



# TRANSFORMING THE MODERN WORKING EXPERIENCE

DISCOVER HOW COMPUTACENTER AND GOOGLE CHROMEOS  
CAN ENHANCE MODERN WORKING

LET'S GO



# WORK HAPPENS ANYWHERE AND EVERYWHERE

The rise of modern working, with employees able to work effectively in the office or elsewhere, has brought deep change for organisations.

With staff spending less time in the office, traditional work areas are being repurposed to support seamless connectivity and encourage creative collaboration. Hence the increase in shared 'hot' desks, meeting rooms converted to video conferencing hubs and common spaces free for spontaneous interaction.

As users move between locations, modern devices and tools that offer consistency, reliability and security are essential for workplace flexibility, which is a top motivator for people to stay in a job.<sup>1</sup> Working from anywhere needs to be seamless, without people having to use different or unfamiliar tools depending on their location. For example, remote workers who don't need to return to the office to update files will be more productive. They can continue to work uninterrupted, including during site or client visits and between appointments.

<sup>1</sup> The Great Attrition is making hiring harder. Are you searching the right talent pools? McKinsey & Company, 13 July 2022.



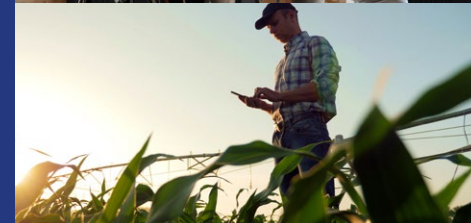
# 97.6%

of remote workers say they would like to work remotely, at least some of the time, for the rest of their careers.<sup>3</sup>



A traditional office building becomes primarily a culture space, providing workers with a social anchor, facilitating connections, enabling learning and fostering unscripted, innovative collaboration.<sup>2</sup>

**Harvard Business Review, 2021**



<sup>2</sup>. Designing the Hybrid Office. Harvard Business Review, March-April 2021.  
<sup>3</sup>. State Of Remote Work 2021, Buffer, 2021.



# MODERN WORK DEMANDS ARE STRETCHING IT RESOURCES

Modern working presents new challenges for IT functions that are expected to provide technology that matches employee needs, provides exceptional experiences and enhances people's productivity.

It's a critical task because employees who feel they are given the technology to support their work are 230 per cent more engaged and 85 per cent more likely to stay beyond three years in their jobs.<sup>4</sup>

Many IT teams are already under pressure to continually find cost savings while managing ever more complex infrastructure estates, without the added burden of assessing the modern working requirements of employees and equipping them with the right tools.

Understanding employees' needs and then sourcing, deploying, delivering and supporting large device populations and their software can be complex and time consuming.

Traditional IT deployment and management approaches that involve desk visits and in-person processes are inefficient when it comes to supporting modern work patterns. IT departments need to be able to deploy and manage devices remotely, they must also be ready to run new applications, such as work scheduling; desk and booking systems; and meeting room systems.



Businesses need to set up software, hardware and cloud tools to enable digital parity for workers, supporting equal experiences regardless of their location.<sup>5</sup>

**CIO Dive**



4. In a Hybrid World, Your Tech Defines Employee Experience. Harvard Business Review, 18 February 2022.

5. How to navigate the IT tension of hybrid work. CIO Dive, 19 July 2021.

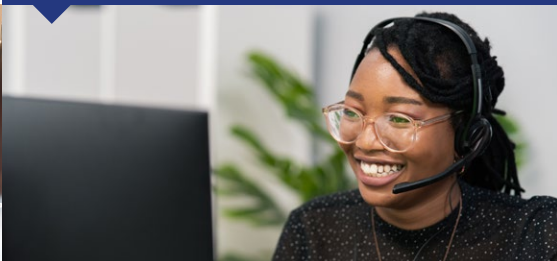
## CHROMEOS SOLVES IT CHALLENGES

ChromeOS offers simple, secure computing for IT users and teams.



**Modern working:** ChromeOS cloud-based, intuitive tools meet the flexible needs of employees, enabling them to collaborate more easily and be more productive.

**Contact center:** ChromeOS can help unify contact center operations, offer real-time insights for agents and enable modern working that meets the demands of multichannel customers.



**VDI:** Cloud-first virtual desktop infrastructure (VDI) solutions based on ChromeOS offer high security, flexibility and cost optimisation to meet business needs and improve the employee experience.



**Digital signage:** ChromeOS provides employees with flexible, user-centric tools to boost productivity, as well as digital signage and kiosk solutions that enhance customer service.



**Public sector:** ChromeOS enables frontline workers to collaborate more easily and access sensitive information from anywhere, while maintaining the highest security.



# FAST, FAMILIAR AND FLEXIBLE WORK EXPERIENCES

Exceptional digital experiences help to keep employees engaged and effective whenever, wherever and however they work.

Modern working is underpinned by the delivery of apps from the cloud to support staff seamlessly as they work across locations. So, it makes sense to equip them with cloud-first hardware and software.

ChromeOS devices are lightweight, easy to use and have a familiar consumer-like feel. A wide range of ChromeOS devices is available with form-factors and performance levels to match the needs of most users.

