



**Astreya's Digital Workplace Services enable organizations to equip their employees with the tools and support they need to innovate and succeed in their working life.**

**Astreya's Digital Workplace Services offers organizations a comprehensive solution for workplace transformation, allowing them to prioritize employee wellness and create an agile enterprise.** With specialized offerings that bridge the digital, physical & cultural aspects of work environments, Astreya is helping companies navigate their new reality with confidence while innovating towards the future.

**Our mission is to provide comprehensive support for businesses in the new normal of work, empowering them with solutions ranging from digital and physical transformations to cultural engagement.** Our offerings will ensure their resilience while building a better future foundation that fuels growth and development - both within the workplace environment and its personnel alike.

**Our Service Desk and Audio Visual solutions help our clients to improve their communications and collaboration, while our IT Asset Management services help them ensure that all systems and devices are in the right place at the right time.**



#### Service Desk

We take a step beyond the traditional help desk, proactively managing users' systems and hardware with timely updates and mindful support.



#### Audio Visual

From one-room projects to global, multi-room deployments, we partner with you to create the optimal AV solutions for your current and emerging technologies.



#### IT Asset Management

Our precise asset management framework provides you with real-time insights into your IT inventory and lifecycle management.

The Voice of the Customer

**Customer insights are integral to our Digital Workplace Services frameworks. By actively listening and understanding the Voice of the Customer – preferences, problems, complaints – we can better identify issues and act on opportunities for improvement.**



### We pride ourselves on being exceptional listeners

At Astreya, we gain invaluable insights from our customers users with regular feedback opportunities designed to keep them engaged and provide us with the information necessary for success.

### Taking action – the need for IT response speed

Our fast responses ensure customers know their feedback is valued and that we take actionable steps to address it. Our swift turnaround time creates more immediate positive impacts for our clients.

### A data-driven engine for improvement

We stay committed to reviewing data, examining progress, evaluating advancement and adjusting our program as needed for optimum performance and alignment with organizational strategies.

**Service Desk** – Astreya takes a step beyond the traditional help desk, pro-actively providing and managing users’ systems and hardware with unobtrusive updates and mindful support.

Astreya Service Desk is a 24x7x365 global dedicated managed Service Desk that acts as a single intake for all support in a tier-less model. We free up your internal IT teams to focus on creating true business value by delivering high-quality support and cost efficiency at scale while providing a superior customer experience.

#### Here are just some of the Service Desk solutions Astreya offers:

CSE team capable of handling both T1 &amp; T2

Analytics &amp; BI

Advanced ticketing system

Automation enabling efficient TO support

**Audio Visual** - From one-room projects to global, multi-room deployments, we partner with you to design and integrate the optimal AV solutions for your environment today, and anticipate emerging technology.

Astreya is transforming the workplace, creating seamless integration of technology and focusing on innovation to create a connected global office. Our team provides best-in-class engineering, design capabilities, and project management expertise to build custom AV solutions that meet unique business needs.

#### Here are just some of the Audio/Visual solutions Astreya offers:

End-to-end Solutions &amp; Services

Global Support Reach

Increased Reliability

Centralized Global AV Help Desk

**IT Asset Management** - Our precise asset management framework provides you with real-time insights into your IT inventory and lifecycle management.

Astreya’s combination of technology expertise, global partnerships, and proven frameworks will advance your company in ways that promote efficiency, enable seamless collaboration, and boost your bottom line. In addition, Astreya will provide you with the transparency and efficiency you need for a stress-free way to secure your company’s investments.

#### Here are just some of the IT Asset Management Services and solutions Astreya offers:

Lifecycle asset management

Predictive analytics

Global Support

Tools &amp; systems Automation

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Having worked with Astreya over the last four years, I have been very impressed with their service- oriented and proactive approach to support. The level of ownership extending across the broader team and their pride in how they deliver the service and develop their staff is exceptional.”

Senior Client Stakeholder  
Fortune-10 Technology Product Company



We are honored to support some of the world's most recognizable and innovative organizations.\*



J.P.Morgan



\*Fortune 10 company names available upon request.

## About Astreya

Astreya, a leader in managed services for two decades, offers innovative and reliable IT solutions to the world's most recognizable companies. Our expert team of engineers craft tailored service plans that drive operational efficiency while transforming technology into an engine for growth and innovation within your organization - because excellence is always our promise.

