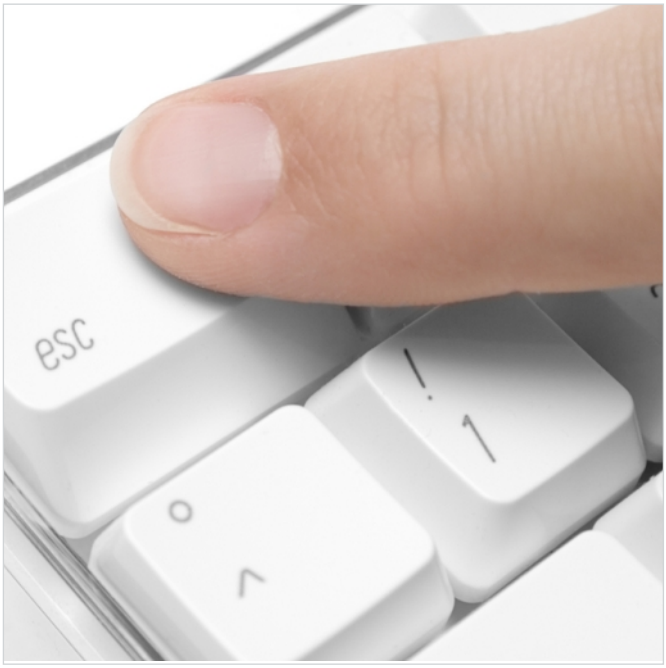
End user Services



Deploy Efficiently. Deliver Effectively. Manage Responsibly.

A Global IT Transformation Architect.™

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IT managed.Responsibly.

"End-user IT management is transforming by several converging forces, including changing workforce demographics, the mass customization and maturation of service-oriented architecture, simplified tools for new development and the power of cloud computing for delivering IT capabilities to end users with no IT assistance"

One of the foremost challenges with rapidly changing technology is the increasing expense related to managing deployed equipment and surplus asset inventories. Today's mobile employees use productivity devices on the move, and the software applications they use don't always reside on the data center server. As a result, CIOs continue to grapple with how to oversee the performance of applications that employees access through the Internet. Making the appropriate tools available help end-users work efficiently, and allows organizational teams to collaborate more effectively. At the same time, IT needs to manage and secure the endpoints that people are using—from desktops and notebooks to net-books and mobile devices.

Our Role

Allied Digital's End-user IT Services creates scalable, cost effective solutions to address the needs of today's distributed enterprise, overcoming logistical challenges, supplying on time delivery to the desktop, mitigating data security liability, increasing the ROI of IT infrastructure by extending its useful life, and providing responsible and economical disposition alternatives. We significantly decrease the time you spend on equipment maintenance and asset management tasks, reducing your internal costs and improving employee productivity. In a nutshell, our expertise allows enterprises to focus on larger goals and drive upwards the productivity and profitability index.

What we offer

By engaging with Allied Digital, our client can avail a wide gamut of services which are delivered through our extensive resource base of professional consultants and technical experts.

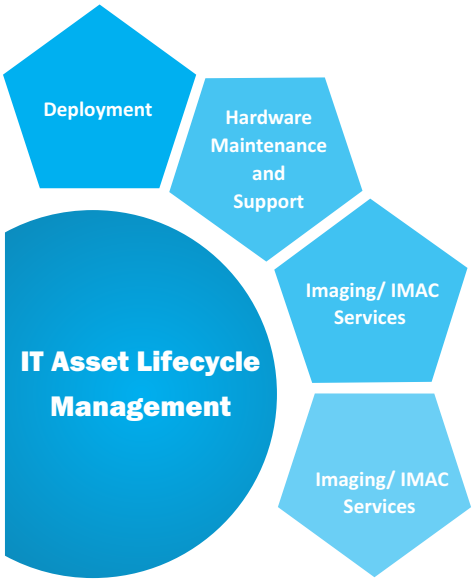
Our End-User IT Services practice broadly offers:

IT Asset Lifecycle Management

Enterprises today are realizing significant cost savings and improved planning capabilities through integration of the entire IT asset lifecycle. Strong IT asset lifecycle management practice is the key to the organizations ROI on IT assets. It helps the organization to have a realistic view of the IT asset allocation, utilization and thus providing critical data to make well-informed business decisions about the future procurements.

Our IT Asset Lifecycle Management service is a comprehensive practice designed to meet the scalable needs of clients from the simple to the highly complex environments. Our end-to-end service provides full IT asset life cycle management from procurement to retirement, including infrastructure technology, software and support for all end user devices. Our client's can take advantage of the full suite of managed services or benefit from individual services depending on their needs.

Under IT Asset Lifecycle Management, we offer the following:



Deployment

We improve the overall effectiveness, efficiency and alignment of enterprise wide distribution activities and ensure synchronized transportation and distribution worldwide. We reduce complexity by standardizing and automating IT processes. Manage and rapidly introduce technologies to support changing business needs. Improve end-user satisfaction and increase productivity while controlling costs.

Hardware Maintenance and Support

From installation to product retirement, warranty upgrades to self-maintenance, proactive care to 24×7 problem resolution, you can rely on our services and our authorized service partners for all hardware support needs. . . We offer a wide range of purchase options, including convenient extended warranty hardware support packages

Imaging/ IMAC Services

In today's rapidly changing business environment, your IT assets, like your business, are constantly on the move. Our extensive network of certified technicians allows us to provide complete services for Installations, Moves, Adds and Changes throughout the globe. We provide a complete range of IMAC and Disposal agreements customized to meet your specific needs

Reverse Logistics and Disposition.

