Softcat

MANAGED DEVICE LIFECYCLE

Ensuring joiners, movers, and leavers have the right device at the right time. Configuring and managing every device throughout its lifecycle.

HOW DOES THE SERVICE WORK?

This service removes the burden of all aspects of end-to-end device lifecycle management for you, enabling your IT teams to focus on more strategic tasks and your users to be more engaged and productive.

We do this through our simple, supportive and reliable Managed Device Lifecycle Service (available in Standard and Advanced options).

We provide a menu of services covering Joiners, Swaps and Leavers processes, underpinned by our Softcat Service Desk, plus Service Delivery and Customer Success support.

As a result, you can feel confident that your people will have the fully functioning devices they need, when and where they need them, without the headache of managing this yourself.

You can also benefit from greater budget predictability and visibility, increased business agility and improved user experience.

BENEFITS TO YOU

People

Ensures users have the required devices and accessories wherever they are located, enabling them to hit the ground running when they join your organisation.

It fosters a positive user experience from day one.

Technology

The modern IT department in a hybrid world can create complexity with joiners, movers, and leavers. The MDL Service simplifies this to a single form submission via the Softcat portal.

From there, Softcat is responsible for every step of the build deployment, warranty claims, and recovery while you maintain control and visibility of stock as devices and accessories reach your users.

Commercials

CapEx and Opex models are available. By out-tasking the end-to-end process, management overheads are reduced, while preapproved tokens cut down the time, effort, and administrative costs of invoking service requests. Volume discounts are available for tokens, and further savings can be achieved through the reuse, recycling, or buyback of obsolete kit.

SUITABLE FOR YOU IF...

✓ You are handling your device management internally.

✓ You have multi-vendor, multi-OS systems that need to be delivered to users.

✓ You have a device-choice aspiration or policy.

✓ You have difficulties executing joiner, mover and leaver (JML) operations.

✓ You need to consolidate and govern your device policies.

WORKS WELL WITH

Autopilot Implementation Service

Simplifying every part of the Windows device lifecycle, configuring the foundational layers needed to deliver devices.

SAM Intelligence Service

We proactively manage and optimise your software estate. This provides a platform of trustworthy data including up-to-date license positions supporting the renewal management process.

Managed Print Service

Allowing you to access, optimise and control your print environment with complete, tailormade solution.

WHAT'S INCLUDED

Managed logistics – We handle everything to ensure the right device reaches the right person at the right time, without the need for IT coordination. Whether it's joiners, movers, or leavers, we've got your entire workforce covered.

Personalised experience – We provide 'New Start Packs' with branding, containing whatever you need, IT or otherwise. We also tailor your service to your needs, providing a named Service Delivery Manager and Customer Success Manager to support you throughout.

Looking after the lifecycle – Maximising device lifecycle through refurbishment and re-issuance, with zero landfill guaranteed. All returned devices go through a three-pass NCSC-certified wipe and include WEEE-compliant disposal reporting and compliance certification.

Carbon neutral – This service is PAS 2060 certified, meaning it is a carbon natural service, and all carbon emissions from the service are tracked and go through an offset project.

SERVICES THAT BRING YOUR TECHNOLOGY TO LIFE

Contact your Softcat Account Manager today.