

TESMA[®] portal: Self-service for the digital workplace

Managing IT for mobile working more efficiently

- CHG-MERIDIAN adds a self-service portal for its customers' employees to TESMA[®]
- High level of automation relieves the burden on IT and procurement
- Fast and hassle-free processes increase employee satisfaction

Weingarten, July 1, 2020

According to a [study](#) by the Federal Association for Information Technology, Telecommunications and New Media, around half of people in employment are working remotely. Mobile working is right on trend. This highlights once again how important it is for companies to equip their employees with state-of-the-art IT. In addition to making mobile devices available, this requires a suitable platform strategy through which processes can be managed digitally and independently of location. CHG-MERIDIAN now offers the TESMA[®] portal, a self-service portal specifically designed for lifecycle management in the digital workplace.

Customized and user-friendly device selection for employees

Employees can now manage their digital workplace equipment themselves via the TESMA[®] portal, adding devices to their shopping cart from a predefined list, just as they would when ordering from an online retailer. Upgrades to a higher-spec model can easily be arranged for a personal surcharge. The device, fully set up and ready to use, is then sent directly to the employee as soon as possible. If a device is lost or becomes defective, replacing it is quick and hassle-free.

End-to-end automation makes life a lot easier

"All processes relating to the digital workplace, from procurement and rollout to usage and rollback, are now fully automated, for employees and managers alike," says Oliver Schorer, CIO and member of the Board of Management at CHG-MERIDIAN. This optimized procurement process permanently eases the workload for the IT, procurement, and HR departments. "Employees can select their preferred devices for both work and personal use, while company budgets and costs remain constant and predictable," Schorer adds.

Thanks to the integration of technical and commercial data into one system, all relevant information is available at a glance. The IT department has access to all equipment data, such as the number of devices in the field and their specification, and the finance department can call up reports on costs and remaining lease terms at the click of a button.

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Employees can track the progress of their order at any time, see how soon a replacement device will be available in the event of a defect, and check when they will be able to order a new device. CHG-MERIDIAN offers its customers an end-to-end automation and procurement platform that covers the entire product lifecycle – an essential tool in the digital transformation of the workplace.

Further information can be found at: www.chg-meridian.com

The CHG-MERIDIAN Group

The CHG-MERIDIAN Group is one of the world's leading non-captive technology managers in the IT, industrial, and healthcare sectors. A total of 12,000 customers, including large corporations, medium-sized companies, and the public sector, rely on CHG-MERIDIAN to seamlessly manage their technology infrastructures digitally and with the user in mind. Based on the principles of the circular economy, its service portfolio includes planning, financing, and operational implementation, as well as certified data erasure, refurbishment, and remarketing of used equipment at its two technology centers in Germany and Norway. The web-based TESMA® technology management and service system brings together commercial and technological data in order to optimize processes and realize cost savings. The CHG-MERIDIAN Group is a global company employing around 1,100 people in 27 countries. At the end of 2019, CHG-MERIDIAN financed and managed a technology portfolio worth €6.9 billion. Its headquarters are in Weingarten, Germany.

Efficient Technology Management®