



# MOVATE'S DIGITAL WORKPLACE SERVICES

## Reimagining the Future of Work

To meet employees' continuously evolving & dynamic needs, enterprises seek to harness digital workplace innovations, including hybrid work models and generative AI. This dynamic nature of the environment demands a modern way to design the future of work.

### Opportunity areas that necessitate a redesign of the "future of work"



#### Experience

Pivoting from  
SLA to XLA



#### Efficacy

Gen AI, Shift left and  
enabling Fluid workplace



#### Economics

Reducing cost per user  
balancing the Experience

### Our key points of differentiation

#### Shift to outcome-based engagements

Best-of-breed support model that incorporates self-service (generative AI), gig/shared, dedicated agents, and smart ticket routing automation across all tiers.

#### Pioneering the adoption of generative AI

Built and designed end-to-end services including assessment, training, adoption, and transformation of DWP services through generative AI.

#### Cutting-edge digital solutions and proprietary IPs

Movate continues to elevate customer experiences through its exclusive intellectual properties - **Movate Edison** and **Movate Contelli**. These modular platform offerings provide a proactive approach to experience management and deliver superior CX/EX at every user interaction.

#### Consistently rated amongst the top by leading analysts

Rated as a "Leader" in  
Managed Workplace Services  
- *End User Technology*,  
U.S. (Mid Market) by ISG

Rated as 'Rising Star' in the ISG Enterprise  
Service Management 2023 Provider Lens™ report  
- *Managed Services for Converged IT &  
Business Ops*

#### Strong Global Presence

With 20 delivery centers and proficiency in supporting 25 languages, we have strong CoEs in each delivery center to drive a unified experience and implement industry best practices.



## Key offerings



### Xperience Desk

- GenAI maturity assessment
- Voiceless Service Desk – Integration with GenAI and Microsoft Co-Pilot
- Voice bot powered by GenAI
- Knowledge curation and GenAI training services
- Device experience as a service
- GenAI adoption and change management services



### Workplace Engineering

- Factory based desktop engineering
- Patch automation
- Self service app store & device store
- Catalogue-based device provisioning
- Application & desktop virtualization



### Unified Device Management

- Modern device management
- Unified Endpoint Management (UEM) & IT asset management
- VDI as a service
- Device lifecycle as a service
- Managed EDR and XDR
- Modern Device Security (VPN, AV/AM, MFA, SSO, Identity)



### Remote Productivity & Collaboration

- Microsoft Co-Pilot and connected workplace implementation
- Co-Pilot integration with chat
- Managed productivity and collaboration suite (Google Workspace, M365)
- Managed UCaaS
- Implementation of employee productivity solutions – Power Automate, Generative AI, etc.



### Smart Field Desk

- Analytics-led field services optimization
- Smart devices as a service (Smart locker, vending machine, Kiosks)
- Virtual genius bar (KVM Over IP)
- User engagement zone & genius bar
- Self-healing and advance remote support

Persona Based Execution

Organization Change Management

## Outcomes delivered

### 30% TCO reduction

by providing AI-led help desk support for a leading digital payment solutions company

### 98% CSAT achieved

consistently by supporting 160K customer's associates and 123K vendors for a global tech company

### Improved availability & uptime by 40%

by migrating VPN's to Palo Alto Global protect for an American licensing & IP technology company

### 60% reduction in call abandon rate

achieved by supporting 3000 associates across 15 countries for a leading advertising company

## Real world experience

For the world's largest tech organization (Fortune 10) with a user base of 350,000+, Movate supported their teams across the globe – India, Europe, U.S and China with persona-led DWP services and delivered proactive monitoring and self-heal resolutions. Consequently, Movate delivered remarkable results like:

**40% reduction in total costs**

**50% decrease in user-to-ticket ratio**

**35%+ increase in self-service and chat adoption**

## Engage with us

Request a demo of Digital Workplace Solutions to see them live in action

Schedule a call with our EX Experts to understand more about our digital workplace offerings

## About Movate

Movate, formerly CSS Corp, is a digital technology and customer experience services company committed to disrupting the industry with boundless agility, human-centered innovation, and a relentless focus on driving client outcomes. It helps ambitious, growth-oriented companies across industries stay ahead of the curve by leveraging its diverse talent of over 11,000+ full-time Movators across 20 global locations and a gig network of thousands of technology experts across 60 countries, speaking over 100 languages. Movate has emerged as one of the most awarded and analyst-accredited companies in its revenue range.