DEVICE-AS-A-SERVICE FOR DELL

Managed Workplace Services

Device-as-a-Service (DaaS) for Dell is a collection of services that when combined, creates a comprehensive managed service. It can cover the procurement, deployment, support, and end-of-life disposal, refresh or recycle of enduser devices. It has flexible finance options and can be offered as a cost per device model to help customers budget more effectively and shift their IT expenditure from CAPEX to OPEX. It provides customers enhanced productivity and security across all their end-user devices.

Why CDW Managed Services?

CDW is an award-winning managed service provider, trusted by some of the UK's largest businesses to provide complex IT support services.

Benefits

·Dedicated Service Operations Centre available 24x7x365
·Over 350 Service Professionals covering the full suite of IT services
·55,000 + contacts managed by the Service Desk each month
·Over 20,000 incidents managed to completion every month
·4,000 visits to client properties every month supported by over 150 engineers
·Proven ability to support IT estates in over 70 countries
·Fully compliant with key ISO, security and ITIL frameworks

Key Service Features

Configuration Management
The device configuration service includes asset tagging and deployment of PCs, workstations, laptops, tablets and thin clients in a ready to use powered up state for end user clients. These activities are often time and resource-consuming so customers can benefit from a service that can immediately support user productivity.

Hardware Management
This is driven by proactive analytics which offer major cost savings to customers through reduced device breakdown and reduced calls to the service desk. Incident tracking and a consolidated cloud-based dashboard helps customers track hardware & software inventory and monitor device health.

Software Management
This is provided through Microsoft Intune, a cloud-based tool that helps organisations deploy applications and data to their employees. Microsoft Intune is a component of Microsoft's Enterprise Mobility Suite (EMS). Intune integrates with other services including Microsoft 365 and Azure Active

Directory (AAD) to control who has access and what information they have access to.

Disposal Management
A key challenge for IT managers regarding end of life for devices include erasure of sensitive data and stock piling of retired assets in a compliant manner. CDW can help with a range of services which include data erasure, equipment removal, refresh & grading and final disposition to government certified standards.

Additional Services

Customer Discovery
This is a baseline assessment of a customer's IT estate which includes understanding user personas and providing devices that meet individual user groups. This is achieved by a variety of tools including workshops, questionnaires and where required deploying probes and agents.

Intune License
A key element of Device-as-a-Service is the software management of a customer's IT estate. CDW leverages the technological capabilities provided

To learn more about DaaS for Dell, or the wider Managed Workplace Services portfolio, please contact your Account Team or email info@uk.cdw.com

uk.cdw.com | 020 7791 6000

DELL Technologies
TITANIUM BLACK PARTNER

CDW PEOPLE WHO GET IT®

by Microsoft Intune to deliver this and the license can be acquired for those customers who do not have the Intune tenant installed.

End User Service Desk
The core service offering from CDW is desk-to-desk, but an end user service desk is also available for customers who wish to reduce this overhead to allow their staff to focus on business-critical applications.

Discovery

Service Features	Basic	Essential	Premium
Discovery	Optional	Optional	Optional

Deployment

Service Features	Basic	Essential	Premium
Order Management (Service Track)	✓	✓	✓
Asset Tagging	✓	✓	✓
Dead On Arrival (DOA) Testing	✓	✓	✓
Image Set Up	✗	✗	✓

Management

Service Features	Basic	Essential	Premium
24x7 Service Desk (Desk to Desk)	✓	✓	✓
Technical Support	✓	✓	✓
Hardware Health Monitoring	✓	✓	✓
Hardware Inventory	✓	✓	✓
Analytics Dashboard	✓	✓	✓
Application Deployment	✗	✓	✓
Microsoft Intune Management	✗	✓	✓
Anti-Virus Management	✗	✓	✓
Major Incident Management	✗	✗	✓
Change Management	✗	✗	✓
Problem Management	✗	✗	✓
Device Patching	✗	Quarterly	Monthly
Patch Status Reports	✗	Quarterly	Monthly
Technical Account Manager	✓	✓	✓
Service Delivery Manager	✓	✓	✓
Service Features	**Basic**	**Essential**	**Premium**
Microsoft Intune License	Optional	Optional	Optional
End User Service Desk	Optional	Optional	Optional
VIP Users Hardware SLA Uplift	Optional	Optional	Optional

Disposal

Service Features	Basic	Essential	Premium
Disposal	Optional	Optional	Optional

To learn more about DaaS for Dell, or the wider Managed Workplace Services portfolio, please contact your Account Team or email info@uk.cdw.com

uk.cdw.com | 020 7791 6000

DELLTechnologies
TITANIUM BLACK PARTNER

CDW PEOPLE WHO GET IT®

OWNER: MARKETING
DATE: 19/11/20 V1.0   PUBLIC (NON-CLASSIFIED)