Chrome OS Enablement Program for Enterprise

Ensure success of your Chrome OS Enterprise deployment.
Super Solution Integrator (SSI)

A single team with expertise across all aspects of modern IT solutions to architect, manage and execute initiatives from end-to-end

**Broad expertise**

With 8,000+ client-facing teammates and 4,500 technical experts, we have the resources and experience to understand and solve your unique challenges.

**3,500+ partners**

We have a deep portfolio of partners and relationships in hardware, software and the cloud.

**End-to-end**

Our four solution areas and meaningful partner relationships enable us to effectively manage every aspect of IT to eliminate silos, streamline execution and ensure a cohesive IT strategy for your business.
The workplace is evolving

Technology is changing
with cloud-centric workflows and applications are enhancing productivity.

Workers are changing
from cogs in a wheel to new organizational structures focused on collaboration.

Workplace is changing
from the office to remote, flex and work anywhere/anytime.

New priorities:
• Elastic operational cost models
• Employee experience
• Enablement of the remote worker
The workplace is changing

52% of employees in the U.S. work remotely every week…

…and more than 80% of those are knowledge workers

Events of 2020 have influenced a magnitude of change, requiring pivots toward:

- Hybrid workforces
- Increased digital engagement
- Cloud-centric workflows

72% of IT decision-makers are not increasing their spending on mobile endpoint devices.

A new breed of worker has arrived:

cloud worker

Spends 4.6 hours per day using cloud-native apps

Sources:
2020 Technology Impact of COVID-19: IT Decision Maker (ITDM) View, ESG
2020 Technology Spending Intentions Survey, ESG
Chrome Enterprise delivers value

Hardware and software cost avoidance: $1.5 million total savings, $482 per device

Improved employee productivity: $3 million total savings

IT management and services savings: $477,358 total savings

Total Return on Investment (ROI): 295%

Sources:
2018 The Total Economic Impact™ Of Shared Google Chrome OS Devices, Forrester Total Economic Impact™ Study
Commissioned by Google
2020 Google Chrome OS: Accelerating Device Lifecycle Management, ESG
Common challenges to deployment

- End-user transition to cloud-based workflows
- Legacy applications may not be compatible
- Lack of properly configured endpoint management tools
- Security concerns or questions
- Insufficient network capabilities to support “cloud-native” devices
- Lacking resources for Chrome end-user support
Chrome OS Enablement outcomes

Enable remote workers.  
Ensure cost savings.  

Streamline processes around deployment, lifecycle, support, security and compliance.  

Ensure a successful deployment.  

Improve end-user experience.
Chrome OS Enablement overview

- **Flexible Financing**
  Lower total cost of ownership

- **White glove device configuration**
  Ready for use out of the box

- **Chrome OS Readiness Review**
  Expert analysis and recommendations

- **Configuration of the Google Admin Console**
  Enables endpoint management

- **End-user training and support**
  Improved end-user experience

- **Chrome OS Operations Guide**
  Establishes best practice
Chrome OS Enablement Program overview

**Essentials**

Provides device enrollment and configuration services to ensure devices are ready for use out of the box, fully enrolled in the client’s domain, and asset tagged and recorded in the Google Administration Console.

**Advanced**

Provides a comprehensive Chrome OS Readiness Review of the client’s environment, with specific recommendations for a successful implementation, as well as technical configuration of the Google Administration Console.

**Premier**

Provides all of the assessment and configuration services in the Advanced tier and also includes a detailed Chrome OS Operations Guide outlining best practices for ongoing administration, as well as customized end-user training materials to ensure the best possible end-user experience.
## Chrome OS Enablement Program overview

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<th>Essentials</th>
<th>Advanced</th>
<th>Premier</th>
<th>Enhancements</th>
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<td>●</td>
<td>Peripherals, Chrome upgrade licenses</td>
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<tr>
<td>Flexible Financing</td>
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<td>Text and logo engraving, accessory &amp; document kitting</td>
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<tr>
<td>Chrome OS White Glove Config</td>
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<tr>
<td>Assessment &amp; professional services</td>
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<td>Wireless network assessment, application remediation, mass deployment contingent support</td>
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<td>Chrome OS Readiness Review</td>
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<td>Chrome OS Technical Configuration</td>
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<td>Chrome OS Operations Guide</td>
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<td>Chrome OS Training Material</td>
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### Managed services

#### Lifecycle services
Focus on your business while we handle your end-to-end IT lifecycle needs.

#### Workplace services
Insight can provide your organization with ongoing administration and end-user support.
Make the right choice

Why change?
• Get affordable, robust devices with Chrome Enterprise features.
• Empower your workforce with cloud-native solutions.
• Deliver a superior end-user experience.

Why now?
• Enable your remote workforce.
• Streamline process around deployment, lifecycle, support, security and compliance.
• Lower TCO and reduce support needs.

