

Virtual Connection

Stay on track and innovative in a work-anywhere world

A new digital world is emerging that compels us to rethink the way we work. It gives rise to a new normal: the virtual workplace. Now, more than ever, transitioning and supporting a remote model is critical to ensuring employees stay productive, delivering business continuity to customers, and constantly innovating.

What is Virtual Connection?

Our Virtual Connection program enables people with the right tools, technology, and training to collaborate, learn, and create wherever they please—giving your employees and customers flexibility in their personal and professional lives and keeping your business on track during times of digital evolution.



The Value

- Most of our employees work remotely so we have the hands-on experience and methodology to support your journey
- Maintaining business continuity and ensuring faster time to value and minimal disruption
- Providing world-class user education and support

The Proof

- Productivity improves up to 25% in organizations with connected employees
- Nine in 10 companies waste time and resources on inefficient tasks
- 75% of remote workers say they could continue to work amidst unpredictable circumstances

The Outcomes

- Rapidly implement a secure and flexible virtual environment
- Receive expert guidance and resources to better enable and support a remote workforce
- Easily scale operations to react quickly to future global drivers or changing business needs

End-to-End Connection

Virtual Employees: Optimize employee productivity and processes during your transition to a virtual model.

Virtual Collaboration: Enhance virtual teamwork with remote training and technology to align key stakeholders.

Virtual Infrastructure: Protect your critical systems and workloads as you introduce a virtual environment.

Virtual Customers: Engage customers by arming your team with tools and insights to drive responsiveness, conversion, and retention.

Our Solution

We have the experience, breadth, and capability to ensure your workforce, customers, and trading partners remain connected during this time of rapid change. From planning and strategy to 24/7 support, we help employees be as productive virtually as they are in the office or at a customer site.

Know Where to Start

Transition to Virtual Environment — Need to accelerate your remote workforce transition? We have the hands-on experience and expertise to quickly and efficiently create a secure and agile virtual workplace so you can keep the lights on.

Automation as a Service — Looking to quickly optimize and digitize your onsite processes to keep remote employees productive? We provide the guidance and tools to help you easily create streamlined and automated workflows, as well as govern and secure your new virtual environment.

Expertise OnDemand — Wondering how to support your new digital environment, ensure your data remains secure, and minimize customer impact? We can instantly pair your team with the dedicated expertise needed to get you the help you need now.

Remote Training and Learning — Struggling to keep your remote employees informed, engaged, and productive? Our virtual classes and workshops help them work more effectively, boost their knowledge, and help them acquire new skills.

Virtual Business Consulting — Tired of the expense and hassle of gathering dispersed teams to put out fires, kick off new projects, and innovate for the future? Our cost-effective problem solving workshops create collaborative virtual working sessions that rapidly and efficiently identify and solve your company's biggest challenges.

Security and Compliance — Accelerated virtual workplace transition putting your business security at risk? Our experts can help you implement an adaptive security and compliance solution that promotes remote expansion without improperly exposing your data.

Data Center Shift/Management — Limited access to onsite data creating downtime and reducing productivity? We can quickly migrate your on-prem data center to a centralized, modern platform designed to keep the business open and employees responsive 24/7.

Customer and Business Insights — Are you getting what you need out of your data? We can give you instant access to a holistic view of all business and customer information so you can be more responsive and profitable.

Call Center Virtualization — Do you have the in-house skills and resources to rapidly untether from your onsite model and virtualize your call center? We help you create a secure and agile digital environment with the right technology and tools to help agents stay connected and responsive.

The Business Problem

"I need to connect my people, optimize collaboration, and ensure business continuity with a secure and scalable virtual work model."

The Opportunities

Hybrid Cloud

Migrate only necessary services, appliances, and resources to the cloud to ensure stability and uninterrupted service.

Spot Solutions

Quickly augment processes that have changed due to virtualization (e.g. time tracking, workforce management, approval processes).

High-Value Analytics

Quickly acquire and deliver the information you need to support your business and engage your customers using self-service reporting, high-value analytics, and data science.

Project & Change Management

Manage the entire process for contingency with our team of program and project managers, business advisors, and technology consultants.

Resources On Demand

Augment call centers, help desks, and customer interactions with local and offshore resources.

As part of the 110-year-old Hitachi Ltd. family, we uphold its legacy of quality, integrity, and excellence. This strong foundation allows us to build trust with our clients, attract the best and brightest people, and create a culture rich in innovation. Through industry-first cloud solutions, we help organizations everywhere to be better every day.