Devices can be deployed with personalised selections of cloud-based applications for a tailored solution to specific employee requirements. Employees can access familiar tools such as Microsoft 365 and other workplace apps like Slack, Zoom and Box while also using new productivity tools and apps from Google Play. And with their user profile stored in the cloud, not on the device, they can switch hassle-free between workplace devices.



## FIVE WAYS CHROMEOS DEVICES SIMPLIFY THE MODERN WORK EXPERIENCE



Work wirelessly with up to 12 hours of battery life



Easy access to files from anywhere, even when offline



Fast boot up of six seconds for a delay-free start to the working day



Zero-touch enrolment lets employees begin work immediately on new devices



Two operating systems avoid disruption when updates are needed



# ELIMINATE INTERRUPTIONS, MAINTAIN WORKING MOMENTUM



Improving productivity is a prime driver of business growth.

ChromeOS and ChromeOS devices support flexible, consistent and efficient ways of working to help employees maintain peak productivity wherever they are located.

ChromeOS devices are matched to each employee's needs. High performance devices can be specified for those needing more computing power, while lightweight, ultra-portable ChromeOS will suit the needs of even the most mobile workers.

Should a device be damaged or lost, an employee can maintain their work momentum by simply using another available ChromeOS device while waiting for delivery of their replacement, which Computacenter can provide within one day. When their new device arrives, user profiles stored in the cloud mean it can be up and running within minutes.

ChromeOS devices also avoid downtime from updates. They have a secondary OS, so employees can work on one while the other is updated. Updates are delivered every six weeks to keep applications and security settings current.

## FIVE WAYS CHROMEOS DEVICES HELP MAINTAIN WORKER PRODUCTIVITY



Automated updates maintain device performance without interrupting the working day



Computacenter can deliver a new or replacement device to an employee within one day



Automated security updates protect devices against disruptive cyber-attacks



With few moving parts ChromeOS devices suffer less downtime for maintenance



Seamless access to enterprise apps from any location, so work continues everywhere



# SPEND LESS TIME MANAGING DEVICES, MORE TIME BUILDING BUSINESS VALUE

As an accredited ChromeOS partner, Computacenter can advise organisations on how best to equip employees, then efficiently source and deploy devices at scale and advise on how to integrate ChromeOS solutions with the existing IT estate. It all makes for a low-stress experience for IT teams and improved productivity for employees.

**Workstyle Analysis:** Computacenter profiles how, where and when users work to match their needs to the best ChromeOS devices, tools and services, all within organisational budgets.

**Sourcing and Supply:** Computacenter negotiates the best price on ChromeOS devices and even stores them so organisations can call them off for delivery to business or private addresses within 24 hours to help ensure business continuity.

**Configuration and Onboarding:** ChromeOS devices require minimal set up. All user data and security settings are held in the cloud, so devices can be deployed with zero touch from IT for a quicker, seamless experience. This eliminates traditional time-consuming use of IT resources and enables employees to start using their devices within minutes, not hours.

## FIVE WAYS CHROMEOS ENSURES THE HIGHEST SECURITY



With their data and apps stored in the cloud, not locally, there are no security compromises should a user lose their ChromeOS device



ChromeOS security updates are automated without requiring user or IT admin intervention



If a security issue is detected in the operating system during boot-up, the device will automatically switch to the alternate operating system



Web pages and applications are sandboxed so if a ChromeOS device accesses an infected page, it can't affect the other apps running



ChromeOS devices seamlessly integrate with Digital Identity management platforms and single sign-on to reduce log-in and password reset issues





# WHAT MAKES COMPUTACENTER YOUR GO-TO CHROMEOS PARTNER?

Computacenter provides organisations with consultancy and advice; technology sourcing and implementation; managed and lifecycle services; and guidance on how best to achieve digital transformation.

Computacenter helps organisations consider all points, from ChromeOS devices to boost employee productivity

and offer excellent user experiences, to how they make the best use of data, tools and applications through ChromeOS.

In addition, Computacenter advises organisations on how to provide consistent and secure connectivity, maximise the potential of their IT estates and benefit from security built in by design, not bolted on as an afterthought.

Helping organisations improve the workspace for 30 years

We support 3.7 million users in 20 languages across 70 countries

Our team includes 7,200 workplace specialists and 4,500 service desk agents

Information Services Group positioned Computacenter in the Leader quadrant for Digital Workplace Consulting Services, Managed Digital Workplace Services and Enterprise Mobility Management Services<sup>6</sup>

6. Computacenter Names A Leader for Digital Workplaces. Computacenter, 12 December 2018.





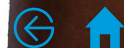
# LET'S TALK

To find out more about ChromeOS and associated Computacenter services that can help your organisation make the most of modern work practices, please contact your Computacenter Account Manager, call **01707 631000** or email **enquiries@computacenter.com**

## About Computacenter

Computacenter is a leading independent technology and services provider, trusted by large corporate and public sector organisations. We are a responsible business that believes in winning together for our people and our planet. We help our customers to Source, Transform and Manage their technology infrastructure to deliver digital transformation, enabling people and their business. Computacenter is a public company quoted on the London FTSE 250 (CCC.L) and employs over 20,000 people worldwide.

[www.computacenter.com](http://www.computacenter.com)



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