

# MANAGED DEVICE LIFECYCLE SERVICE

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?

We remove the burden of all aspects of end to end device lifecycle management from customers, enabling their IT teams to focus on more strategic tasks and their 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, customers feel confident that their people will have the fully functioning devices they need, when and where they need them, without the headache of managing this themselves. Customers also benefit from greater budget predictability and visibility, increased business agility and improved user experience.

## BENEFITS TO YOU

### People

Giving users the required devices and accessories, wherever they are located, enables them to hit the ground running when they join your organisation. The MDL Service fosters a positive user experience from day one.

### Technology

The modern IT department in a hybrid world can create complexity when it comes to joiners, movers and leavers. The MDL Service is utilised to strip this process down to a single form submission, via the Softcat portal, from where Softcat take ownership of your entire workflow.

Softcat take on responsibility for every step of the build, deployment, warranty claims and recovery process, whilst you retain full control of stock and visibility as devices and accessories make their way to your users.

### Commercials

CapEx and Opex models are available, and in addition to the reduction in management overheads by out-tasking the end-to-end process, the use of preapproved tokens reduces the time, effort and administrative costs tied to invoking service requests. Volume discounts are available for tokens, and further savings can be made 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 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 licence positions supporting the renewal management process.

### Managed Print Service

Allowing you to access, optimise and control your print environment with a complete, tailor-made solution.

## WHAT'S INCLUDED

**Clear management** – We provide a simple and intuitive dashboard to raise service requests and manage/monitor individual tickets. We also provide rich reporting and analytics – both on the service delivery and IT asset management data.

**Managed logistics** – We take care of it all, to get the right device in the right hands, at the right time – with no need for IT coordination. We support your entire workforce; joiners, leavers or swap-outs.

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

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



## SERVICES THAT BRING YOUR TECHNOLOGY TO LIFE

Contact your Softcat Account Manager today.