- Significantly lower Mean Time to Recover (MTTR), patch and upgrade time - translates to enhanced productivity
- Solution is attuned to facilitate seamless and agile integration and onboarding of new users during mergers and acquisitions

Case in Point

Client Overview
- 3rd largest Health Insurance company in the world and 2nd largest in US
- Over 45,000 employees in more than 40 countries
- 47% of total employees are tele-workers

Challenges
- Growing security & compliance concerns
- Non-productive IT
- Rising TCO & poor ROI
- Need for hardware refresh
- Lack of device freedom
- Limited access

Solution Snapshot
- 22,800 users to scale up to 34,000
- Start-to-finish in 12 months
- Per desktop per month with reduced upfront Capex
- Flexible desktop configurations
- Tiered service offering

Benefits Delivered
- **Reduced Opex:** An estimated cost reduction of 40% over 5 years through reduced support fleet and increased end user productivity
- **Security & Compliance:** The solution helps comply with the stringent HIPAA compliance requirements while enabling flexi workstyles
- **Ease of Management:** Centralized management of entire desktop infrastructure and real control on what is being installed and used on the desktops
- **Future Ready Solution:** Creates framework for BYOD adoption in next 12 months and presents roadmap to Federated Workspace-as-a-Service (WaaS)™ 3.0 with Intelligent Orchestration and Realtime Analytics

Connect with us to know more:
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