



Getech Enterprise

Chrome Partner Services



Getech
Partner Services



chrome enterprise



Getech: the home of Chrome



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WELCOME

As an MSP, you excel at providing best-in-class advice, guidance and consultancy for your customers to help them deliver success. All of this on ever-decreasing budgets.

As organisations look to the Cloud for more cost-effective ways to improve productivity, engagement and security, we know that you want to continue delighting them but in a way that retains margin and allows their businesses to grow.

As a Chrome distributor, Getech has developed Chrome Partner Services, to support you in seamlessly adding Chrome solutions to your current menu of services.

PROOF of CONCEPT (POC) and PILOT PROGRAMMES

Getech provide three levels of support for Chrome Enterprise into your customers' organisation. From an initial familiarisation with Chrome devices to Pilots for pre-migration and roll out.

Chrome Familiarisation Session

- 🔗 Chrome devices are provided to a location. Alternatively, we can arrange an introduction session to Chrome devices for Enterprise

Proof of Concept (PoC)

- 🔗 Parameters are established for success
- 🔗 Use cases and stakeholders identified; Chrome devices delivered to site
- 🔗 A Chrome for Enterprise demo account is set up for the PoC
- 🔗 Technical resources are introduced to the Admin Console for Chrome
- 🔗 The devices are then provided for two weeks

Chrome Pilot


- 🔗 This will be the initial phase of deployment
- 🔗 The Chrome for Enterprise account is in place
- 🔗 Your customer's technical resource will be trained in the use of the Admin Console for Device, user and policy management
- 🔗 The customer is ready to make the move to Chrome for Enterprise
- 🔗 A target group is identified and a Pilot rolled out
- 🔗 Getech have various resources in place to assist with migration from a project management team to technical architects and configuration engineers



CHROME *for* ENTERPRISE MIGRATION

Getech can work with you to analyse your current customer's structure including application discovery using our partner products. Our project team will create a project that incorporates all phases of the migration:

- ✔ Discovery
- ✔ Design/plan
- ✔ Implementation
- ✔ Migration



Getech offers an entire managed service to take your customers from initial familiarisation through the PoC and Pilot phase and into a full migration project. To support your customers in this migration, Getech has dedicated teams including:

- ✔ Programme and project management
- ✔ Solution and technical architects
- ✔ Configuration and deployment engineers
- ✔ Chrome Support Engineers
- ✔ Chrome OEM support



This can INCLUDE

- ✔ Chrome Device supply and support
- ✔ Chrome Enterprise Upgrade (licensing)
- ✔ On-site training of technical resource
- ✔ Staff drop-in sessions; "tech bars"
- ✔ Ongoing training and support sessions
- ✔ Training to assist your staff in obtaining certification

CHROME ENTERPRISE




device supply



GETECH *is*

Getech has a dedicated secure warehouse which can store all your devices and make them available as and when required from individual devices to thousands per week.

Getech's ability to buy in volume can secure the best deal for your customers and we will only invoice at the point of delivery or transfer to holding stock.

-  Accredited with all tier one Chrome vendors
-  One of the largest suppliers of Chrome devices, management licenses and Chrome associated services in the UK
-  Google's Authorised Premier Partner to support Managed Service Providers throughout the UK and Ireland

Getech has partnered with Neverware and their Cloudready product. Based on Google's Chromium OS, the same open-source architecture as Chrome devices and Chrome OS, CloudReady provides unparalleled speed, simplicity and security without hardware limitations, whether the computers are brand new or 10 years old.

That's why companies, non-profits, schools and government agencies around the world use CloudReady to streamline and secure their devices when accessing web apps and VDI.

It doesn't matter if the computers are just out of the box, a few years old or even 10 years old. CloudReady can be installed on almost any x86 hardware, giving the flexibility to deploy a Chrome environment on devices that make sense for any business: from everyday laptops and desktops to specialised form factors, like ruggedised devices, high-end machines or those with powerful specifications, even digital signage.

CloudReady integrates natively with G Suite and the Google Admin console, giving the freedom to manage, track and organise users and devices without any extra time or effort. Using Chrome Enterprise Upgrade device management, the CloudReady machines can be enrolled into the existing Admin console for the control and visibility that is needed to manage a fleet quickly and seamlessly.

Once enrolled, manage CloudReady machines exactly like Chrome devices. From PCs, and Macs to thin clients – every device in a fleet can be managed via one web-based console, with the same user and device policies, remote wipe and lockdown, instant policy pushes along with automated background updates.

