


# Device as a Service (DaaS)



 **THE PROBLEM:** Using manual processes for Device as a Service (DaaS) delivery drives up costs, negatively impacts customer service, and introduces security risks.

Device lifecycle management (DLM) challenges grow exponentially as the number of endpoints increases. DLM requires identifying user needs, supply chain management, configuring and deploying devices, resolving support requests, managing asset replacement /refresh cycles, and ensuring return and proper disposal of retired equipment. It also requires managing OS upgrades and patches, purchase/lease cycles, and more. Using manual processes for DLM increases workloads, shrinks margins, and introduces risks.

 **THE SOLUTION: READYWORKS**

ReadyWorks orchestrates the entire device and software lifecycle management process including ordering, shipping and receiving, deployment, maintenance, XLA management, inventory tracking, decommissioning, disposal, financial reporting, and audit response.

## BUSINESS IMPACT:

### FOR DaaS PROVIDERS

- **Improved Quality of Service:** Automate replacement and refresh order processes to meet customer needs faster.
- **Enhanced User Experience:** Use critical usage stats to improve the user experience.
- **Improved Security:** Automated processes ensure better control of assets from acquisition through disposal. Security risks like unpatched or EOL systems are quickly identified and mitigated.
- **ESG Compliance:** Automate processes to ensure conformance with ESG policies for DLM.

### FOR CUSTOMERS

- **Better Cost Control:** Reduce overspend on hardware with better visibility into asset needs and reconcile demand with inventory.
- **Better Quality of Service:** Reduce lead times by automating needs analysis, procurement, and approvals. Utilize self-service portals for users to confirm information and schedule shipping and/or service.
- **Reduced Downtime:** Avoid unexpected downtime caused by hardware or software failures via proactive DLM.



## WITH READYWORKS:

- Analyze data from all sources on an ongoing basis to get an accurate view of managed devices, usage, performance issues, lease cycles, security risks, and more.
- Automate DLM logistics including gathering user requirements and matching them to permission levels and device catalogs, change management approvals, end user communications and scheduling, configuration management, deployment, support, OS upgrades and patch management, device returns, decommissioning, and disposal.
- Automatically populate build sheets and task templates.
- Improve DaaS program transparency and accountability by sharing auto-generated reports with stakeholders.
- Achieve and maintain SLA and XLA goals.

## WHAT'S INCLUDED:

- Bi-directional connectors to standard data-sources involved in managing DaaS (CMDBs, Active Directory, SCCM, Intune, ITSMs, configuration management platforms, identity management systems, software licensing platforms, DEX platforms, courier systems, application testing systems, VDI, and asset disposal systems. (10 connectors included in standard subscription in addition to CMDB.)
- Automated import of spreadsheets and other unstructured data sources.
- Outbound orchestration to update source systems of record.
- Communication templates.
- Configurable self-service portal for gathering user requirements and scheduling service.
- Full suite of asset inventory and audit response reports.
- Configurable dashboards and reporting.



Schedule a demo today.

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