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Featured Application

Proactive IT Management for a Complex IT Landscape

IT complexity is a growing issue – primarily due to the extensive amount of data generated. Each key area of IT — such as infrastructure, workplace technology, and support center — has its own unique data sources and reporting mechanisms. Companies may use up to 30 different platforms just to manage their enterprise devices. Data between sources often conflicts, making it a challenge to get a true representation of information such as the number, health, and compliance of assets. Faced with complex systems and overwhelming amounts of data, IT teams lack effective troubleshooting and optimization tools and spend most of their time reacting to issues.

Compucom simplifies IT complexity, harnesses the data, and leverages AI to shift to proactive IT management. Achieving these goals would start with accessing relevant and accurate data and “making sense” of it. This necessitated developing the capabilities to:

- **Integrate data silos:** Combine information from diverse input sources to create a comprehensive context for understanding IT performance.
- **Link IT performance to business outcomes:** Establish connections between IT metrics and business functions to better grasp how IT impacts overall business success.
- **Ensure data integrity:** Cross-reference data sources to ensure that the information is accurate and reliable.
- **Identify deficiencies in processes:** Enabling them to be corrected to maintain data integrity.
- **Effectively leverage AI:** The scope of data produced today necessitates the use of advanced analytics, machine learning, and artificial intelligence, empowering IT teams to identify the patterns and make the predictions that enable proactive IT management.

The Challenge of Disparate Teams: Boosting Collaboration

Compucom reorganized its IT team into the GoFastIT organization. Based on Agile principles, it centers on Centers of Excellence (COEs), which are teams of stakeholders and subject matter experts (SMEs) who come together to **get creative, take ownership, innovate, fail fast, develop iteratively, and get things done**. To harness the synergy of this talented group, everyone has a voice.

The Project: Full Lifecycle Observability Framework

Full Lifecycle Observability (FLO) capabilities powered by AI provide deeper and broader visibility into the entire IT environment. The [FLO Framework](#) is more than a single tool or platform. It brings together technology, processes, and the expertise of Compucom’s people. The FLO Framework is visualized in a dashboard that drills down into key IT areas, even down to the level of individual users and devices, and provides real-time, data-driven insights to enable IT teams to troubleshoot and proactively enhance IT performance.

The main innovation FLO Framework provides is centralizing data from disparate sources and leveraging an ecosystem of AI engines to provide insights and create the “big picture” of an IT environment. The framework’s flexible design allows for varying data sources, tools, and customization options.

Compucom delivers a unique blend of AI-driven innovation, where we’re providing the optimal use of artificial intelligence across all services and delivery. Our AI ecosystem integrates both established and emerging technologies to transform business operations across multiple domains.

- **Contact Center as a Service platform** uses AI to enhance customer experiences through intelligent call routing, sentiment and empathy analysis, and predictive engagement. It’s AI and machine learning capabilities also automates and expands the scope of the formerly manual

processes of quality analysis and management, transcript analytics, performance management, and workforce management and optimization.

- Our **AIOps solution** leverages OpsRamp to deliver intelligent monitoring, anomaly detection, and automated remediation across the IT infrastructure, reducing critical incidents and minimizing downtime.
- **Workplace Telemetry & Automation**, powered by Lakeside SysTrack, uses AI to analyze endpoint performance, predict user issues before they occur, recommend optimizations, and offer 1-click automations to the technician and the end user.
- The master data store through Snowflake's AI capabilities provides intelligent data organization, data correlation, and predictive analytics that transform raw information into actionable insights with minimal human intervention.
- **Microsoft Copilot** is integrated throughout our M365 application environment, improving productivity, generating content, summarizing meetings, and providing intelligent insights within Microsoft tools.
- Complementing the AI in our services systems is **Compucom's custom architected Generative AI and ML platform**. Compucom's AI solution is built on a secure and data segregated framework using Azure AI, OpenAI models, AWS Bedrock, Langchain, and a Pinecone vector database. We deploy customized models to deliver specific business solutions like our AI Digital Assistant, FLO Dashboard insight generation, data analytics automation, and various other use cases across the enterprise. Our roadmap is quickly moving down the Agentic AI path to offer even great innovation and customer experience.

These are just a few of the AI tools and in-house development that is driven by our AI Center Of Excellence (COE), our AI landscape is continually evolving. This comprehensive AI ecosystem enables Compucom to deliver smarter, faster, and more personalized services while continuously innovating for our clients' evolving needs.

Dramatic Improvement of Our IT Environment

Within 60 days of implementing FLO within our customer's environment the results included:

- **40%** improvement in workstation inventory accuracy
- **98%** confidence score for workstation inventory accuracy
- **Over 40%** improvement in server inventory accuracy
- **32%** reduction in the number of endpoints in the poor category.
- **65%** reduction in devices not satisfying security compliance.
- **10%** increase in successful updates and patches (due to self-heal policy to maintain sufficient free disk space).
- Poor health devices are now prioritized for device refresh programs.
- More efficient endpoint problem resolution and reporting.

Business Benefits of the Improvement in Our IT Environment

Enhanced data integrity has decreased the workload for IT teams in managing non-compliant devices.

Instead of wasting time on issues caused by inaccurate data, they now focus on real problems, saving both time and money. Optimized assets lead to better-performing devices.

Through the development of the FLO Framework and Mike's leadership, Compucom's workplace culture has shifted from working in silos to fostering collaboration. Key departments now work together to solve problems and innovate for our customers.



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