Why Insight?
• Strategic Google Partnership
• Google-certified enterprise deployment technicians
• Comprehensive professional and managed services
• Track record of success with Google services delivery
Thank you
Appendix
Chromebook for Enterprise

Retail price of $428–$2,262 depending on hardware configuration

Chrome Enterprise license included or can be purchased separately
  Perpetual = $133.99
  Annual = $45.99 per year

Top brands

Acer  Dell  HP  Lenovo  Samsung
Flexible Financing

It’s easier than ever to bring Chromebook for Enterprise products into your workplace with innovative financing options available from Insight.

Incorporate hardware, warranties and services into one monthly fee.

- Fully configured Chromebooks ready to use out of the box
- Additional warranty
- Professional and managed services
White Glove Configuration

Pre-deployment configuration

- Perform Power On Self Test (POST) and visual inspection
- Update of Chrome OS to latest version
- Attaching Chrome device to customer domain
- Enrollment of Chrome device to customer Google Administration Console
- Move Chrome device to specific Organizational Unit (OU) group
- Configuration of Wi-Fi settings
- Asset tag and recording into Google Administration Console
Chrome OS Readiness Review

Topics addressed:
• Active Directory® (AD), Microsoft® Exchange
• Applications, communication and collaboration
• Enterprise Agreements (EAs)
• Deployment, Unified Endpoint Management (UEM)
• Procurement methodologies
• End-user support
• Security, VPN, Wi-Fi and networks
• Printing, scanning

Outcomes:
• Detailed analysis of customer’s environment
• Determine criteria and recommendations for successful deployment
• Provide a detailed findings and recommendation report
Chrome OS Technical Configuration

Google Administration Console configuration:

• OU group configuration
• Domain set registration and configuration
• Configure role-based administration
• Integration of cloud identify solutions for Single Sign-On (SSO)
• Policy creation and configuration
• Blacklist/Whitelist browser polices
• AD integration
• Google Administration Console walk-through
Chrome OS Operations Guide

- End-user communication strategy
- Migration and deployment strategy
- Application access methods
- Hardware lifecycle service processes, including financial elements
- Service desk and support capabilities, including self-service
- Customer success metrics
Training content creation

We focus on four key areas where the Chrome OS native experience will be impacted.

- Changes due to device enrollment and administration
- Use of a provisioning/guest Wi-Fi network
- Changes enforced through Google Admin Console, including via scripts
- Device information visible from the Google Admin Console and other tools
- Access mechanisms and methods for key applications, including Software as a Service (SaaS) and virtual apps
- Curated multimedia content from Google, end-user training and “How to Chromebook” content
Lifecycle services

Streamline purchases, reduce soft costs and lead times, and drive economies of scale.
- Consolidated sourcing & reporting
- Self-service, customized web experience
- Finance & leasing options
- Flexible warehousing solutions

Shorten time-to-use, improve end-user experience and meet Service-Level Agreements (SLAs) with scalability.
- Asset tagging, kitting & staging
- Basic & custom imaging
- Image creation & management
- Data center device configuration

Leverage resources and defined processes to manage on-time, cost-effective delivery and deployment.
- Install & refresh projects
- Managed shipping & logistics
- Managed deployments
- Flexible project scheduling & reporting
- Standardized processes & governance

Rapidly replace assets, protect sensitive data, reduce compliance risk and maximize ROI.
- On-site & remote break fix
- Asset centralization program (advanced exchange, warranty repair & refurbishment redeployment)
- Software & hardware inventory management

Ease the asset disposition process through secure, conscientious and value-focused options.
- Secure & environmentally certified IT asset disposal & recycling
- Remarketing of retired assets for maximum financial return
- Redeployment & repurposing
- Lease-end processing
Workplace services

We’re here for your end users so that you can both manage today and transform tomorrow.

Our service model

<table>
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<tr>
<th>Transform</th>
<th>Manage, support &amp; administrate</th>
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<tr>
<td>Level -1</td>
<td>Level 0</td>
</tr>
<tr>
<td>Level 1</td>
<td>Level 2</td>
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<tr>
<td>Level 3</td>
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**Automated proactive & preventative self-heal**
- Endpoint monitoring
- Proactive analytics and Artificial Intelligence (AI)
- Ticket correlation and reporting
- Advanced automation

**Instant & highly intelligent self-help**
- Self-service portal and tools
- Chatbots, knowledge management and machine learning powered support
- Tech Smart Managed Locker Service and vending
- Azure® AD for task automation

**Modern options for live assisted support**
- Service desk 24/7/365
- Omnichannel resolution via live chat, phone, portal, persona, etc.
- Integration methodology, Organizational Change Management (OCM) and KM

