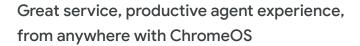




# Secure and optimize your contact center with ChromeOS

In Feb 2021, McKinsey & Company reported a 24x increase in migration to cloud technologies, 27x increase in deployment of new service technologies, and 43x increase in deployment of collaboration technologies in the customer service sector.\* Deploying ChromeOS enables contact centers to be cloud-first and agile while improving agent productivity, securing business data, and supporting IT teams with a stress-free device deployment and management experience.



### Protect your business and customer information

Safeguard your business from growing threats and reduce employee errors with built-in and proactive security features

- Google Safe Browsing stops employees from navigating to malicious sites
- Executables can't run on ChromeOS, providing built-in protection from malware
- Automatic and timely security updates
- Built-in Titan C security chip ensures devices stay secure, protects user identity, and ensures system integrity

# Increase your agent productivity

Reduce the cognitive load on your agents with an intuitive and productive experience on ChromeOS.

- Familiar, intuitive, and error-free experience
- Fast and easy onboarding
- Reduce device downtime with background updates
- Built in productivity tools
- · Easily share devices and pick up where you left off

# Deploy and manage easily even with high turnover

Manage and deploy stress free even with high turnover rates and distributed workforces.

- Deploy devices within minutes with no imaging through cloud profiles
- Drop ship devices and manage from anywhere with zero-touch enrollment
- 500+ configurable policies
- Deprovision existing ChromeOS devices and set up new agents with quick wipe/reset
- Repurpose existing Windows and Mac devices to a managed Chromium environment with ChromeOS Flex



No reported ransomware attacks on ChromeOS devices, ever

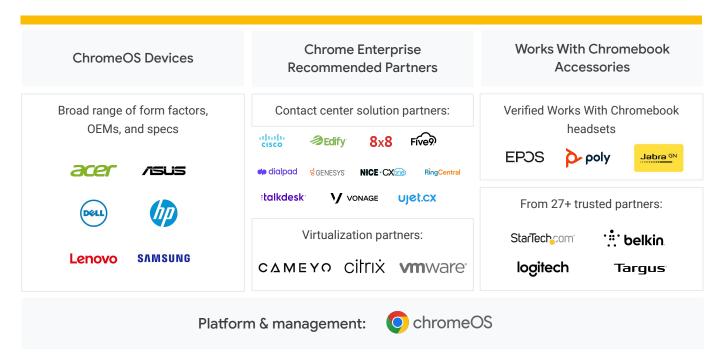
Save up to 3 hours per agent per week in downtime

Deploy ChromeOS 76% faster than Windows 10 devices<sup>1</sup>

ESG Technical Review, Google Chromebook: Accelerating Device Lifecycle Management, July 2020



### Tailored solutions that seamlessly integrate with your existing technology





# High performance ChromeOS devices for agents

Wide range of fast, powerful clamshell/convertible laptops, Chromeboxes, and Chromebases designed to power agents with various work needs.



## Easy to deploy cloud-first Chrome Enterprise Recommended solutions

ChromeOS verified and optimized cloud-first contact center solutions across ticketing, CRM, LMS with AI embedded under the Chrome Enterprise Recommended program.





# Integrate with your existing VDI infrastructure

Access your existing contact center infrastructure through virtualization on ChromeOS through leading VDI providers such as Citrix, VMware, and many more.



### Optimized Works With Chromebook accessories

ChromeOS compatible headsets, monitors, mice, keyboard, webcams, headsets, and more from over 27+ trusted leading partners.



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