DEVICE AS A SERVICE

Provide a modern device experience and ensure end-user productivity, all while keeping costs down.

As organizations prepare to fully support a hybrid workforce, IT is facing a set of unique challenges such as:

- Supporting staff using a more diverse range of device types with a seamless user experience
- Procuring and provisioning distributed devices in a cost effective and efficient manner
- Delivering support in a distributed environment
- Managing technology refreshes in a cost-effective way

SHI's Device as a Service solution addresses all these unique challenges and more by ensuring your users have the devices they want, the support they need to be productive and that the entire lifecycle is managed based on a predictable, monthly per-device cost.

ALL-INCLUSIVE MANAGED SERVICES

Whether you are looking for a fully managed service or an opportunity to free up internal resources to focus on other projects, our experts will work with you to design a customized service that meets your needs and maximizes the value of your investment.

VENDOR NEUTRAL/CUSTOMER-DEFINED OEM PREFERENCE

The choice of devices is limited only by your business needs. Regardless of whether you have standardized on a single hardware OEM or engage with multiple vendors, SHI is uniquely positioned to find the best devices to support your end-user needs.

ONE CONTRACT, FLEXIBLE FINANCING MODELS

Our financing models allow for predictable monthly payments and simplified financial forecasting. Whether you want to make a capital investment in devices, or move to an OpEx funding model, we can provide options to suit your business needs.

FULL DEVICE LIFECYCLE MANAGEMENT

SHI provides comprehensive management of all your devices across every stage of the asset lifecycle. From custom configuration, zero touch deployment and touchless support to EPA compliant asset disposal services, SHI is committed to refreshing existing devices to keep your end users productive and operational.

DEVICE AS A SERVICE BENEFITS

Improved User Experience

- Pre-planned refresh cycles
- Faster delivery to end user
- Clearly defined support SLAs
- Reduced downtime

Complete Device Management

- OS and critical updates
- Dedicated project manager
- Improved asset tracking and reporting
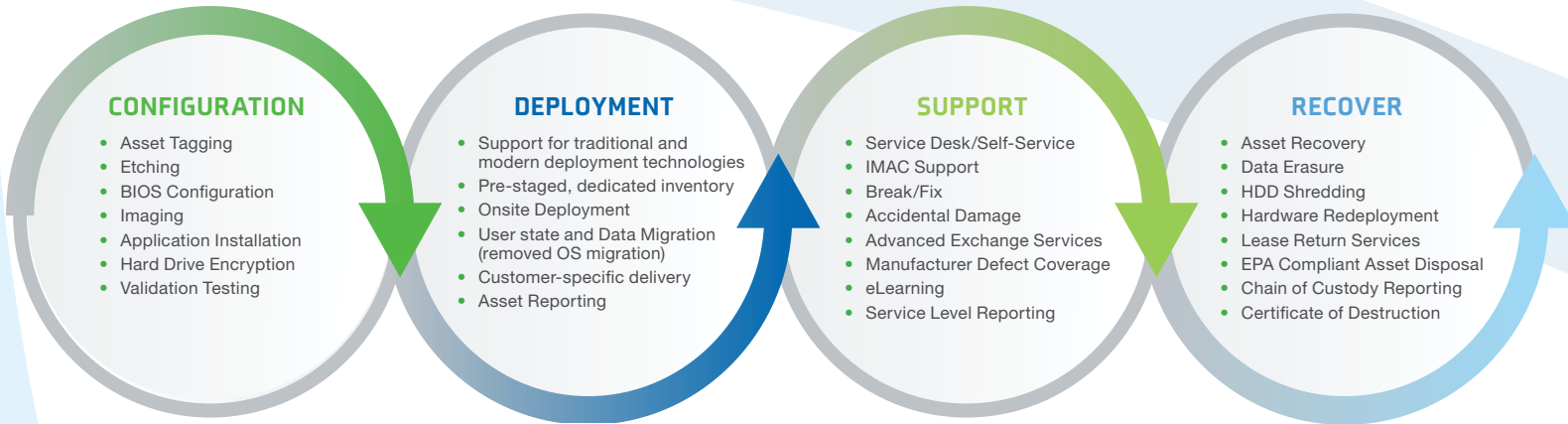- Enhanced end-of-life capabilities

Reduced Costs

- Fixed and predictable monthly payments
- Predictive maintenance to ensure productivity
- Free-up IT staff for more strategic initiatives

DEVICE AS A SERVICE

Help IT reduce cost and complexity of managing devices across the lifecycle

CONFIGURATION
- Asset Tagging
- Etching
- BIOS Configuration
- Imaging
- Application Installation
- Hard Drive Encryption
- Validation Testing

DEPLOYMENT
- Support for traditional and modern deployment technologies
- Pre-staged, dedicated inventory
- Onsite Deployment
- User state and Data Migration (removed OS migration)
- Customer-specific delivery
- Asset Reporting

SUPPORT
- Service Desk/Self-Service
- IMAC Support
- Break/Fix
- Accidental Damage
- Advanced Exchange Services
- Manufacturer Defect Coverage
- eLearning
- Service Level Reporting

RECOVER
- Asset Recovery
- Data Erasure
- HDD Shredding
- Hardware Redeployment
- Lease Return Services
- EPA Compliant Asset Disposal
- Chain of Custody Reporting
- Certificate of Destruction

DEVICES: Laptops | Desktops | Tablets Smartphones | Hosted Workspaces | VDI

Every partnership includes an assessment of existing operational processes and procedures as well as a customized transition and operational plan. Our experienced team will work with you to build a program that helps you mature your practices and continuously improve on the value they deliver.

Our team of professionals includes hands-on expertise for every type of end user device you need to manage, regardless of the OEM. We can scale up or down with the right resources needed to support small and large environments. We offer both depot and on-site deployment and repair services and can tailor the right solution to your needs.

Ask us about how **Zero Touch X**, SHI's innovative over-the-air provisioning (OTAP) deployment solution, can help you accelerate hardware deployments and increase user productivity.

INTRODUCING SHI COMPLETE CARE

For customers looking to reduce the cost of maintaining end-user assets, SHI offers Complete Care. Complete Care is SHI's zero-deductible, managed service solution that provides an affordable alternative to expensive, limiting OEM options and can include accidental break/fix coverage, ensuring minimal disruption to your business operations.

SHI is helping customers deliver devices and support to their end users regardless of location, wherever and whenever they need it.

Optimize your resources and maximize your budget with Device-as-a-Service, a simpler, more cost-effective approach to device management.

To learn more about SHI Device as a Service,
please contact your SHI Account Executive today.