

EUC

MAVERICK

NICOLE VANDERMHEY

ARTIST & EUC
CHANGE AGENT

IN THE HIGH-STAKES
WORLD OF IT SERVICES,
EUC MAVERICKS

**“CHALLENGE
EVERYTHING”**

WITH IGEL

Each year IGEL awards the title of **EUC MAVERICK** to 12 IT PROFESSIONALS at the top of their game.

★ MAV STATS ★

NAME: Nicole VanderMey

OCCUPATION: IT visionary,
a.k.a. “EUC Disruptor”

**NUMBER OF YEARS IN
TECHNOLOGY/EUC:** 20+
years

FIRST JOB: Assistant for a
professional photographer

HOMETOWN: Bridgeport,
Michigan

FIRST CAR: : 1978 Chevy
Monza

FAVORITE FOOD: Seafood,
especially stone crab

FAVORITE QUOTE: “I
would have written a
shorter letter, but I did not
have the time.” ~ French
Philosopher Blaise Pascal
in Lettres Provinciales

HOBBIES: Painting,
culinary adventuring

EUC MAVERICK: Nicole VanderMey

“IGEL has helped my team improve the user experience. It is simple to consume, easy to manage and enables us to speed up the onboarding process for our end users.” ~ Nicole VanderMey

In the Spring of 2020, when the global pandemic hit, Nicole VanderMey’s employer, a global provider of risk management products and services, sent more than 14K employees home to work.

“We had to work fast to get people up and running on their digital workspaces so that productivity could resume as quickly as possible,” recalls Nicole. “Over the course of 12 days, all we did was work on the transfer of hardware and devices to home offices. In some cases, employees were taking their hardware home with them, and in other cases we had to ship devices out to workers. **The onboarding of these endpoint devices was challenging; we couldn’t have done it without IGEL. They helped us to dramatically simplify and speed up the onboarding process.**”

Optimizing the end user experience is an art

“Even before the pandemic it, my team and I were tasked with ensuring that end users stay up to speed and know how to get the most from their IGEL-powered digital workspaces,” says Nicole. “The methods we used became even more important when our workforce suddenly became more distributed. We have turned to popular communications platforms such as Yammer and TikTok to create training tools that can be consumed from anywhere. These tools simplify and speed the adoption of business-critical applications and tools that drive productivity and collaboration.”

One of these easy-to-use guides accompanies every IGEL OS-powered endpoint.

“It includes a QR code that links to a video illustrating each step the end user must take to get their digital workspace up and running,” explains Nicole. “Ultimately, the value we provide is centered on turning tech speak into something the user can understand and relate to. We want to make things as friendly and approachable as possible.”

Art is communication

She adds, “We are always looking for creative ways to optimize the user experience, from short tech talk videos to cartoons explaining how the desktop and applications work, **every piece of documentation is designed to ensure that our end users are comfortable with the technology and getting the most out of their endpoints, for our global customers.**”

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Engagement with our end users is key to driving productivity. When we understand what they need, we can help them improve their experience with their IGEL-powered digital workspaces.”



WHAT'S AN EUC MAVERICK?

EUC Mavericks are at the very top of their game **“CHALLENGING EVERYTHING”** in the delivery of cutting-edge IT services. Nicole was inducted by IGEL into the **EUC MAVERICKS HALL OF FAME** in July 2022.