Lower costs



Service efficiency

THE INTELLIGENT WORKPLACE FOR JM FAMILY ENTERPRISES

The next big IT opportunity comes from making your technology work harder. Building on our partnership, Pomeroy can help JM Family move past reactive support to stop issues before they reach associates and resolve routine requests automatically.

Let's find the next win for JM Family.

POMEROY

THERE'S MORE WE CAN ACCOMPLISH TOGETHER

From the service desk to every device, let's take more work off your team's plate.
Three ways to make it happen.

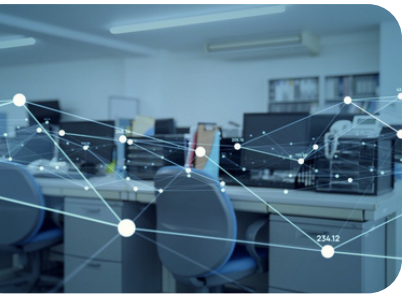


SMARTDESK

Reduce service desk workload

Routine tickets consume valuable service desk resources. What if you could resolve them autonomously from start to finish, freeing your team to focus on more complex issues?

up to
85%
fewer escalations



SMARTWORKPLACE

Connect workplace services

Disconnected services create unnecessary handoffs and delays. What if requests could move seamlessly across IT, HR, Finance, and other business functions—with issues resolved in seconds instead of hours?

up to
60%
autonomous resolution



SMARTFLEET

Automate the device lifecycle

Every new hire, device refresh, and device retirement adds to IT's workload. What if you could automate the entire device lifecycle, giving associates the technology they need without all the manual work?

up to
70%
automated lifecycle transactions

A NEW APPROACH TO SERVICE DELIVERY

Pomeroy delivers AI-native services built to do more than answer questions. Four layers of AI understand intent, automate work, predict problems, and resolve issues with minimal human involvement. We integrate with the systems you already use, eliminating the need for costly replacements. And unlike traditional providers, we don't just deliver the tools—we operate the services and own the outcomes.

Let's talk

POMEROY