CONVERT *your* CUSTOMERS' OLD DEVICES to CHROME



OUT of BOX CHROME *white-glove* SERVICES

Full custom integration is provided by Getech's "one-stop-shop" with services "baked in" right from the outset. Our expert team works to establish the build required, on the platform required, delivered on time, every time. We provide support at every stage to provide a seamless process from order to the out of box experience. This provides a safe and secure deployment with full hardware and software integration providing a lower TCO.

Custom Integration

Custom Integration gives the option to have the devices tailored to requirements: hardware, software, applications and device management. This enables deployment to the end-user straight out of the box with no IT involvement. First boot services will enable the device to start up with the required image, with patches and updates installed ensuring the device is ready for the end-user. Asset tracking gives the ability to track the device without even opening the box, ensuring that the correct device with the correct build is deployed to the correct end-user at the right time, safely and securely.

Safe and Secure

The Custom Integration happens in one location, ensuring consistency and quality via the process from inception to delivery. Performed by accredited professionals with the expertise to provide standard or bespoke deployments. Security "baked in" at the hardware level from TPM to asset tagging.

Hardware and Software Integration

From OS to applications providing full integration at all levels, from standard to bespoke configurations across hardware, software and applications.

Total Cost of Ownership Reduction

The Custom Integration process reduces the go-live time by having a single point of contact enabling increased efficiency. Creating a zero-touch deployment and providing an out of box experience that reduces costs and IT teams overheads.

CUSTOM INTEGRATION *offering* OUT of BOX EXPERIENCE

<p>Speeds up roll-out Consistent process producing stable results</p>	<p>Expertise Technicians carry out the work and will support ongoing requirements</p>	<p>Touch services White-glove services First boot service</p>
<p>OS image Bespoke image provided</p>	<p>Hardware and software integration Bespoke hardware and software build</p>	<p>Application installation Application layering</p>
<p>Reducing cost Vastly reduced internal IT staff overhead</p>	<p>Single point of contact for all services Enables a seamless experience from innovation to delivery</p>	<p>Asset management Asset tagging and management</p>

CHROME BROWSER: *built with ENTERPRISE in mind*

Today's employees work in a multi-device world; working from home, during their commute and even while waiting for meetings to start. With the average worker using around 22 apps across three devices to do their job, web browsers have become as critical to productivity in a modern enterprise as the operating system itself. With the accessibility of business-critical data and applications from the cloud, the most connected workers are now spending more than half of their day working directly from the browser.

Companies need a browser that supports the latest web standards, enables seamless, connected access across multiple devices; a browser which is robust enough to keep company data secure from external threats. The industry-leading Chrome Browser provides a trusted, consistent browsing experience across multiple devices. With built-in protection and centralised management for enterprise-wide control, Chrome Browser provides employees with the versatility they need while keeping data safe.



Manage ENTERPRISE DEPLOYMENTS of CHROME BROWSER centrally from the cloud

Chrome Browser provides a secure, trusted access to data, apps and cloud services, connecting employees on any device to a new generation of powerful tools for work. With proactive security measures keeping them secure while they work, users get a consistent, customisable experience whenever and wherever they log on. IT administrators can easily maintain control by managing permissions and policies across every user, device and platform in the enterprise, including Windows, Mac OS, iOS, Android and Linux.

ZERO-TOUCH *enrolment*

With zero-touch enrolment, IT departments can drop ship Chrome OS devices which will automatically enrol into enterprise administration as soon as the end-user connects to the internet. This characteristic eliminates the need for manual device enrolment and enables the user to receive the device, connect to the internet and log straight in. Zero-touch enrolment is built with security in mind, with hardware-backed attestation to prevent spoofing attacks. Zero-touch enrolment ensures that Chrome OS devices are automatically registered to enrol once in the hand of end-users, eliminating the need for manual device enrolment by the IT department or the end-user.

How ZERO-TOUCH enrolment WORKS



BUY

The device is purchased from a service partner

A pre-provisioning token is generated in the Google Admin Console and passed to the service partner



SHIP

The service partner registers the device with Google

The device is drop-shipped directly to the employee



LOG IN

User connects device to Wi-Fi
Google confirms the device's identity for security

The device automatically enrolls into the customer's domain and the employee can now log in

CHROME ENTERPRISE *upgrade*

What is Chrome Enterprise Upgrade?

