

# DEVICE AS-A-SERVICE

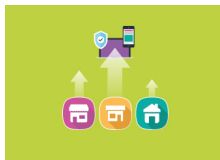


## Overview

Softcat's Device as-a-Service (DaaS) is a flexible way to manage your IT hardware, reducing the complexity of purchasing and provisioning end user devices. From supply to proactive monitoring and full lifecycle management; we can make sure you are using the most suitable devices, and getting the most out of them. The service starts by assessing the requirements of your organisation, we'll use this data to customise our service before supplying appropriately provisioned devices. This flexible service allows you to select elements of it, or take the whole wraparound service.

## Customer-first tailored approach

We start with your organisation's objectives before designing a solution to fit. We follow a three-step approach to assess your organisation's current state and where your existing devices are in their lifecycle before establishing priorities designing cost-effective solutions, tailored to your organisation's requirements.



## Multi-vendor and multi-operating system

Our service isn't aligned to any one vendor or operating system. We provide devices based on your organisation's priorities and business objectives, giving you a solution that works for you.

## Live device and performance dashboard

A live Business Intelligence (BI) portal gives insights into the efficiency of your devices. We use this to first assess your estate, then give you access to real time information to help you make intelligent, informed decisions about devices. This greatly helps to reduce the device management effort for IT managers, freeing up time to focus on other priorities.



## Financial Flexibility

The contract for this service is simplified, we streamline purchasing and device leasing agreements into one contractual structure so you don't have multiple agreements to contend with. With this you can increase or decrease the amount and range of devices to ensure the service is cost-efficient – you only pay for what you're currently using, and at the end of the term you won't be left with devices to get rid of.

## Lifecycle management

We don't just supply new devices, we take care of your existing estate and provide a strategy to manage your hardware proactively. Your devices can be recycled and replaced with more current equipment. At the end of their life, we remove, wipe and recycle devices for you, as part of a refresh plan so your devices are the most suitable for you, active and working efficiently.



## Ongoing management

We provide a customer success manager who uses live intelligence from the BI portal to make sure you're getting the best out of your estate. This management also provides security through remotely delivered patches as well as remote application deployment so you can be sure that users' and customers' data remains secure.

## Why Softcat for Device as-a-Service?

We prioritise the initial assessment and make sure we fully understand your organisation's objectives before tailoring a solution for you. We want your devices to sit comfortably within your day-to-day business, so we ensure they integrate with systems such as eCAT, our e-procurement portal, so that current information and live stock data is always at your fingertips.

More than 120 field engineers	99% customer satisfaction	More than 80 operations engineers	Contract management one-stop shop	Industry-leading P1 response time	Dedicated Customer Success Manager
Industry-leading resolution time		Live BI Fleet portal		Bespoke flexible solutions	Flexible SLAs