



# Digital Engagement Solutions

End users want broader access to information, innovative solutions and faster, simpler ways of getting to and using the information, applications and business solutions they need to be productive. And because the end-user experience has become the most important point of differentiation, IT departments are under pressure to provide those services through an accessible, consumer-like interface. Single-function portals are costly and complex to develop and maintain, and they don't provide the broader level of visibility that business management demands. The ultimate challenge is finding a way to provide personalized access to critical functions and content in a cost-efficient and secure manner.

CompuCom® offers an "easy to choose, easy to use" experience delivered via a personalized portal that reinvents how your end users interact with their applications, devices, services, subscriptions and support channels. CompuCom Digital Engagement Solutions combine the horsepower of a B2B engine with the elegance of a B2C design to deliver enterprise-class user services with a personalized, consumer-like experience.

Our Digital Engagement Solutions deliver multidimensional, personalized portals that leverage a customer-centric B2C model. As a result, we're able to extend personalized, end-user experience automation across all interaction channels. This offering integrates with our complete suite of Service Experience Management solutions to help you provide a reinvented, personalized service experience that speeds resolution time, optimizes end-user productivity and reduces overall support costs.

## With CompuCom Digital Engagement Solutions, you can:

- Optimize end-user productivity and performance.
- Enhance the customer experience across the full technology life cycle.
- Strike a balance between enterprise technology policy and personal choice.
- Gain insight into your IT ecosystem through unprecedented analytical capabilities.
- Reduce support costs by enabling customer and employee self-service.
- Centralize user and technology costs and improve visibility into spend versus value.

Especially in a business environment, data travels both ways through an interactive portal. That data can be harnessed to enhance the end-user experience and provide your organization with decision support metrics. CompuCom's Digital Engagement Solutions create actionable business intelligence through an in-depth analysis of how your end-user community interacts with technology and information. It can also gauge the health and efficiency of your technology ecosystem. That information can then be used to anticipate and deliver the right services and, ultimately, a more responsive and intelligent customer experience. And, we can provide improved visibility into costs and ROI.

## EXCEPTIONAL CUSTOMER ENGAGEMENT AND BUSINESS VALUE

Provide a reinvented, personalized service experience that is quick, easy-to-use, cost-effective and optimizes end-user productivity.

**CompuCom®**



## Persona Portal

Today's end users have increasingly sophisticated expectations regarding engaging IT for products, services and support. CompuCom's Persona Portal enables you to deliver a gateway that meets the unique product, service and support needs of your end users — with a focus on increasing service satisfaction and reducing support time and costs.

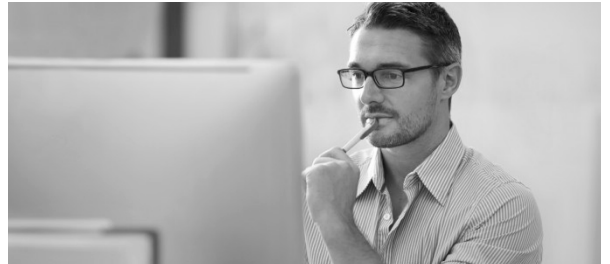
## ClientLink® Portal

While end users tend to develop expectations based on consumer-facing applications and interfaces, ultimately what counts in the workplace is how well you can meet their business needs. Tailored to the unique application, device, service, subscription and support needs of your business users, CompuCom's ClientLink Portal enables you to deliver a gateway that focuses on managing technology products, projects and services while improving productivity and optimizing resources.

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*"CompuCom was much more flexible than other providers because they were so focused on client success. They also brought to the table a solid set of tools, industry knowledge and a skilled local team."*

Chief Technology Officer - Leading Health Care Organization



**Learn more about CompuCom and our comprehensive services.  
Visit us online at [CompuCom.com](http://CompuCom.com) or call us at +1 800.225.1475.**

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### About CompuCom

CompuCom Systems, Inc., a global company headquartered in Dallas, Texas, provides IT managed services, infrastructure solutions, consulting and products to Fortune 1000 companies committed to enhancing their end users' experience. Founded in 1987, privately held CompuCom employs approximately 11,500 associates. For more information, visit [www.compucom.com](http://www.compucom.com).

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