To manage standalone devices running Chrome OS from the Google Admin console, you need to order the Chrome Enterprise Upgrade service and purchase an upgrade for each device that you want to manage. Chrome Enterprise Upgrade is available as an annual or perpetual option.

Advanced Security

Chrome Enterprise Upgrade provides IT with advanced security controls. If an end-user misplaces their Chrome device, IT can easily disable the device, protecting corporate data. Devices can also be set as ephemeral, removing user data from the device at the end of a session.

Flexible Access

Chrome devices with Chrome Enterprise Upgrade provide flexible access to corporate data, regardless of use case. Integrate with Active Directory and SAML SSO providers or enable a shared device use case with managed guest sessions or kiosk mode.

Simplified Orchestration

Chrome Enterprise Upgrade helps IT simplify orchestration of the organisation's Chrome device fleet. IT gains access to device policies and fleet oversight capabilities, all from the easy-to-use, cloud-based Google Admin console or third party UEM solution.

24/7 Admin Support

Contact Google for Chrome OS troubleshooting assistance with 24/7 IT admin support.

The Chrome Enterprise Upgrade builds on the speed, simplicity and security which come as standard with Chrome OS. Remotely manage, provision, deploy and implement policies to Chrome devices across Enterprise. Streamline arduous IT tasks and enable users to be more productive, building incredible value.



CHROME DEVICE MANAGEMENT

with over 200 policies

- 🔗 User policies
- 🔗 Device policies
- 🔗 Fleet management
- 🔗 Bulk printer configuration
- 🔗 Access management



24/7 SUPPORT



Flexible EMM and IDENTITY OPTIONS

- 🔗 Native integration with Microsoft Active Directory
- 🔗 Leading third-party EMM providers, including VMware Airwatch, Citrix XenMobile, Cisco Meraki, IBM MaaS360 and Manage Engine
- 🔗 Enable log-in via SAML 2.0 supporting SSO solutions

SYNC ACROSS DEVICES *and* WORK OFFLINE



CHROMEBOOKS as a SERVICE (CBaaS)



Getech offers an OPEX model for supplying Chrome devices. We can evaluate the requirements to set up a Proof of Concept (PoC) deployment. On successful completion of the PoC, we will work with you to deliver a pilot leading to deployment. All of this can be achieved by contracting Getech for our Chromebooks as a Service (CBaaS) offering. For a monthly payment* your customer can enjoy a per-device cost that can include:


- ✔ A Chrome device
- ✔ Domain setup in line with best practice configuration
- ✔ 1-day Chrome Awareness Session delivered by a Getech deployment specialist
- ✔ Google Enterprise perpetual license
- ✔ White-glove service which includes:
 - Asset tagging and user enrolment into Chrome Enterprise
 - Wi-Fi and proxy setting with certificates to the Google Console
- ✔ Support services which include:
 - 3-year next business day swap-out
 - 3-year accidental damage insurance for Chromebook and Chrome Tab
 - On-site deployment of all new devices
 - Removal and GDPR/WEEE compliant recycling of older products


CBaaS provides a frictionless deployment providing devices that work straight out of the box increasing workplace efficiency all for a monthly OPEX payment per device.

CHROME OS *Readiness Tool*

The Chrome OS Readiness Tool is a free, private tool to assess which Windows devices in an organisation are ready to switch to Chrome OS devices.


The Readiness Tool provides insight into the app usage of a workforce and identifies Windows devices that can switch fully to Chrome OS or if they need VDI support on Chrome OS. It utilises a verified Google database to determine if apps are compatible.


 **Deploy:** The tool is deployed on your Windows devices.

 **Monitors app usage:** It captures app usage privately. No data is shared with Google.

The Tool is easy to deploy to Windows devices without affecting device performance. All data stays private and can be stored where you designate. No data is shared with Google.

Customise categories of applications as cloud-ready or not and leverage preferred software management solution to deploy and save results to Google Cloud Storage or shared drive.

 **Verified against database:** Used apps are compared against a verified database.

 **Summary report:** Devices are categorised as cloud-ready, needing virtualisation support or not ready in a report.



CHROME WARRANTY *Services*

Getech is a UK Chrome Warranty Service Provider and provides vendor-level support for Tier 1 Chrome device vendors. Getech utilises vendor-approved OEM parts for all repairs.