Redeployment services help you realize savings by consolidating, reconditioning, and distributing assets you already own.

End User IT Support

With the changing computing environment, many organizations today need to continuously upgrade, refresh and yet simplify their internal IT ecosystem to bring down the cost of management, improve availability and enhance their responsiveness time-to-market.

Our End-user IT Support service forms an essential part of our next generation Cloud Infrastructure Management; thus providing a single-point solution for the entire management of the computing environment - across desktop/laptop and mobile device support - complemented by our state-of-the-art Service Desk capability on the cloud.

Service Desk Management

Allied Digital's Service Desk Management (SDM) offering provides end-to-end ownership of the calls from initiation to resolution. Our SDM offerings range from automating existing client service desks to implementing new service desk capabilities, consolidating IT service desks and providing web-enabled support.

Remote Device Management

Allied Digital's Remote Desktop Management Services (RDMS) offering takes on the responsibilities of day to day PC fleet management freeing your team to work on strategic initiatives.
Our remote management experts perform the daily activities required to keep your PC fleet secure and operational.

Desk-side support

Allied Digital's Desk-side Support (DSS) undertakes a lifecycle approach towards managing end user devices including laptops, desktops, multi-functional devices, printers and other desk-side devices.

Professional Services

Allied Digital's Professional Services (PS) provide the IT contract resources you need to implement for crucial projects, handle short-term or long term assignments.

VDI (virtual desktop infrastructure)

Allied Digital has over decades experience in providing Remote Desktop management solution to leading enterprises across the globe. Our rich experience and expertise help us to move on to the next generation desktop management solution – Virtual Desktop Infrastructure (VDI). Our Virtual Desktop is an end-to-end desktop management solution that reduces the barriers of acceptance - cost, complexity, and coverage - traditionally associated with virtual desktop infrastructure (VDI) technology. It allows access to a personal PC desktop from anywhere anytime, using any device, using the Remote Desktop Environment from Virtual Bridges. We create centralized Virtual Desktop interface for you which help you to connect from anywhere and access with high end security

Enterprise Mobility Management

mobileARM' is the enterprise mobility service management (EMSM) solution by Allied Digital. It is the suite of plug-and play software modules for Enterprise Mobility Service Management, to proactively optimize and control their diverse mobile environments according to best-practice IT Service Management (ITSM) principles.

Our Approach

All our End-user IT Services are 'cloud enabled' and delivered through Allied Digital's proprietary Integrated Services Delivery Framework (ISDF).

ISDF is a business ready platform for enterprise tools available to clients via cloud-based, on-premise and hybrid delivery models. Our strategic alliances with Industry OEMs and technology leaders help us seamless delivery our services - anytime, anywhere - by adopting our Cloud Infrastructure Services model.

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Our Value Proposition

With Allied Digital's End-user Services, you can simplify and reduce the cost of end-point device lifecycle management across platforms and locations. Our services help in streamlining and reducing the complexity of day to day IT operations by standardizing and automating management tasks. We deliver management capabilities that span change and configuration, as well as asset management and security management for desktops, laptops, servers, handhelds and other networked endpoint devices.

When it comes to deployments, you save your own staff considerable time and expense by concentrating the staging of your equipment with us, standardizing the testing (and repairs) of systems and components before they reach your production environment, and relying on a supplier who manages inventory and logistics every day, and through the night, so you can focus on your own business strengths.

We also consolidate, cannibalize, repair, and repurpose a varying percentage of your existing deployed stock in conjunction with your technology refresh projects or as part of regular desktop support. Overall cost savings of 10%-20% on new deployments are common, depending on the age of your assets and your business requirements.

Some of the key benefits that our clients accrue include:

- Ensure compliance. Enforce security. Eliminate risk.
- Increased efficiency and scalability
- Improved bottom line
- Greater visibility into the asset management process
- Eliminate redundant administrative tasks and Increase management efficiency
- Outsource or Out-task models offered
- Combination of on-site, remote and dispatched resources offering dramatic cost reductions & extremely high service levels.
- Supports mobile work force, multiple devices and data backup.
- Better compliance reporting
- Reduced short-term risk and long-term liability

The Allied Digital Distinction

As an organisation with a global reach, Allied Digital remains one of the most preferred choices by clients worldwide. Some of the key attributes which ensures our distinction against our competitors in the market includes:

- Over two decades of in-depth experience and cutting-edge thought leadership
- Continuous industry accolades reassuring our service delivery capabilities.
- 24X7 services - *anytime, anywhere, any device.*
- Dedicated Customer Centric Approach with no third-party outsourcing.
- Proprietary Integrated Service Delivery Framework.
- Technical Excellence with a global resource base of experts and consultants
- Delivery Assurance - *("Quality, Compliance, Collaboration and Care")*
- ISO Certifications – 9001, 14001, 20000-1, 27001

Success Stories

As an organization we ensure to bring value to clients. Our goal is to accelerate the competitive impact for every client's business and its people. We have delivered solutions with speed, predictability and high value to drive business competitiveness. Some of our key success stories are highlighted below:

We've worked with one of the leading US West coast banks with more than 500 branches and successfully delivered end to end IT Infrastructure support including supply, implementation and maintenance of hardware, servers, network and softwares.

Our 7 year long engagement with one of the leading global automotive manufacturers in the world with North American head quarters, has enabled us to deliver cutting-edge and customized end user IT support solutions and services.

"Our IT leadership is not only about what we say, it's about what we do and how we do it. We help enterprises transform the way they operate make better IT decisions."

- Allied Digital

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