Client Examples
- Issue: The client was funding personal computers that were out-of-date, had security risks, and providing significant support issues which was frustrating the work force.
- Result: Client transform to a strategy eliminating outdated equipment, security risks, and provided higher end-user satisfaction.

- Issue: The client no longer had access to significant amounts of capital to invest into technology and the assets had fallen out of date due to funding being utilized for other projects.
- Result: Elimination of a capital investment and transformation to pay-for-use model allowing replacement of outdated technology with current operating expense funds

Background
Many clients have a need to quickly gain a better understanding of their end-user services environment. The reasons for this are many, but may include:
- Desire of leadership to gain understanding of overall end-user processes and enterprise viewpoint
- Reorganization, mergers, acquisitions, or divestitures
- Need to define opportunity for consolidation or optimization of IT
- Financial justification

Approach
When conducting an End-user Review, Excipio applies its proven EAMM® process, and methodology which includes:
- True current state assessment,
- Comparative benchmark analysis
- Future state strategies
- Transformation plans
- On-going quality assurance

Client Benefits
- Thorough understanding of their end-user environment's true technical, business, and financial current state
- Identification of potential options for short and long term cost savings
- Strategy which meets all client requirements
- A comprehensive, unbiased, strategic roadmap to implement changes

For more on the success of our clients
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Assessment

Strategy

Transformation

Quality Assurance

IT Standards Board
Hardware / Software
Service Levels
Refresh Life Cycles
Lease/Own Assets
Bring Your Own Device

Acquisition Process
Hardware / Software
Services
Contracts
Vendor Management

Current Infrastructures
Hardware / Software
Services
Lifecycle Management

Infrastructure Management
Asset Management
Software Licensing Management
Integration
End-User Deployment
Virtual Desktop
Peripherals / Printers

Internal Support
Devise/ Help Desk
Desk-side Support
Break Fix & Warranty
Remote Management

External Support
Staff Augmentation
Outsource
Integration Centers
Service Level Agreements
Contract Negotiations

Disposition Services
Asset Management
Security Issues
Software License Maintenance
Data Migration/Retention
Lease Returns
Asset Resale

Core Practices Guide
Asset Management
Service Levels and Performance
Policies, Procedures
Monitoring, Metrics
Security, Compliance