**Escalated & coordinated on-site support**
- Deskside and Advanced Service Desk support
- Dedicated walk-up points
- Coordinated responses
- Problem management
- Device swap, etc., as needed

**Orchestrated complex, technical admin services**
- Ongoing administration
- Architectural support
- Engineering support
- Systems design, sandboxing and implementation
- Optimization and customization
We have the backbone to help solve your IT needs

DEEP PORTFOLIO & RELATIONSHIPS

3,500+
Hardware, software and cloud partners

GLOBAL REACH

Operations in 21 countries
serving clients around the globe

ENGAGED WORKFORCE

11,000+
Insight teammates worldwide

BROAD EXPERTISE

8,000+ Client-facing teammates

FINANCIAL STABILITY

$9.2B
Pro forma revenue includes PCM fiscal year 2018

LONG LEGACY & KNOWLEDGE

Fortune 500® company founded in 1988

Pro forma revenue includes PCM fiscal year 2018
We deliver meaningful outcomes

Client challenges
- Operational excellence
- Workforce enablement
- Modern & secure platforms
- Digital transformation

Insight Intelligent Technology Solutions™
- Supply Chain Optimization
- Connected Workforce
- Cloud + Data Center Transformation
- Digital Innovation
## Our business

### Supply Chain Optimization
- Global IT supply chain
- Procurement
- Integration/labs
- Software & hardware management

### Connected Workforce
- Endpoint solutions
  - Device as a Service (DaaS)
  - Collaboration

### Cloud + Data Center Transformation
- Modern data centers
- Secure networks
- Cloud/hybrid optimization
- IT security
- Storage & data protection

### Digital Innovation
- Digital strategy
- IoT & smart edge
- Data & AI
- Intelligent applications
- DevOps
- Connected Platform
- Cloud enablement
- Transformation services

### Delivering

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<td>IT security</td>
<td>Intelligent applications</td>
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### Services and solutions

#### E-procurement
- Software lifecycle services
- Hardware lifecycle services

#### Content & Collaboration
- Digital Workplace
- Enterprise Mobility
- Managed Workplace Services

#### Strategy, workshops & assessments
- Architecture, design & implementation services
- Managed Services
- OneCall Support Services

#### Workshop, assessments, Fast Starts & Accelerator
- Customer engagement
- Workforce enablement
- Business optimization
Our business

Solution portfolio • Partner strategy • Pre-sales resources • Practice/consulting

Optimize investments and perform better. Engage with customers and the workforce differently. Efficiently strategize, deploy, migrate, manage and secure data.

Supply Chain Optimization

Connected Workforce

Cloud + Data Center Transformation

Digital Innovation

Business outcomes

Reduced costs, time & resources
Vendor consolidation
Maximized value of IT investments
Streamlined end-to-end experience

Productive workplace
Secure environment
Simplified technology
Powerful employee experiences

IT transformation
Modern data platforms
Heavily automated & orchestrated
Operational efficiency

Differentiated end-user experiences
New revenue streams
Maximized technology potential

Turn ideas into value.
Gartner recognition for 3 years running

Insight has been recognized in Gartner’s Jan. 2019 Magic Quadrant for Managed Workplace Services, North America.

Insight client reviews on Gartner Peer Insights:

“**I would highly recommend Insight Workplace Services** to any company needing effective, goal-driven resources to assist and take over customer support.”

September 29, 2018  |  Infrastructure and Operations Manager  |  Industry: Services

“The Insight team ramped up quickly to support our growth and was able to do this while maintaining SLAs, which then led to increased satisfaction from our end users. As our relationship has matured, **we have used Insight as the go-to partner** for deskside services and solutions.”

September 25, 2018  |  Director, Global Infrastructure  |  Industry: Manufacturing

“We chose Insight as our partner because **they are both knowledgeable and willing to adapt.**”

October 3, 2018  |  Director of IS Risk & Service Operations  |  Industry: Manufacturing

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Best in class

We’ve made substantial partner investments, benefitting our clients and earning us numerous industry accolades.

No. 15 on CRN’s 2020 Solution Provider 500 List

No. 23 on Fortune’s 50 Best Workplaces in Technology

Apple® services:
• Apple Authorized Service Provider
• AppleDev Boot Camp
• Apple Professional Services
• Top 4 Corporate Reseller

Microsoft Gold Partner with 18 Gold & Silver competencies

2020 Awards:
• U.S. Partner of the Year Award
• Azure Security Deployment Partner of the Year – Americas region

2019 Awards:
• U.S. Azure Team Partner Choice Award – Data and AI
• U.S. Surface Fastest Growing Reseller
• U.S. Partner Award for Intelligent Cloud – Application Innovation
• IMPACT Canada Hardware Partner of the Year
• Italy Co-Sell Partner of the Year
• Singapore Security and Compliance Partner of the Year