The level of support may differ between vendors, however, Getech typically offers testing during the pre-dispatch configuration stage, which includes but is not limited to:

- 🔍 Power on tests
- 🔍 Additional installed components tests (RAM, HDD, GPU)
- 🔍 OS boot test
- 🔍 Networking test
- 🔍 Additional tests performed as required



Furthermore, any devices shipped to a site which are subsequently determined to be dead on arrival (DOA) will be replaced and shipped to site from the point of a report to the Getech Account Manager. A DOA shall be interpreted as failing to function within 30 working days of the delivery date.

Any device that fails and is covered by the warranty will be covered by Getech's basic return to base (RTB) service. This means that any warranty-covered device can be returned to Getech for vendor-approved repair or replacement.



All proposed components are vendor branded or are appropriate brands known to be compatible with the vendor hardware. Getech ensures compatibility with the vendor or any third party products we propose and can provide assurances of the compatibility. Where necessary this will include in-house testing by Getech configuration and technical teams of any components not already known to be compatible to confirm their suitability for use.

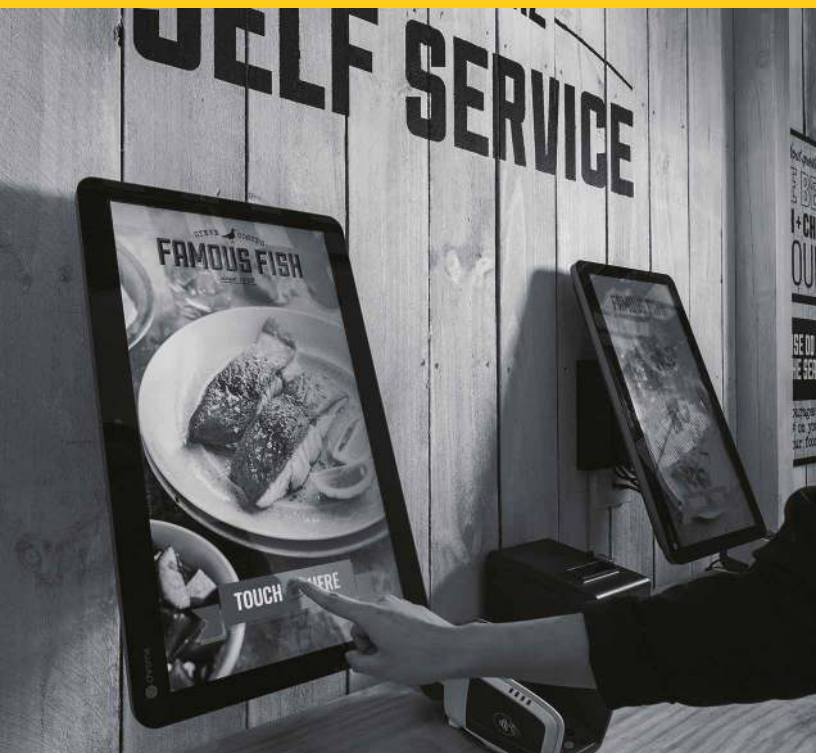
Getech is an Authorised Service Provider for all the major vendors and all works using OEM parts will be fully covered by the vendor warranty for the device or a supplementary warranty support offering by Getech own CompTIA++ and vendor qualified engineers. Non-OEM components will typically be covered by the component manufacturer's warranty administered by Getech. Extended warranties can be arranged.

Getech can deploy Chrome devices to site and remove all packaging. We will work with our GDPR/WEEE compliant partners to recycle old equipment.

Recycling process:

- 📍 Removal from site
- 📍 Cleansing all equipment of data as per GDPR
- 📍 Disposal of all hardware as per WEEE regulations
- 📍 Any profit from recycling can be credited back to your customer

CHROME DEPLOYMENT and RECYCLING



Transition to transformation:

- 📍 Developing your culture of innovation (planning and strategy)
- 📍 Accessibility features in Chrome devices
- 📍 A one-day training event

Objectives:

- 📍 Plan and execute the digital environments
- 📍 Develop strategies including vision, PD approaches, infrastructure design
- 📍 Support the digital transformation journey and simultaneously incubate a culture of innovation

CHROME AWARENESS Clinics

Post-deployment Chrome Awareness Clinics run at the customer site as multiple drop-in sessions throughout the day. Discover:

- 📍 The importance of cloud-based working
- 📍 Essential accessibility features in Chrome devices
- 📍 The privacy and security of Chrome OS
- 📍 How Chrome OS enables productivity and agile working



SERVERLESS *Printing Infrastructure*

PrinterLogic is a platform that lets enterprises centrally manage and deploy network printers or eliminate print servers altogether while maintaining all the functionality they used to provide.

