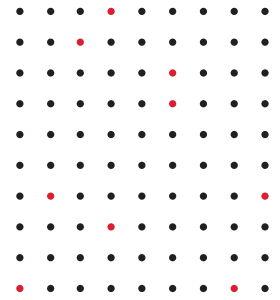


The Future of IT Isn't Managed. It's Autonomous.

Xerox ITaaS is an AI-powered operations platform that runs, protects, and continuously improves your IT environment through one unified system.

XEROX IT SOLUTIONS



TECHNOLOGY HAS BECOME TOO COMPLEX TO "JUST" MANAGE

Modern IT environments are built across cloud platforms, infrastructure, devices, applications, and security tools. These systems evolve independently, creating fragmented environments that are difficult to manage and even harder to optimize.

In practice, this results in:

- Reactive troubleshooting
- Limited visibility
- Increasing security exposure
- Time spent wasted vendors and tools

IT becomes something the business supports, rather than something that supports the business.

A NEW OPERATING MODEL FOR IT

AI is changing that. What once required constant manual oversight can now be monitored, analyzed, and improved continuously in the background.

Xerox IT as a Service (ITaaS) is designed to detect patterns, anticipate issues, and act without the need for human intervention.

This represents a fundamental shift from reactive response to predictive operations. IT is no longer something you manage day to day. It is a system that runs continuously and adapts to the way your business operates.

A PLATFORM, NOT A COLLECTION OF SERVICES

Built on ServiceNow, ITaaS brings infrastructure, support, procurement, and day-to-day operations into one centralized portal.

Behind that portal, the platform is constantly working on your behalf.

New technology is sourced and introduced through structured procurement workflows. Systems are deployed through standardized, automated provisioning.

Once in place, your environment is continuously monitored, maintained, and improved through AI-driven operations that detect issues early and trigger self-healing actions automatically.

ITaaS delivers complete coverage across your environment:

- End user devices and workstations
- Servers and core infrastructure
- Network and connectivity
- Cloud platforms and SaaS applications
- Cybersecurity and data protection
- Help desk and user support
- Ongoing strategy and optimization

Built on ServiceNow. Designed for growing businesses. Delivered as a complete operating model.

servicenow

A Continuous, Self-Improving Technology Lifecycle



Procure

Source and align the right technology for your needs.



Provision

Deploy systems with consistent, automated workflows.



Manage

Support work through an always-on, AIOps-enabled platform.



Optimize

Continuously optimize to enhance reliability and mitigate risk.

xerox™

Built to Eliminate Noise and Deliver Results



THE SHIFT FROM MANAGED IT TO AUTONOMOUS IT

AI and automation are built into how the platform operates day to day, not added as separate tools or dashboards.

In practice, that means:

Issues are identified early

Unusual patterns like rising resource usage, failing backups, or degraded network performance are detected automatically, often before users are impacted.

Events are correlated and prioritized

Instead of generating dozens of alerts, related activity is grouped into a single, actionable issue so attention stays focused on the root cause.

Routine work happens automatically

Tasks like patching systems, provisioning devices, onboarding users, and enforcing policies are executed through standardized workflows without manual coordination.

Systems correct themselves when possible

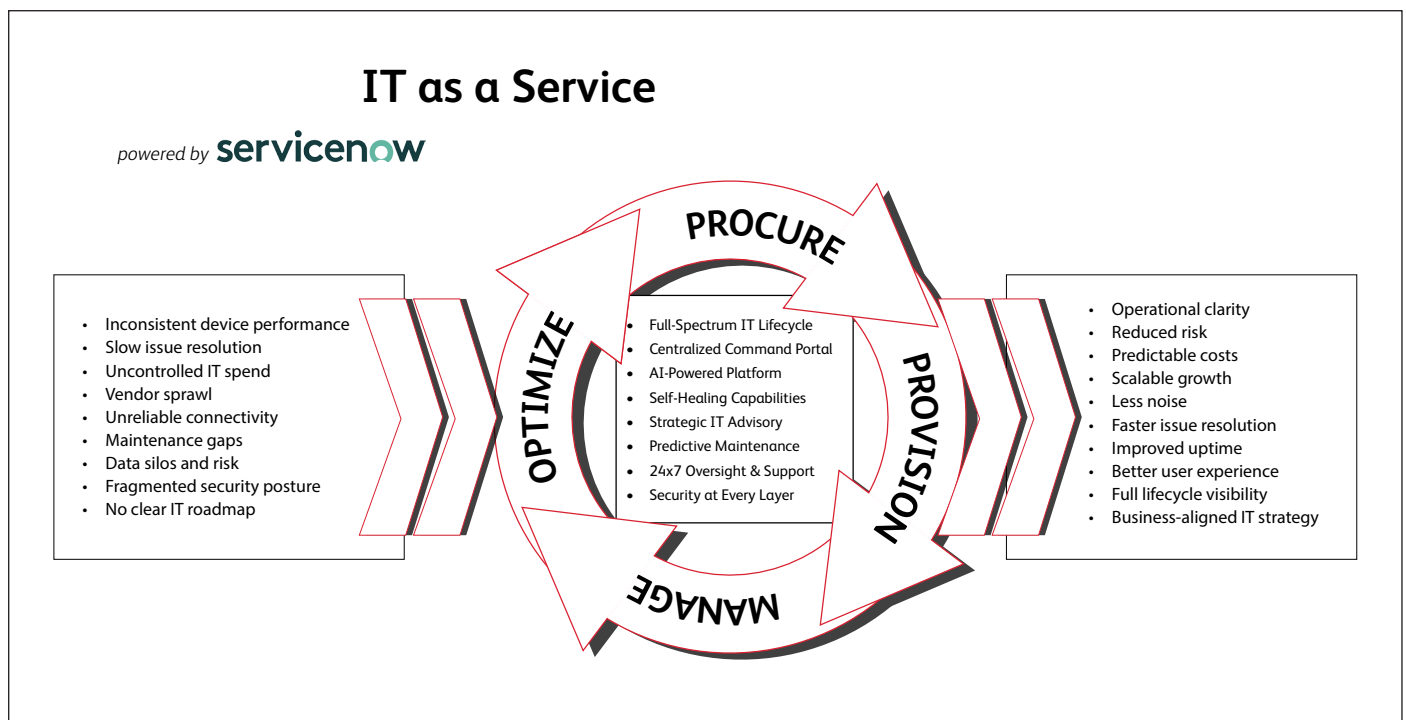
Common issues can trigger predefined remediation actions, creating a more stable, self-healing environment over time.

This is how IT moves from reactive effort to continuous, intelligent operation.

START WITH INSIGHT, NOT COMMITMENT

Understanding your current IT environment is the first step toward improving it.

Schedule a structured IT assessment with our team to gain a clear view of your infrastructure, risk exposure, operational gaps, and optimization opportunities. You will receive practical insights and prioritized recommendations tailored to your business, without obligation.



Xerox IT Solutions: Proven expertise delivered with a frictionless client experience.

Find out more at: <https://www.xerox.com/itsolutions>.