Data#3

Unpacking Device as a Service

Your end-to-end guide on digital procurement and modern device management

Decipher the world of DaaS with Data#3

DaaS, n.

Device as a Service (DaaS), is the procurement of a modern device (phone, tablet, laptop, desktop, mobiles, even printers) bundled with deployment and management services, analytics and eventual end of life recycling, delivered as a service. Companies choose a length of service, typically three years, and pay a consistent monthly cost per device.

The Device Debacle

The pandemic has permanently elevated the importance of modern devices in our everyday lives. More than 50% of us are expected to continue working remotely some or all of the time post pandemic, but 70% of business leaders believe that improvements in PC quality are needed to support hybrid work more successfully[1].

Ready or not, device usage is snowballing. Managing the sheer volume and variety of these devices has become an uphill battle. IT resources are being exhausted by low value fleet management, while innovation and core projects fall by the wayside. Indeed, an IDC report found that 63% of IT Managers agree that their resources are drained by device management and that they would prefer to focus on more strategic IT projects[2]. Add to this the rapid acceleration of hybrid workstyles and diverse multi-device, multi-platform and multi-vendor environment – IT have quite a challenge on their hands. It's hindering their ability to deliver a consistent, unified approach to fleet management. As a result, inconsistent user experiences, ageing platforms and assets, unpredictable costs and lack of procurement control are plaguing IT and procurement teams everywhere.

It's time for a new approach.

The avalanche of 'as a Service

Across the globe, companies leveraging digital disruption are emerging as the new industry heavyweights. This success isn't solely hinged on their ability to channel the power of emerging technologies, it's also down to their ability to reinvent the very way they do business. Nowhere is this more apparent than in the service delivery space, where more and more businesses are transitioning to 'as a Service, to drive revenue and reduce costs. Along the way, they're developing processes to support entirely new business models geared towards driving innovation across the enterprise.

The next evolution in device delivery

Demand has been growing for a new approach to device provisioning. Driven by the proliferation of devices, the migration to cloud, the surge in security risks and the global chip shortage, enterprises are ready to move away from traditional device management. The day-to-day headaches of maintaining devices paired with large capital outlays for device refreshes has, for too long, held IT teams back from achieving their full potential. Still, 60% of Chief Procurement Officers do not have a clear digital procurement strategy[3].

The solution to this problem lies in DaaS — Device as a Service — brought to you by Data#3.

The Device as a Service market is expected to grow at a CAGR of 43.2% between 2021 and 2026[4].

Get ready for Daas

A modern approach to managing diverse device fleets

As organisations embrace the benefits of the modern workplace, they are fundamentally changing how they think about and manage IT. No longer content with the manual and time-consuming task of device management exhausting the time of highly skilled IT professionals, forward-thinking organisations are embracing a simplified, outsourced approach. End user computing is low-level noise for many IT departments, yet a seamless device experience is still crucial for all-of-business productivity and staff satisfaction. Modern device management can feel like a big step, because it is, it's the digital transformation of your compute fleet, from procurement and provisioning, to support and disposal. Simplified deployment and management, improved security and lowered costs are the big wins. Plus PCs are more important than ever for recruiting and retaining talent. According to a recent study, one-third of users[5] say they expect to continue using their PCs to connect with others post pandemic, and 73%[6] want a device that offers enough power and professional features to express themselves creatively.

With Data#3's DaaS customers are able to combine modern device management, app delivery, analytics, security and software asset management into one solution, to bring businesses the assurance that your devices are securely deployed and managed. Best of all, it comes with the latest devices that users want, the security you need and the 'as a service' flexibility and pricing you expect.

Are you ready to support employees to be more productive, connected, and secure, while focusing on the strategic priorities to drive your organisation forward?

50% of IT managers say they spend too much time managing devices[2].

80% of office workers have felt disadvantaged at work by not being able to use the technology they want[7].

Why DaaS?

GOODBYE:	HELLO:
Expensive and time intensive deployments	Getting TCO under control with a predictable monthly fee
Misplaced and lost equipment	Fast and easy device refreshes and upgrades
Distracting procurement and deployment workloads	Locating devices quickly and accurately
Upfront capital investment in devices	Low cost flex and asset reassignment
	Investing in and focusing on priority IT projects

"Key to the transition was the need to align with our Information Technology Mobility Strategy. Thanks to our new hardware and the deployment of Windows 10, we have a truly mobile workforce that can now connect, share and collaborate with ease."

Joel Hurst, IT Manager, the City of Fremantle

To learn more about the City of Fremantle's deployment of HP and Microsoft Surface hardware with Windows 10 to improve user experience and service delivery,

Click here

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City of **Fremantle**

THE DaaS FRAMEWORK

We take the burden of end-to-end lifecycle management off your shoulders, so you can focus on the bigger picture.