PrinterLogic also allows end-users to install their own printers with a web-based printer installation portal for the entire enterprise, drastically reducing support calls and saving time.



Migrate

Automatically import your existing printer objects and eliminate all print servers



Manage

Centrally manage printer objects, drivers, profiles and settings



Deploy

Push new printers and updates to end users without scripting or GPOs



Print

Centrally manage direct IP printing and keep print jobs local

As Google Cloud Print is no longer supported, organisations need to find an alternative print solution. PrinterLogic's Chrome OS extension enables the next step toward achieving an organisation's cloud-first IT strategy by leveraging a scalable, multi-tenant SaaS solution with zero server deployments.



Parallels® Desktop for CHROME OS

Run full-featured Windows applications, including native Microsoft Office, on Chromebook Enterprise devices – both online and offline. Optimise your teams and business for remote work success without the headaches that can keep IT pros up at night.

- Unleash the full potential of the Chromebook AND the full power of the Windows ecosystem
- Enjoy IT peace of mind with Google's renowned Chrome OS security and streamlined administrative tools
- Reduce hardware, infrastructure and admin costs while supporting a robust dynamic workforce



*Get the **SPEED, POWER and TOOLS** you need to perform at your best, **NO MATTER WHERE YOU ARE***



Always-on access to business-critical Windows apps

Effortlessly switch between Chrome OS and Windows – no need to reboot
Suspend and Resume Windows to instantly get back up and running
Open files on Chrome OS using Windows applications

Work that's ready whenever, wherever

Utilise full features of desktop apps including Word, Excel, PowerPoint and more
Access all Windows files and folders from Chrome OS files
No internet? No problem! Files and apps are fully accessible online and offline



Full Chrome OS integration for a familiar and friendly experience

Easily move content between Chrome OS and Windows via shared clipboard
Print from Windows to supported printers
Stay in the flow with a seamless mouse, audio and docking
Enjoy the view with dynamic resolution and full-screen support



GRAB and GO from GETECH

How Does Chrome Grab and Go Work?

By ensuring there is always a Chromebook on hand, the Chrome Grab and Go programme enables everyone to go about their daily tasks in the same collaborative and mobile way as before. This will ensure more security as Chrome OS features encrypted profiles, verified boot, automatic updates and sign-in restrictions.

The programme was developed to help employees borrow devices allowing them to get back up and running quickly should something go wrong with their primary computer.

When employees sign into the borrowed Chromebook, all of their bookmarks, passwords, extensions, browsing history and personal settings will be readily available on the device thanks to Google Chrome Sync. Employees can easily log out and return the Grab and Go device without having to reset it.

First things first: the need to get set up and running with the Grab and Go program. Getech can help with the following so that it's ready in no time:

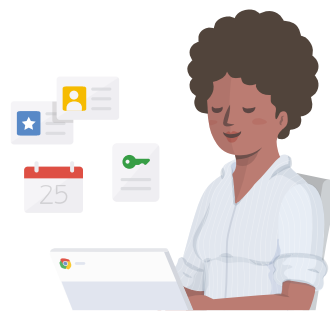
- 📍 Scope and define the Grab and Go solution
- 📍 Deploy Grab and Go
- 📍 Configure and deploy Grab and Go Chrome extension
- 📍 Device enrolment and license management workshop
- 📍 Training on Grab and Go console
- 📍 Training on Chrome Enterprise Management Console
- 📍 Define and deliver end-user communications pack

Our team of certified Chrome specialists can deploy the Chrome Grab and Go loner app in the workplace. This includes installation, deployment, customisation and Admin Console training.



GRAB

The user grabs a Chromebook from the shelf when they need it



GO

They sign into their profile and get to work, extending the loan time if necessary



RETURN

When it's due, they put the Chromebook back on the shelf and plug it in

Chrome devices: *the* SECURE ENDPOINT *for all* ENVIRONMENTS



Chrome adoption is growing fast with public and private sector customers throughout the UK as it is unrivalled as a secure, mobile, cloud endpoint device.

Getech can help organisations improve security, save money and save time by integrating Chrome into all environments.



Getech: the home of Chrome

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