SOLUTIONS

MAKING SENSE OF DEVICE-AS-A-SERVICE
What are you doing to manage the daily demands of device management?

A rise in the number of end-user devices deployed in enterprise coupled with remote teams, diverse workloads and widening security threats – places a heavy and complicated burden on technology professionals responsible for selecting, configuring, deploying, supporting, maintaining, recycling and upgrading devices.

Half of the IT managers questioned in a survey said they spent too much time procuring and managing devices and even more said they would rather devote those hours to strategic projects surrounding digital transformation or security.

Up to 15% of notebooks, laptops and desktop PCs will be shipped under a DaaS agreement by 2020.

Researchers suggest the number of organisations owning and managing their own devices will dwindle over the next decade as DaaS is embraced by more in enterprise.

WHAT IS DEVICE-AS-A-SERVICE?

An increasingly popular IT management model that outsources the procurement, deployment and support of desktop PCs, tablets and laptops, and associated software to IT solution providers. Organisations pay a monthly fee per device based on the number of devices being used and the services attached to them.

63% of organisations using DaaS saw increased revenue and reduced operational costs.

Spend less, do more

CDW removes the burden of purchasing and provisioning, driving efficiency, user experience, performance optimisation, productivity and compliance via a highly flexible list of Device-as-a-Service (DaaS) solutions. Organisations can choose a DaaS plan which is best suited to their needs from a range of options.

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IMPROVE EFFICIENCY

Day-to-day management of devices is streamlined and simplified

HARNESS FLEXIBILITY

Deploy the latest devices quickly as your organisation scales up

MAXIMISE RESOURCES

Remove the burden on internal teams so they can pursue value-adding initiatives

INCREASE RELIABILITY

Data on device usage and performance can be collected centrally to address issues before they happen

CONTROL COSTS

Unexpected bills are eradicated and moving from capex to opex frees up funds for investment elsewhere

BOOST PRODUCTIVITY

Consistent provision of secure, up-to-date devices, with the latest software, enables staff to do more

RELIEVE HELPDESKS

Fewer calls into the helpdesk as predictive analytics address issues before they occur

STRENGTHEN SECURITY

With the latest updates installed and the option to lock lost devices, security vulnerabilities are reduced

ENGAGE END-USERS

Access to new and high-performing technology pleases employees, helping talent acquisition and retention

GAIN INSIGHTS

Better visibility of device procurement, management and usage provides valuable business intelligence

61% spend more time on strategic IT projects

61% reported improved end-user productivity

39% fewer helpdesk hours

10 BENEFITS OF DAAS

WE GET SMARTER WAYS TO WORK

Why CDW?

360 DEGREES OF EXPERTISE

Our highly accredited teams provide everything from project planning to technical support.

GLOBAL SCALE

An international footprint serving 150 countries around the world from a central account team.

NATIONAL DISTRIBUTION CENTRE

Delivery to 98% of the UK within 4.5 hours via a 120,000ft² facility, shipping over 3m items each year.

CONFIGURATION CENTRE

Over 750 workstations in a 20,000sq ft facility, staffed by 40+ technicians offering consultancy, rack building and device imaging.

UNRIVALLED PARTNERSHIPS

Access to an array of best-of-breed technology vendors, developers and solution partners.

ROUND-THE-CLOCK SUPPORT

24/7 ServiceDesk support staffed by over 350 professionals, with over 100 field engineers and Service Operations Centre.

TRUSTED BY THE BEST

250,000 global clients, representing 30% of FTSE 100

DEPENDABLE ENGINEERING

Break-Be estimates via over 100 field service and on-site engineers, contactable through a single helpdesk.
Successful adoption of DaaS depends on rigorous analysis of an organisation’s current situation and objectives.

In the discovery and assessment phase, CDW examines the IT hardware currently in place against the needs of employees across multiple departments to design a strategic roadmap.

Culture, working practices, user preferences, compliance requirements, organisational priorities and financial boundaries are all incorporated into the assessment.

The proposed solution may offer a complete or partial refresh of the estate, with existing devices retained where appropriate.

A 24/7 multi-lingual Service Desk facility, staffed by over 350 professionals, is available to CDW’s DaaS customers, providing dependable first-line or second-line support to minimise demands on your IT team.

