

# Client Software



Minimise costs and increase flexibility

**With the Client Software service from Swisscom, you can sustainably increase the productivity of your business while benefiting from a high level of operational security and cutting costs.**

Managing IT systems tends to be time-consuming and costly. Constantly changing market conditions and threats to security mean that particularly the management of IT systems and software on a company's client workstations is a substantial cost factor that is difficult to put a figure on. The Client Software service from Swisscom ensures an ideal interplay between client, operating system and software, thus freeing up resources that you can put to better use in your core areas.

#### The solution

The Client Software service enables you to use various software services. Swisscom prepares your personal software selection, and you benefit from the many years of experience we have in workplace management, software packaging and software distribution. Installation alone guarantees the stable operation of your IT systems and software. Swisscom will also help you ensure that the correct licences are in place for the software you are using.

#### Scope of the service

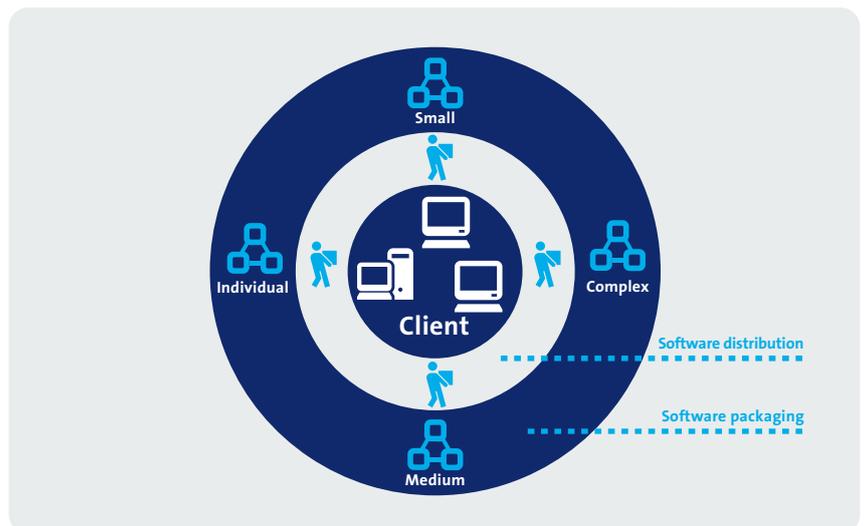
- Start of service: after analysing what the customer needs, we transfer the requirements to operations by means of a transitional project.

- Workplace management: this service comprises the creation, administration and maintenance of the basic kit.
- Software packaging: Swisscom subjects the packaged software to extensive testing prior to release. We can also carry out an integration test on request.
- Patch and release management: the regular installation of security patches guarantees stable operation.
- Software distribution: once ordered, the software is installed on the clients.

- Licence consulting: we record the currently installed software products and assist you in ensuring that licences are correct.

#### Service features

- Convergence: access to the latest data and voice solutions
- Presence: optimal geographical coverage thanks to the field service organisation Swisscom has available throughout Switzerland
- Expertise: Swisscom has experience



# Comprehensive management of IT workplaces

in operating more than 100,000 electronic workplaces

- Best in class: operating solutions and tools combined with methodologies and processes used successfully around the globe

## Standard service level

Basic

## Variants

- Workplace Management Standard
- Workplace Management Enhanced
- Workplace Management Premium
- Software Packaging Small
- Software Packaging Medium
- Software Packaging Complex
- Software Packaging Individual
- Mass software distribution
- Individual software distribution

## Options

- Software express packaging
- Software emergency packaging
- Software packaging test script
- Software deployment coordination
- Software licence consulting
- Software installation and configuration guide
- Licence consulting
- Software profile management
- Test and acceptance cell
- Test methodology and support
- Support for application managers
- Licence consulting

## How you benefit

- Flexibility: your company can react more swiftly to changes when you have your IT budget under control, giving you greater flexibility.
- Security: the operational security of your IT system is guaranteed.
- Total cost of ownership (TCO): you cut costs through economies of scale.

## Complementary and similar services

- Client Hardware
- Active Directory
- IMAC