

# STAY SECURE AND INCREASE AGENT PRODUCTIVITY WITH COMPUTACENTER AND GOOGLE CHROMEOS



Distributed working, digital disruption and rising customer expectations are driving contact center transformation. Staying secure and optimising workflow for a hybrid workforce is dependent on the right partnerships. **Here are five ways Computacenter and Google ChromeOS are helping organisations to modernise their contact centers.**



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## CUTTING COST AND COMPLEXITY

Many contact centers still rely on on-premise infrastructure, which is typically less flexible and more labour and cost-intensive than hybrid or fully-cloud based estates. Agents may manage cases via five or more channels, but often have to switch from video and Internet-enabled devices to bulky, desk-based physical phone handsets. Managing these disparate and siloed workplace applications and devices requires heavy IT management.

Moving from this inefficient and complex legacy infrastructure can seem a daunting prospect. But with Computacenter and Google ChromeOS, it's possible to streamline operations without disrupting workflow.

Computacenter starts by looking at objectives, business critical services, and the needs of employee groups. They create a realistic roadmap for transformation, before sourcing equipment, transforming the estate and managing the change, including taking on all long-term device management from deployment to end-of-use.



Google ChromeOS aids simplicity. ChromeOS is Citrix-ready, making it ideal for accessing legacy applications through a virtual desktop infrastructure (VDI) solution. This maintains business continuity, while helping the organisation move towards a more agile cloud-enabled centre of excellence. ChromeOS integrates seamlessly with leading contact center applications, plus peripherals such as mice, headsets and webcams from suppliers including HP, Jabra and Logitech.

And with Computacenter and Google ChromeOS, enrolment, configuration, imaging and delivery is simplified, with low-touch deployment.



Device deployment and imaging can become a never-ending firefight, especially in businesses with a high staff turnover. But with Computacenter and Google zero-touch deployment becomes a reality.

End-to-end device deployment, managed by Computacenter, is aided by Chrome's cloud-native nature. Chrome devices can be set up within minutes through a combination of swift wipe/rest, fast deprovisioning and cloud-based profiles, which eradicate the need for imaging.

Because ChromeOS is optimised for contact center environments, agents can migrate from inflexible thin-client hardware to mobile devices, allowing them to work across channels such as video, phone and chat on one device, either in the office or at home. Transformation takes days, not weeks; several contact centers moved hundreds or thousands of employees to remote work within a fortnight by using Google ChromeOS.



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## INTEGRATING BEST-OF-BREED CAPABILITIES

The pace of change means contact center agents need swift access to new solutions that help them serve the customer across channels. Computacenter can advise on Google's powerful contact center ecosystem, which includes leading solutions for customer service apps, endpoints and validated peripherals such as headsets, keyboards, cameras and monitors.

With Computacenter and Google ChromeOS, contact center managers have a wide choice of tools that they know will integrate at speed, and without complication. Chrome Enterprise Recommended partners include 8x8, Edify, Five9, Genesys, RingCentral and Vonage. ChromeOS can also integrate with your existing virtualisation infrastructure, such as Citrix, ensuring no operational interruptions.

But Computacenter doesn't just ensure the smooth integration of new technology. Our team can examine agent needs, thereby providing reasoned cases for how and why different employee groups should be equipped. This means the right technology in the hands of the right user – and ultimately a greater customer experience.





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## ENHANCING AGENT PRODUCTIVITY

As the competition for talent intensifies, organisations must provide added reasons for talented agents to join or stay with them.

Google ChromeOS also delivers on employee experience. Because ChromeOS profiles are stored in the cloud, it's simple and quick to switch between devices or switch devices between people.

Fast boot up times and the long battery lives of Chromebooks ensure agents can work flexibly and in a hybrid manner. Downtime is reduced. And with ChromeOS, agents can enjoy consumer-like, intuitive working experiences, with equipment delivered quickly to home or office, ready to use straight out of the box, so agents can concentrate on providing excellent support.



**COMPUTACENTER CAN  
MATCH EMPLOYEE  
NEEDS TO TECHNOLOGY,  
THUS ENSURING AGENTS  
FEEL EMPOWERED WITH  
THE TOOLS THEY NEED  
TO DO A GREAT JOB.**



IT'S TIME FOR CONTACT CENTERS TO BECOME MORE PROACTIVE AND LESS REACTIVE.



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## SECURING THE MODERN ESTATE

Brand reputation can be destroyed in an instant if sensitive customer data is leaked or falls into the wrong hands.

As well as four decades of workplace experience, Computacenter has first-hand experience running its own global contact centers. Its experts can advise on a range of pragmatic, cost-effective solutions ideal for contact center environments.

Google has also worked hard to ensure utmost security. Google ChromeOS is secure-by-design.

Modern Cloud contact center solutions encrypt and secure customer data while features such as Google Safe Browsing and password reuse protect agents from malicious websites, and stop them sharing sensitive information. User identity and system integrity are ensured, while security updates happen in the background, meaning no interruption to agents' work.

**It's time for contact centers to become more proactive and less reactive. Moving to cloud-first with Computacenter and Google ChromeOS can change the dynamic, by building agility and efficiency, and equipping agents to do their best work.**



# GET IN TOUCH

Computacenter and Google ChromeOS provide a modern, secure platform and partnership that's cloud-first, easy to manage and ideal for contact center agents. To find out more about the services offered by Computacenter and Google ChromeOS, please contact your Computacenter Account Manager, call **01707 631000** or email **[enquiries@computacenter.com](mailto:enquiries@computacenter.com)**

## About Computacenter

Computacenter is a leading independent technology and services provider, trusted by large corporate and public sector organisations. We help our customers to source, transform, and manage their IT infrastructure to deliver digital transformation, enabling people and their business. Computacenter is a public company quoted on the London FTSE 250 (CCC.L) and employs over 20,000 people worldwide.

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