In addition, break-fix services can be built into a DaaS agreement with CDW, which operates a team of over 100 engineers.

CDW’s close partnerships with technology vendors enables issues that can’t be corrected by engineers to be escalated and resolved rapidly.

Response times are among the best in the industry. The result is greater continuity, reduced business overheads and employees who feel fully supported.

Devices are delivered to the desks of users in ready-to-go state, having been pre-configured and pre-staged with all imaging and asset tagging completed.

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OVERCOMING HARDWARE HEADACHES WITH A COST-SAVING DAAS PROGRAMME FROM CDW

An ageing IT estate at Mid-Cheshire Hospitals NHS Foundation Trust was interrupting the day-to-day work of thousands of staff and placing pressure on the internal helpdesk. But the introduction of a Device-as-a-Service solution from CDW has transformed performance and efficiency.

CHALLENGE
Mid-Cheshire Hospitals NHS Trust employs 4,500 members of staff across three hospital sites in the North West of England. However, its ageing estate of desktop PCs was causing significant problems.

More than half of the Trust’s 2,500 desktop PCs were over 10 years old. In many cases, employees were waiting up to 25 minutes to log in each day and, even when booted up, many computers ran slowly, which took time away from patient care.

These issues drove up call volumes on the service desk, with the team of three first-line support staff handling up to 500 calls per week. “It was not uncommon for the first line to be taking 60 to 70 calls per day, and then of course a lot of the issues being reported were difficult to solve,” said Amy Freeman, the Trust’s Associate Director of IT. “Our budget conscious solution had been to add memory with solid state drives but we wanted a solution that would be more sustainable over the long-term.”

As part of a business case for IT transformation, a calculation based on the average salary of desktop users showed that around £942,000 worth of unproductive time was being racked up each year due to slow log-in times and related issues. It was estimated that staff were spending around 273 hours per day waiting to gain access to their desktops.

There was no standard build and software deployments had become very labour intensive. The delivery of important security patches was difficult and the IT team’s ability to manage devices remotely was limited.

SOLUTION
Unable to replace all PCs at once, the Trust worked with CDW to replace all machines over 10 years old. A Device-as-a-Service agreement, including the leasing of PCs, enabled the Trust to establish a new five-year refresh cycle to improve future-proofing.

A series of drop-in sessions with associated questionnaires enabled users to test a range of PC and laptop models. The results pointed to Lenovo as having the best combination of technical performance and cost-effectiveness.

CDW’s project managers orchestrated the ordering and shipment of laptops to the required locations, with associated items including headsets, bags and SIM cards for remote workers. Working closely with the Trust’s IT team, CDW’s configuration centre handled imaging and asset tagging, managed the migration of mailboxes and even took responsibility for WEEE compliant disposal of old devices.

This was accompanied by the roll-out of an updated Microsoft platform, based on a new licensing agreement spearheaded by CDW’s User Computing team, who provided e-learning videos and data sheets.

Additionally, to reduce helpdesk calls, CDW’s managed services provided a dedicated contact number to resolve issues, with a swap-out service guaranteeing the replacement of faulty devices by the next business day.

OUTCOME
Positive results were quickly apparent following the DaaS deployment. Logging onto the new devices took less than a minute and staff were able to undertake more appointments per day.

Pressure on the Trust’s helpdesk has been dramatically reduced, enabling the IT team to focus on plans for infrastructure transformation and networking upgrades to enable free WiFi access for patients.

“One of the great strengths of CDW is that I can call my Account Director at any time and he will do his best to resolve an issue. His flexibility and dedication is something I value very highly. Where others problems have arisen, they have been resolved quickly and without any fuss,” said Amy Freeman.

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Amy Freeman, Associate Director of IT at Mid Cheshire Hospitals NHS Foundation Trust
IDC DaaS Americas Survey, October 2016

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https://searchchannel.techtarget.com/feature/Device-as-a-service-set-to-expand-for-channel-partners

IDC Custom Research, sponsored by HP Inc: PC Lifecycle Survey of Decision Makers in 902 organisations across nine countries with 750 or more end-user devices, August 2017