CONTRACT MANAGEMENT

Product catalogue management   Vendor supplier management   Inventory forecasting   Finance, billing and reporting   Performance management

01 PLAN

- Device, operating system and app review
- Directory, group policy and network readiness assessment
- Define or update data management strategy
- Microsoft 365 readiness or adoption
- Security gap analysis
- Agree on SLAs
- Agree on finance strategy

02 TRANSITION

- Modern device, management and app remediation
- Security remediation
- Data transition

03 ONBOARD

- Define device enrolment process
- Application packaging
- Define business application delivery
- Define governance structure for contract
- Procurement team training
- End user change management and adoption

04 PROCURE

- Online procurement portal
- Quote and order management

05 ENROL

- Device enrolment or imaging
- Setup Windows and Office ProPlus procedure
- Software Asset Management
- Data warehousing for SCCM/Intune with PowerBI

06 INSTALL

- Packaging and shipping
- Desk-side delivery
- Storage of spares
- Onsite installation
- Execute delivery of business applications
- User device training

07 ASSET MGMT

- Planning
- Tagging
- Registration and reporting
- Spares tracking

08 MONITOR

- Analytics dashboard
- Reporting

09 REFRESH

- Asset collection
- Data backup or secure data wipe
- Reassign or decommission
- Environmentally friendly device disposal

CUSTOMER SERVICE

1300 number for 24/7 helpdesk   Product catalogue portal   Request and query management   Warranty care package support   Onsite desktop support

SECURITY

Endpoint security   Full disk encryption   Mobile device management   Security analytics   Identity and policy

Management

Device management has traditionally been handled in-house. The task was simple when each staff member had a single desktop PC in one fixed location, but work is no longer neatly contained between four walls. Mobility and collaboration are the hallmarks of the modern workplace, rendering the classic IT management model obsolete.

Modern organisations support employees with the latest devices and applications, and the freedom to work anywhere, anytime. However, the diverse fleets, range of operating systems and ever-expanding variety and volume of devices makes managing hybrid environments increasingly difficult and costly. Because resources are tied up with tactical tasks - like actioning timely OS patches and maintaining a secure environment - resourcing more strategic, transformative projects becomes harder to achieve.

Many of these challenges can be addressed with a modern desktop – complete, integrated solutions on the latest devices. Microsoft Endpoint Manager merges the functionality of Microsoft Intune, Microsoft System Center Configuration Manager, Device Management Admin Center (DMAC), Windows Autopilot, Desktop Analytics and more. This unified tool equips your organisation to embrace BYOD, autonomously configure end user devices, and achieve complete visibility with mobile device and application management. It's all part of the DaaS unified solution that supports a highly secure workspace empowering teams with tools to boost productivity, teamwork and collaboration.

63% of IT Managers say their resources are drained by device management and they would like to be able to focus on more strategic IT Projects[2].

Modern managed devices using Endpoint Manager saw both boot time and crashes reduce by 85%[8].

By taking care of procurement, deployment, training, support, recovery, and asset management, DaaS streamlines asset management, improves device security and supports employee productivity.

To ensure you're getting the most productive performance from your end user investment, consolidated reporting unveils insights into your user's habits, device performance and maintenance support too.

Security

Once upon a time, protecting the enterprise against cyberthreats meant securing the perimeter. But times have changed. As the lines between work and home have blurred, security risks have soared with a reported increase of 238% in global cyberattack volume during the pandemic[9]. In the 2020–21 financial year, the average loss for Australian enterprises has increased to more than $50,600 – over one-and-a-half times higher than the previous financial year[10]. The perimeter has dissolved, and without a robust end-to-end management strategy, devices quickly become a high security risk.

Throughout the lifecycle, protecting ever-expanding fleets of devices is complex and challenging. A mix of older specifications and applications make legacy devices incompatible with the latest software. Patching may be out of date, creating further security risks.

For many organisations, hybrid working and security have been a conundrum. 91% of IT teams felt pressured to compromise security if it benefited business continuity, while more than three quarters (76%) admit security took a back seat in an effort to keep business running during the pandemic[11].

Decommissioning retired assets poses problems too, with unused devices often sitting in a cupboard gathering dust and compromising security rather than being repurposed or disposed of in line with environmental policies.

Learn more about Data#3 Security Solutions

83% of IT teams believe the increase in home workers has created a "ticking time bomb" for a corporate network breach[11].

77% of IT professionals say their organisation does not have a formal cybersecurity incident response plan[12].

83% of IT teams believe the blurred lines of home and work life have made enforcement "impossible."[11]

With Data#3's DaaS, security is covered from start to finish. From the outset, added layers of security can be applied to the management of all devices and applications. Security policies are strictly enforced, and at end of life, devices are safely and securely decommissioned.

