

SELF HEALING TECHNOLOGY™

DETECT, REPORT & REMEDIATE
DEVICE ISSUES AUTOMATICALLY

Technology is mission critical to the delivery of your customers experience. Whether your devices are used to deliver patient care, open a bank account, or transact business on point-of-sale (POS) systems– it's important that your technology operates seamlessly, and your employees and customers are not impacted.

When any end user device fails, it has a significant impact on the bottom line, employee productivity and customer loyalty. According to an ITIC study, 60 minutes of downtime costs 81% of organizations over \$300,000.

With stakes this high, you need a solution that limits downtime and automatically resolves issues quickly before they disrupt your business.

IMAGINE TECHNOLOGY THAT HEALS ITSELF

CompuCom® Self Healing Technology solution uses endpoint-automation to monitor device performance, detect, diagnose, and resolve issues without end-user intervention. Monitoring agents are installed on each end-user device to make sure your technology is working for you, not against you. This not only reduces the time and cost of support, but also frees up employees to focus on what matters most – your business.

COMPONENTS OF SELF HEALING TECHNOLOGY

Multi-platform device agent

- Auto-diagnosis and auto-remediation
- Self-help app
- Auto ticket creation
- Auto dispatch of technician (if Self Healing cannot resolve)
- Asset information and usage statistics

Managed services

- Proactive monitoring
- Performance management
- Automation delivery
- Reporting and actionable insights

**33% OF ENTERPRISES
INDICATE THAT HOURLY
DOWNTIME COSTS THEIR
BUSINESS \$1-5 MILLION
PER YEAR¹**

¹ <http://itic-corp.com/blog/2017/05/hourly-downtime-tops-300k-for-81-of-firms-33-of-enterprises-say-downtime-costs-1m/>

SELF HEALING TECHNOLOGY MONITORS ENDPOINTS IN REAL-TIME TO AUTOMATICALLY DETECT AND FIX OVER 400 POSSIBLE ISSUES.

BENEFITS OF THE SELF HEALING TECHNOLOGY

- **Reduce incidents and service calls by over 20 percent**
Organizations that have implemented Self Healing Technology see overall issues reduced by 20 percent, or more. And nearly 30 percent of support cases do not require a new part, meaning you can speed up resolution time and reduce the cost of repairs.
- **Switch to redundant networks automatically**
Automatically switch to a failover connection to keep your business operating rather than waiting for network issues to be repaired.
- **Lightweight, always-on, and plug-n-play integration**
Easily integrate with various systems to provide end-to-end support throughout your technology infrastructure. Issues are found and fixed without network connectivity, and the agent uses less than 200KB of data per day.
- **Advanced analytics and reporting**
Gain actionable insights into your device diagnostics, performance data, and reports.

MAKE THE MOST OF YOUR TECHNOLOGY

A pre-emptive and automated approach to service and support reduces downtime, mitigates the need for costly technician visits, and resolves small issues before they grow into full scale emergencies. By modernizing your operations and adopting advanced incident resolution, your business heals itself, and you're better equipped to provide a great customer experience.

A LEADER IN THE DELIVERY OF TECHNOLOGY SOLUTIONS

CompuCom has a clear vision and road map for the future of technology and how it can help your organization achieve its goals. We're proud to do business with six of the top 10 Fortune 500 businesses, seven of the top 10 retail businesses and six of the top 10 financial services firms in North America.

- 2018 Leader, Gartner Magic Quadrant, Managed Workplace Services, North America.
- Recognized 15 straight years by Gartner.
- We manage millions of devices and IoT nodes, including 6.4 million devices, 2.4 million network devices, 449,000+ servers and 1 million+ mobile devices.
- We support 5.15 million users in North America and more than 8 million Service Desk contacts.

LEARN MORE HOW OUR COMPREHENSIVE SOLUTIONS AND SERVICES CAN BENEFIT YOUR ORGANIZATION. CALL US AT 1-800-350-8430 OR VISIT US ONLINE AT COMPUCOM.COM.

About CompuCom

CompuCom Systems, Inc. provides end-to-end managed services, technology and consulting to enable the digital workplace for enterprise, midsize and small businesses. Celebrating its 30th year, CompuCom delights with individual experiences, drives workplace collaboration and productivity, and delivers operational performance and efficiency.

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