



Make it  
Easy



Reduce  
Costs



Increase  
Security

## Barista Laptop Refresh

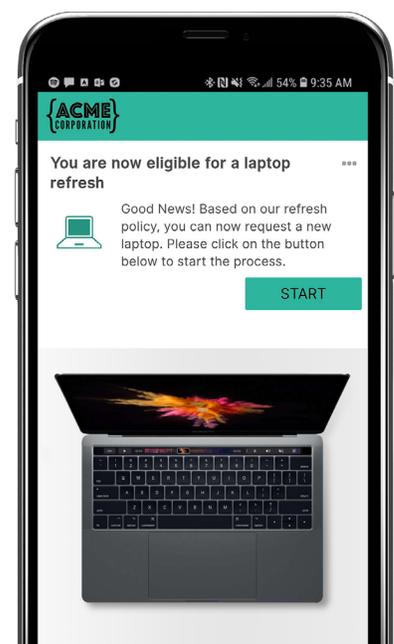
As laptops age, they become a security risk, have a negative impact on employee productivity, and can cost more to update and maintain than to replace. Because of that, your enterprise might have policies that define how often laptops will be refreshed. While these policies make significant business sense, they can be time consuming and costly to implement.

Barista goes beyond conversational interfaces by proactively notifying your employees of the need to refresh their laptops and then taking them through an Amazon-like shopping experience to make it happen. Barista then notifies them of expected delivery dates and next steps, redefining a poor experience into an exceptional one. Barista also leverages all of the existing catalog and workflows built into ServiceNow, helping you maximize your ROI on that investment.

### Make It Easy for Your Employees to Order New Systems

Increase employee satisfaction, productivity, and compliance when you refresh laptops by giving your employees a shopping experience that rivals shopping on Amazon. It's intuitive for them to use and easy for you to set up.

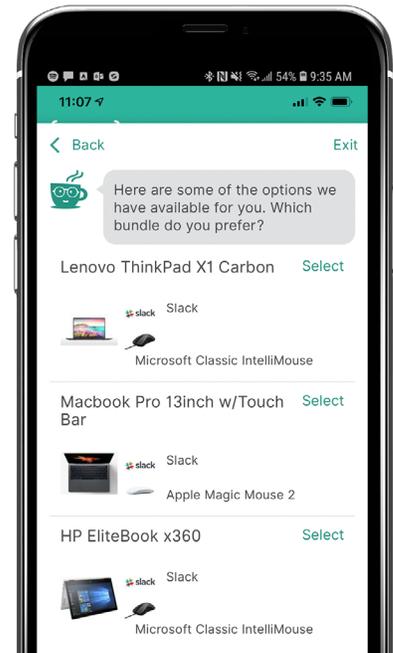
The image on the right shows how Barista notifies employees that they are eligible for a laptop refresh. After selecting the START button, Barista provides an experience personalized to each specific employee, presenting the options that they are eligible for. After making their selections, employees are able to provide any additional input, and then their orders are confirmed. It's that easy. When their systems arrive, your service desk agents are able to communicate and confirm pick-up or delivery details, all within the Barista app. That's an exceptional employee experience.



## Reduce Costs by Complying with Volume Service Contracts

To reduce management costs, streamline processes, and achieve volume discounts, your enterprise may have standardized on a family of laptops from select manufacturers. If so, you negotiated volume service contracts that generally include the requirement to refresh older equipment within established timeframes. If you miss those timeframes, you could face significant charges, up to 20% or more of total costs.

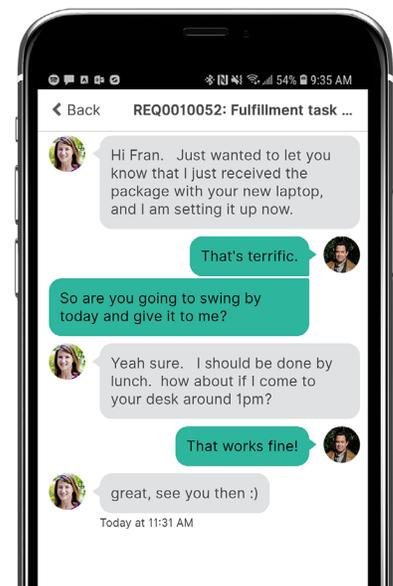
Employees are often reluctant to turn in systems due to a lack of familiarity with the process, concern over the time and complexity involved, fear of losing data, and a desire to avoid downtime. The good news is that Barista can turn this around quickly, saving your enterprise significant time and money.



## Increase Security by Keeping Laptops Current

Security within your enterprise has never been more important than it is today. Business and regulatory guidelines require you to implement the latest security measures to protect vital data.

Older laptops place sensitive enterprise data at risk as they do not support and/or have the latest hardware, software, and security measures installed. By proactively notifying your employees of the need to refresh their systems, Barista helps you to ensure that every employee has a current system with the latest security features.



**ABOUT ESPRESSIVE** Espressive is the pioneer in AI for enterprise service management (ESM), redefining how employees get help by delivering exceptional employee experiences. Barista, our VSA, brings the ease of consumer virtual assistants, such as Amazon Alexa and Google Home, into the workplace. Barista automates resolution of employee questions with personalized experiences that result in employee adoption of 80 to 85% and reduced help desk call volume of 40 to 60%. Visit us at [Espressive.com](https://www.espressive.com) to learn more and [request a demo](#).