

FlexxClient

Digital discontent among employees is growing. What's your move to address it?

How are you going to manage and give support to an increasingly complex, distributed, hybrid workforce?

- ✓ Auto-pilot for your everyday support issues
- ✓ Support tools for the future, today
- ✓ Stay ahead with quick responses to security threats
- ✓ Deliver positive impact with digital transformation, fast

“Organizations using outdated models of service and operations management are failing to keep up with business demands for increased agility, innovation and customer experience. The ability to provide consistent support to an increasingly distributed enterprise continues to be inhibited by legacy operational tools and processes that often do not provide adequate support for changing needs.”

Gartner Predicts 2024 – Multicloud and Sustainability Drive Modernization

How often do your support teams handle the same tasks over and over?

What could your users achieve if they spent less time waiting for IT support?

How do you develop your support team's skills when they're bogged down like factory workers?

Do your leaders have the insights they need for decision-making?

Our recent case study revealed:

74% of support and operations tickets could be automated

19% of incidents could fix themselves automatically

We cut diagnosis time by **65%**

Users got back **78%** of the time they would have spent waiting for solutions

“Flexible allows us to monitor the performance of our platform more proactively, which helps us to meet our service level agreements and deliver an exceptional desktop service for our customers.”



Danny Mcentee
Operations Manager
Evros

Flexible recognized in the inaugural 2023 Gartner® Magic Quadrant™ for DaaS*



Innovator in Virtual Client Computing 2023



Gartner, Magic Quadrant for Desktop as a Service, By Stuart Downes, Craig Fisher, Sunil Kumar, En Hanu, Mark Margevicius, Tony Harvey, 5 September 2023.

Gartner, Predicts 2024 – Multicloud and Sustainability Drive Modernization, Padraig Byrne, Mark Cleary, Rich Doherty, Miguel Angel Borrega, Pankaj Prasad, Martin Caren, 23 January 2024

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Elevate support across your hybrid, distributed workforce for an unmatched user experience

Know Everything, Everywhere Get 360 observability of your hybrid workspaces all in one place

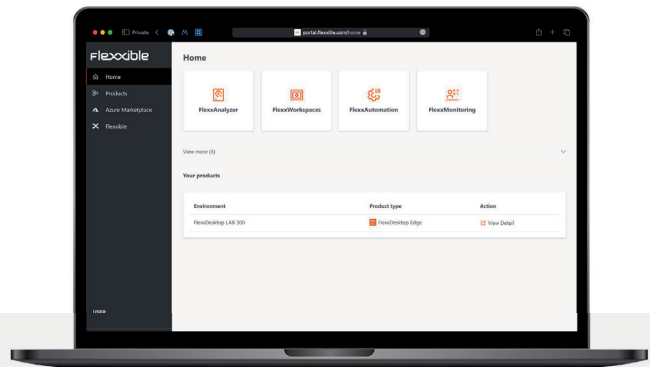
- **Automatic Inventory:** Keeps track of all equipment – physical or virtual – streamlining management processes
- **Application Insight Analytics:** Monitor application versions, updates, performance, usage, and more, and enable intelligent actions to increase efficiency
- **Go Green:** Monitors equipment usage and measures CO2 emissions, supporting your sustainability goals
- **Monitor Smartly:** Choose pre-defined or customisable monitoring for tech, security, apps, inventory, and location parameters

IT Service Desk, but Automated: Reduce support times, boost everyone's productivity

- **Self-healing Tech:** Detects and automatically fixes issues before they're even noticed by the user, without technical intervention
- **Automate the Routine:** With one-click fixes, solve common problems faster than ever before – reducing helpdesk resolution time by 80 percent

Unified Management:

- **One-Stop Shop:** Manages and updates all hybrid workspaces from one place, no matter the broker
- **Stay Secure:** Applies security updates, even off-network, for seamless policy deployment
- **Rapid Response:** Fast action on cybersecurity issues, for workplace and apps, ensuring effective resolution



Unlock efficiency: Let automation streamline operations and support

Improving user experience with real data – conclusions from a study conducted by a partner
% Percentages show proportion of resolved incidences

