



CUSTOMISABLE DEVICE AS A SERVICE (DaaS)



Experience our tailored IT DaaS solutions, offering a broad range of products with comprehensive lifecycle management designed to meet your specific needs.

Procedural steps

1

Select your hardware and peripheral devices.

2

Choose from available lifecycle services.

3

Specify the term of service.

4

A quote will be provided based on your selections.

Standard inclusions

- ✔ **End-of-Term device retrieval**
Tailored collection options are available for all clients, encompassing both metropolitan and regional areas. Returns are facilitated through courier services or local drop-offs, ensuring convenience and efficiency.
- ✔ **Hardware customisation**
Subscribers are afforded the flexibility to select from an extensive catalogue of hardware types and brands. This flexibility extends to accommodations for supply constraints, allowing seamless brand substitutions as needed.
- ✔ **Regulatory adherence**
Our device management adheres to the stringent requirements of NIST 800:88 and DOD 5220.00-M standards, ensuring comprehensive data security and compliance.
- ✔ **Comprehensive device recycling**
We extend recycling services to all surplus devices, regardless of their original program affiliation, affirming our commitment to environmental responsibility.
- ✔ **Sustainable practices**
Our DaaS program is reinforced by measurable ESG components, promoting environmental sustainability and supporting broader social initiatives, complete with sustainability certifications.

Key benefits

- **Consolidated monthly subscription**
Our service amalgamates essential hardware and supportive services into a streamlined, monthly payment plan.
- **Full-spectrum lifecycle services**
We offer an array of opt-in services spanning the entire device lifecycle, from pre-deployment to active deployment and eventual device replacement, complemented by a tier 1 helpdesk for immediate support.
- **Eco-friendly disposal**
Adherence to ISO and R2 accreditation standards ensures the environmentally responsible disposal of any equipment, coupled with secure data erasure.
- **Real-time asset management**
Enhance asset oversight with our sophisticated portal-based asset management system, providing real-time reporting capabilities.
- **Enhanced work-from-home capabilities**
Our service facilitates periodic refreshes of home office setups through an intuitive self-service portal, designed to empower users with flexibility and autonomy.



DaaS LIFECYCLE

Scope

- Determine requirements.
- Customise services to suit.
- Select hardware.

Upgrade & deployment

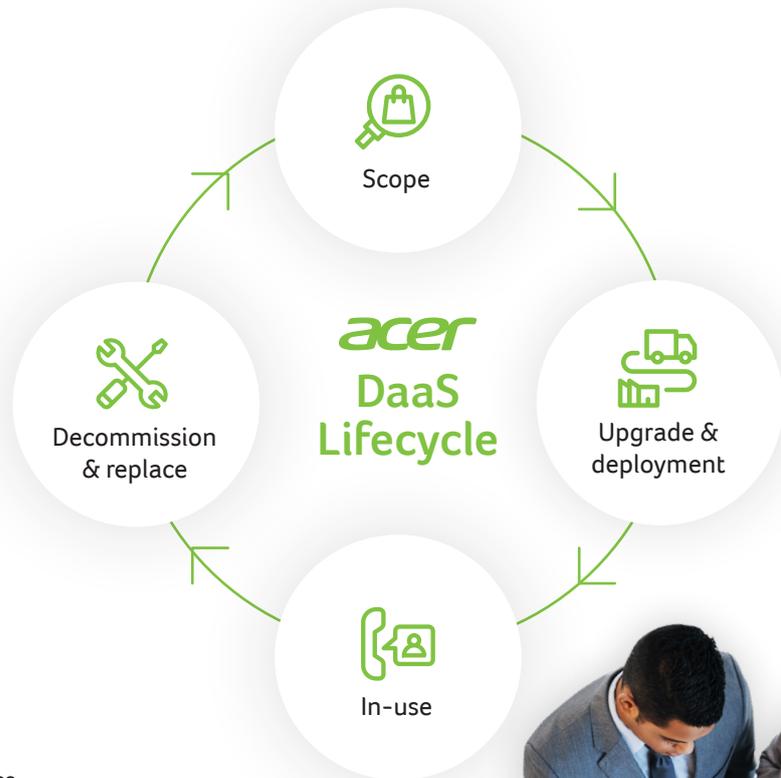
- Disposal of current devices.
- Configure and deploy new devices.
- Work from home refresh support.

In-use

- Tier 1 help desk support.
- Hot Swap.

Decommission & replace

- End of term reminders and refresh support.
- Collection and certified data erasure.
- Portal access to view reporting and certificates.



Service descriptions

PRE-DEPLOYMENT	Services performed prior to delivery include kitting of peripherals and devices, asset tagging, test and tagging, white-glove setup, and fine-tune enrolment based on selected requirements
DEPLOYMENT	Includes delivery and installation services, with a dedicated Program or Project Manager allocated to each case. We offer solutions tailored for both office-based setups and Work From Home environments.
HOT SWAP	Provides storage and redeployment of spare devices for repairs, loss, theft, or staff changes. The costs of spare parts are integrated into the monthly service fee to ensure straightforward budgeting and accountability.
TIER 1 SUPPORT	Manages the replacement and repair of devices under warranty, ensuring seamless service continuity for your business operations.