

FOR DIGITAL WORKPLACE & IT SERVICE PROVIDERS

# Scale Delivery Without Scaling Headcount.

You've invested in experience platforms, DEX, and AI support — the remaining bottleneck is **execution**. Behind every client, device and license events still move through manual handoff chains your team owns, so delivery headcount scales nearly 1:1 with client growth and margins erode by year two. **XOPS turns fragmented delivery into one scalable operating model** — so growth produces margin, not headcount.

- Every new client introduces **custom integrations** your team builds — and maintains forever
- Every device and license event runs through **manual handoff chains** that compound delay and cost
- Delivery headcount grows with contract volume — **margins erode by year two**

## THE FOUR CHALLENGES IT SOLVES

<p><b>🔧 Multi-client integration complexity</b>              Every client runs its own ITSM (ServiceNow, Jira), DEX (Nextthink, Lakeside, 1E), and SAM tools. Each demands native integration for both device health and license usage — bespoke connections you build per client and rebuild on every upgrade.</p>	<p><b>● Delivery chains that don't scale</b>              Device refresh runs on calendars, not performance; license provisioning and reclamation run on tickets. Every event — provision, offboard, repair, reclaim — moves through manual handoffs that compound delay and consume headcount.</p>
<p><b>● Global blind spots — hardware and software</b>              Tracking devices across 90+ countries is hard enough; tracking license entitlements and usage per client multiplies it. Exceptions become manual investigation, and a stale CMDB erodes the system of record your clients depend on.</p>	<p><b>📉 Delivery margins that erode at scale</b>              The headcount required to deliver isn't fixed. A mis-routed device, a repair backlog, an unbilled retrieval, an over-provisioned license — each exception demands a person, and exception rates compound across a growing client base. You can't model the headcount, so you can't protect the margin.</p>

## THE RESULT: AN INVISIBLE DELIVERY ORGANIZATION

Every client adds **ITSM workflows, DEX events, device logistics, license operations, CMDB updates, and SLA tracking**. The systems don't coordinate with each other — **so your delivery team becomes the workflow engine**. That's why headcount scales with every contract you sign.

PROVEN IN PRODUCTION ACROSS MANAGED ESTATES

**92%**

autonomous execution

**~5 wks**

to integrate any client

**90+**

countries 2,000+ partners

*"We didn't replace a single system. We declared the end state — and it ran on the stack we already had."*

— VP of IT Operations · Fortune 15 enterprise

**See where delivery headcount is scaling with your clients — and how to stop it.**

A 15-minute working session — no prep required.

**Request a demo →**

# Every Client Used to Add Headcount. Now It Adds Margin.

Your clients' ITSM, DEX, and asset platforms connect to one XOPS operational backbone. **XOPS doesn't wait for tickets, requests, or incidents.** It continuously evaluates **operational reality** — health, usage, entitlement, warranty, inventory, logistics — to determine when action is needed, then executes across every client. **Add clients and geographies at the operations cost you carry today.**

Most providers add headcount with every client. XOPS **adds one operating model — standardizing your delivery, not each client's environment.**

## XOPS · Workplace Delivery

across every client · 0 added headcount

### DECLARED OUTCOME — YOUR CLIENT'S SLA

Every workplace event delivered to SLA — hardware and software, every country — at a fixed operations cost, zero human triage.

### CONTINUOUSLY RECONCILED — HEALTH · USAGE · ENTITLEMENT · LOCATION

A client's **Nexthink** score flags a degrading laptop · battery 68% · warranty expires in 21 days · the user holds 5 licenses, 2 unused · device is in Singapore

### XOPS OPTIMIZES

**No ticket, no request, no incident** — XOPS determines a replacement is needed: ship from in-country stock, migrate the active licenses, reclaim the 2 unused — all inside the client's SLA

### EXCEPTION RESOLVED — COMPETING CONSTRAINTS BALANCED

The carrier pickup slips and one license sits under a client contract minimum. XOPS reroutes the shipment and preserves the minimum — **SLA clock intact**

### XOPS EXECUTES — INTO THE CLIENT'S STACK

Dispatches the device, updates the client's CMDB in **their ServiceNow**, migrates and reclaims the licenses, files the compliance record, and stops the SLA clock — zero human touchpoints, on your one template

### OUTCOME ACHIEVED

#### DELIVERY HEADCOUNT

**Zero**

added — on your one template

#### EVENTS AUTOMATED

**1,200/mo**

for this client, no triage

#### SLA

**Met**

device replaced pre-incident

#### LICENSES

**Migrated**

active moved · 2 reclaimed

*Illustrative example — details shown to demonstrate the operating model, not a live result.*

## CONNECTS TO YOUR STACK

ServiceNow

Jira

Nexthink

Lakeside

1E

Intune

Flexera

+ 200 more

One template across every client: ITSM · DEX · MDM · SAM · 2,000+ logistics partners — hardware and software, 90+ countries, ~5 weeks to live.

## CERTIFIED & COMPLIANT

ISO 27001:2022

CERTIFIED

Information Security

ISO 27018

CERTIFIED

Cloud Privacy

ISO/IEC 42001:2023

CERTIFIED

AI Management

SOC 2 Type II

CERTIFIED

Security & Availability

GDPR

COMPLIANT

Data Protection

**Not another DEX tool, dashboard, or chatbot — you already have those.** XOPS is the **execution layer behind the experience**: one operating model that standardizes your delivery, not each client's environment — so you add clients without adding headcount. **Employees still get consumer-grade self-service through XOPS Sidekick.**