

WORKPLACE MODERNISATION

End User Computer & Productivity
Device as a Service (DaaS)
Whitepaper

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Device as a Service (DaaS)



Workplace MODERNIZATION Overview

For modern enterprises operating in a hypercompetitive, always-on environment, it is extremely important to equip users with the right hardware, software and support to boost productivity and minimize unplanned downtime. At the same time, the pressure to consolidate and reduce IT device and services expenditure is at an all-time high, only made more difficult by the hassles of managing the explosion of devices and vendors. 63% of IT managers say their resources are constrained by device management, which leaves them with little time to focus on strategic projects.

Device as a Service (DaaS) has emerged as a critical solution for enterprises looking to reduce costs, provide secure and high-quality services and software to their end users, and stabilize IT cost volatility. DaaS combines hardware leasing (iMacs, MacBooks, iPads, iPhones, etc.), end-to-end lifecycle management services, and the software users need to stay productive into a consolidated monthly, per-device price.

It's important to understand that DaaS is a much more substantial offering than a traditional device leasing service. Here's how:

Device Lease:

- End User Device
- Accessories
- Extended OEM Warranty

DaaS:

- End User Device
- Accessories
- Extended OEM Warranty
- Configuration Services
- Program Management
- Service Desk Support
- IT Asset Disposition (ITAD)
- End User Productivity Software Licensing
- Any other device lifecycle management services

Zones provides best-in-class services bundled as DaaS offerings through industry-leading partnership with Apple. Zones' DaaS offering allows enterprise clients to choose any end user device of Apple (iMacs, MacBooks, iPads & iPhones) and add Zones device lifecycle services – all for a fixed per monthly device price.



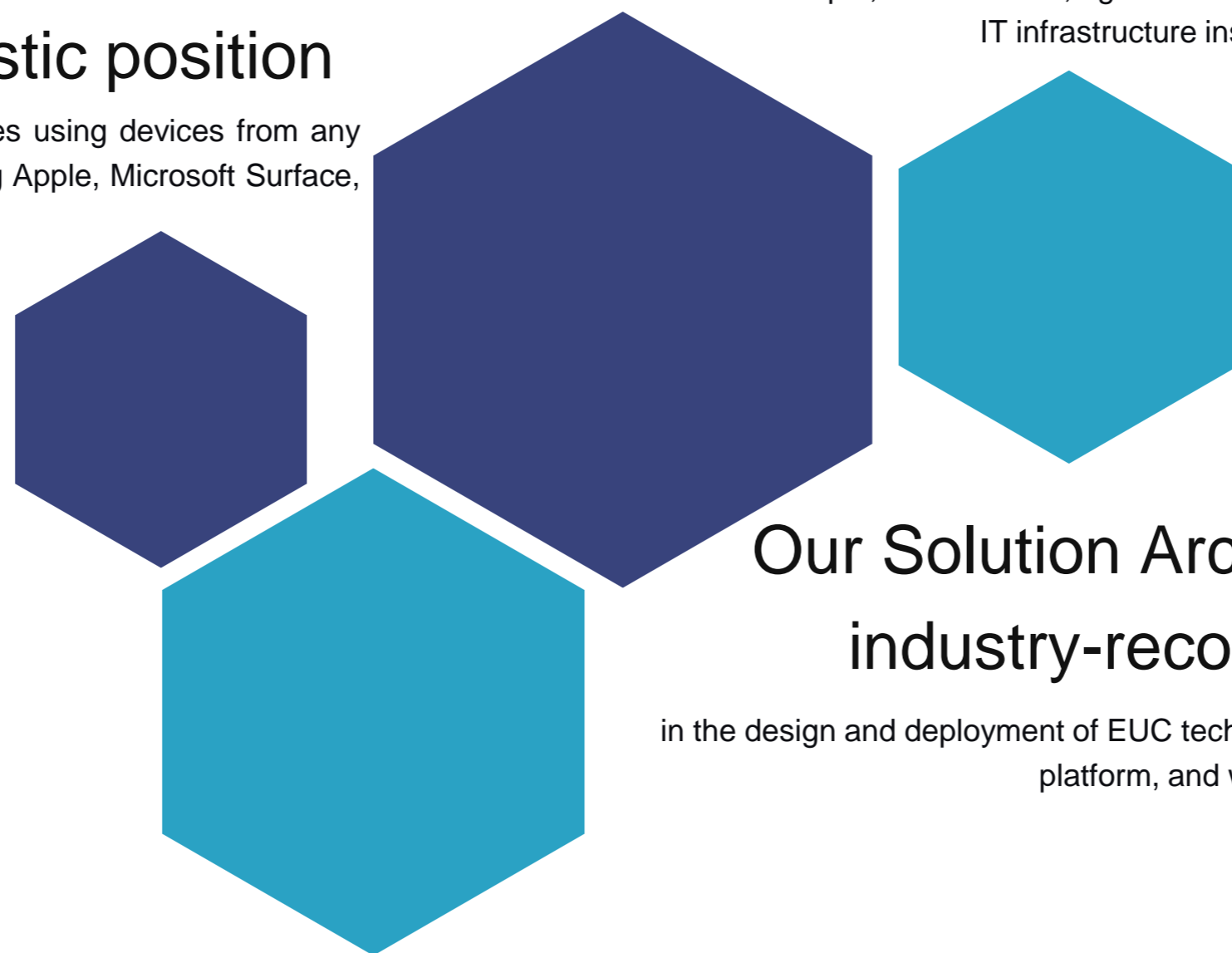
Why Zones



Zones has extensive experience in device leasing and in each individual service that's a component of DaaS. We also have a history of reselling partner-delivered DaaS offerings. Zones' wide-ranging DaaS capabilities are underpinned by award-winning relationships with all of the leading OEMs. We recognize our clients' growing need for customization and flexibility, and our custom DaaS offering provides an innovative way to meet those demands.

Our vendor-agnostic position

enables us to deliver DaaS packages using devices from any of our major OEM partners, including Apple, Microsoft Surface, HP, Dell, Lenovo, and Intel.



Zones Discovery Services (ZDS)

is a simple, non-intrusive, agentless technology designed to provide IT infrastructure insight, discovery, and analytics.

Our Solution Architects hold over 50 industry-recognized certifications

in the design and deployment of EUC technologies from all leading device, software, platform, and wired and wireless network manufacturers.

Zones nterprise™ is a proprietary project execution platform

that can be used by Zones, its clients, and third parties to gain real-time visibility into all deployment-related inventories and activities. It provides our clients with the competitive advantages of improved speed and agility when introducing and managing technologies that will drive their business forward.

Client Problem / Need



- Pressure to reduce purchased/owned assets.
- Inability to control IT cost volatility and ensure predictable device expenditure amid intensifying competition and rapidly changing business demands.
- Difficulty controlling multiple devices, vendors, and platforms in the modern enterprise IT environment.
- Too much time spent managing the device lifecycle – from device procurement and deployment to leases, refreshes, contract management, accessories, maintenance, EOL, etc.
- Inability to easily upgrade devices to new technologies, impacting end user productivity.
- Lack of predictability in costs over the lifecycle of devices, which leaves enterprises unable to free up cash for investing in other strategic initiatives that drive revenue and growth.
- Increase in the number of remote workers, leading to challenges in device procurement, deployment, and maintenance.
- Challenges in ensuring proper end-of-life services for devices such as wiping them clean of any sensitive data, and disposing of them in a secure, environmentally sound manner.