Devices

As smart digital experiences permeate our daily lives, the workforce has come to expect easy, modern experiences. They want to be equipped with the latest devices, accessories and software. They want to work from anywhere, on whatever device matches their workstyle. And they want it all to be seamless.

By providing employees with the tools to work smarter and faster, enterprises can begin to realise new opportunities for innovation, competition and productivity. But in order to attract and retain talent while empowering an engaged workforce, the gap between end user expectations and experiences must be closed - without draining IT resources. After all, even large internal IT teams can struggle with the day-to-day operations of device management.

48% of employees say the technology on offer would influence their decisions on future employers[8].

80% of device costs occur after purchase[13].

The Device as a Service model is the future. With Data#3's vendor-agnostic DaaS, users can choose from a wide selection of notebooks, desktops, mobiles and other specialised devices from world leading hardware partners, while the management, maintenance, support, refresh and disposal of them is handled externally. Proactive technical support and rapid repair or replacement of equipment produces faster resolution and reduces downtime. Organisations can continue to run at optimal levels, confident that their TCO remains affordably consistent.

Procure from a curated digital catalogue of modern devices

The Microsoft Surface Family

Discover the range

The HP Device Fleet

Discover the range

Dell Business PCs

Discover the range

Lenovo End User Devices

Discover the range

Asset Management Services

As enterprise cloud applications and device ownership continues to grow, the volume of contracts, licenses, deployments, renewals and expirations to monitor has mushroomed. For IT teams, the burden of asset management is eating into valuable time and wasting resources. It's incredibly frustrating to discover that **30% of deployed software is not even used**[14] – isn't it time we stopped wasting budget on redundant, insecure or duplicate technology?

You need a way to track and monitor your technology sprawl, but traditional asset management systems are restricted to specific areas of your technology stack. Data#3's Technology Intelligence Solutions help our customers manage their technology across the entire on-premises and cloud ecosystem. Available in three service tiers:

1. **Technology Visibility Service** – Get a real-time view of your entire on-premises and cloud ecosystem

2. **Technology Optimisation Service** – Eliminate software and SaaS waste

3. **Technology Governance Service** – Identify software vulnerabilities, and integrate security and data protection features

Learn more about Data#3 Technology Intelligence Solutions

More than 50% of IT spend has moved out of the CIO's control[14].

87% of IT leaders reported that they were audited by a software vendor in the past 12 months[15].

By combining device management and software asset management, Data#3 can effectively manage your fleet and licensing contracts and renewals, as well as asset expiry dates and hardware maintenance schedules. Security gaps in software and cloud services are quickly identified and remediated, ensuring unforeseen holes are plugged before any damage is done. With hardware and software managed in unison, the IT environment becomes a well-oiled machine ready to take on the challenges of the evolving world of modern device management.

Analytics

When managed well, data becomes information, allowing an organisation to build knowledge and make informed decisions. This opens up the possibility to achieve things that were previously out of reach – uncovering valuable insights, making smarter decisions faster and unlocking new sources for economic growth.

Making sense of all this data requires sophisticated tools that present information in a way that is easy to monitor and digest. Real-time dashboards, reports and data visualisations have become a critical business resource, enabling business leaders to see the big picture — and the little ones — and figure out what opportunities to target next.

Do you suspect many of your users are using devices over or under specified for their needs? Data#3's DaaS solution helps organisations become data-driven and make strong evidence-based decisions. For instance, empower your team with the visibility to assess usage patterns and identify which devices best serve the needs of which employees.

From top line views through to granular deep dives, our analytics solutions help you engage with the data, ask questions and determine the best action to take next.

Worldwide data usage expected to leap to a staggering 181 zettabytes by 2025[16].

Data-driven companies are 58% more likely to beat their revenue goals[17].

Plug in state-of-the-art analytics

Our strategic partnership with HP brings the power of data into your DaaS service. Insightful analytics powered by machine learning, preconfigured logic and contextual data helps secure and manage multi-OS devices as well as identify, predict and address issues. Across device, application and usage we deliver deep insights to proactively optimise IT performance, spending and resources.

Our Microsoft partnership helps extract more insights from big data. With PowerBI, convert business analytics into stunning visuals that allow you to explore, analyse and share customised dashboards and interactive reports across the organisation. For personal productivity, MyAnalytics summarises how you spend your time at work and suggests ways to work smarter - from cutting unproductive meeting time to getting better work/life balance.

Start your DaaS journey with Data#3

At Data#3, we work with organisations across Australia, to deliver insight and understanding around the true costs associated with device lifecycle management. By incorporating modern device management, app delivery, analytics, security and technology intelligence solutions into one smart, simplified approach we help modern enterprises meet the challenges of an ever growing and diversifying IT environment.

Learn More   **Get in Touch**

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