



NEXT GENERATION DIGITAL WORKPLACE & INFRASTRUCTURE SOLUTIONS FOR EVERY BUSINESS

WHY BELL TECHLOGIX?

Our success is built on our strong client relationships. At Bell Techlogix we believe that any client engagement needs to start with a collaborative dialogue to be successful. That is why we ensure the right discussions and due diligence with our clients to enable tailored solutions for digital transformation. We work on custom plans to develop future-state requirements and evaluate the short- and long-term impact on your business. By jointly defining our partnership we can ensure operational excellence and true quality of service for your business.

DIGITAL WORKPLACE SERVICES

In today's digital workplace, the requirements on the Service Desk have never been more complex, diverse, and demanding. Digital disruption has rendered the traditional service desk obsolete. Bell Techlogix's services and solutions are designed to enable the Digital Generation, one that is mobile, self-reliant, and desires choices in real-time service support. We are known for our expertise in Enterprise Service Management and Delivery Automation that allows us to drive efficiencies through the use of best practices applied to your enterprise.

- 24x7x Service Desk
- Workstation Engineering
- Technology Lifecycle Services
- Infrastructure Managed Services
- Global Deskside Services & Support
- Enterprise Mobility Management
- IT Service Management
- IT Asset Management

SERVICENOW CAPABILITIES

Bell Techlogix partners with ServiceNow to deliver world-class solutions to customers. The ServiceNow platform is fast becoming the leading standard for efficient, customized results that improve productivity, enrich the customer experience and reduce costs. Our collaboration with ServiceNow enables organizations to optimize their IT platforms to work smarter and eliminate outdated processes making the right connections to the right people every time.

- Rapid Deployment
- Integrations
- Procurement
- Implementation
- Configuration & Administration
- Projects

RECOGNITION

"Client references strongly praised Bell Techlogix's transition skills, indicating transitions were well-planned and well-executed. Some references also indicated that Bell Techlogix consistently meets and exceeds delivery metrics, and that it is sensitive to feedback about what needs improvement."

— Gartner Magic Quadrant for Managed Workplace Services 2019

"Bell Techlogix approaches digital workplace through a broad set of persona-based service and support models. Focus is placed on delivery of hardware and software via an integrated application and information platform for more seamless user experiences. Some client references praise Bell Techlogix for its dedication to customer satisfaction, relationship management and responsiveness, and its positive attitude in dealing with any client request."

— Gartner Magic Quadrant for Managed Workplace Services 2018

"Bell Techlogix's service delivery is entirely based on an onshore domestic model, which provides U.S. heartland labor arbitrage advantages... Client references praised Bell Techlogix for its responsiveness and positive attitude in dealing with any client request."

— Gartner Magic Quadrant for Managed Workplace Services 2017

OUR SINGULAR FOCUS IS TO MAKE OUR CLIENTS BETTER, BY CONTINUOUSLY IMPROVING PROCESSES AND EFFICIENCIES, STAYING OUT IN FRONT OF INDUSTRY TRENDS AND DRIVING DOWN YOUR COST WITHOUT REDUCING VALUE.

INFRASTRUCTURE MANAGED SERVICES

Through our main Global Command Center located at our Indianapolis, IN headquarters, our dedicated Network Operations Center (NOC), enables us to manage your global IT resources and Data Center Operations 24x7x365. Our solutions will help maximize the resiliency and reliability of your facilities, computing assets and storage networks. Our proactive approach to Data Center performance management encompasses multi-tier support, with true incident and problem management, combined with collaborative governance for continuous process improvements.

We understand that our clients deserve a trusted partner to provide their managed cloud solution. Cloud services should be fast, flexible and easy to use with implementation, cost, security and governance all taken into consideration. The myriad of complex and disparate choices in the ever-emerging world of cloud computing has made the selection and operation of cloud-based solutions quite challenging for many organizations. As a leading and trusted managed services solution provider, Bell Techlogix has become a trusted partner in today's marketplace. We are pleased to mention that Bell Techlogix is product agnostic and will offer our customers the best solutions to align with their business. Within the Hybrid Cloud we implement a variety of IaaS and PaaS solutions to our customers. Utilizing Azure, AWS, Google, VMWare, we have the expertise to design and architect solutions that provide everything from email and hosted applications to a full Data Center offering or external DR site.

- Remote Infrastructure Management
- Network Services
- Cybersecurity
- Data Center Operations
- IT Infrastructure Projects
- Cloud Services
 - Consulting
 - Design/Architect
 - Migration
 - Cloud Management

SERVICE EXCELLENCE & ANALYTICS

All of our managed services include a strategic value add that focuses on proactive and predictive services built from continuous service improvement practices combined with analytical analysis that drives down incidents and increases the quality and productivity of service ultimately providing the user with the best possible digital experience.

VERTICAL INDUSTRY EXPERTISE

Bell Techlogix brings a deep knowledge base and ability to apply best practices across multiple vertical markets. Each industry has key opportunities, challenges and requirements that make it necessary for us to differentiate and customize elements of our service offerings, providing the outcome that meets your specific industry needs.

- Manufacturing
- Financial Services
- Education
- Healthcare
- Commercial
- Government