

**HOW WILL DAISY'S ASSET  
LIFECYCLE MANAGEMENT  
MAKE YOUR LIFE EASIER?**

## We've seen a lot of change recently, haven't we?

Managing assets within an organisation has become more complicated, as working styles have adapted in line with new technologies, new ways of working and an ever-changing business landscape.

While progress is good, it's important for us to also keep on top of the new challenges that arise alongside it.

Since the COVID-19 pandemic, **48% of employees now work remotely at least part of the time**<sup>1</sup>. This means **more devices are in circulation than ever before**. IT teams are under pressure to ensure these devices have user support, can access internal networks, and are protected in the event of theft, loss or cyber threats.

By outsourcing the day to day management of assets and their lifecycle to Daisy, **IT teams become empowered to focus on more complex and aspirational projects** designed to actively improve efficiencies and benefit their organisation.

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## So, what does Daisy's Asset Lifecycle Management Service include?

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From start to finish and back around again, we can take the pain, risk and confusion out of managing your organisation's assets.

**Let's look into the six key stages of the lifecycle that Daisy will support you with...**

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# 1 Procurement



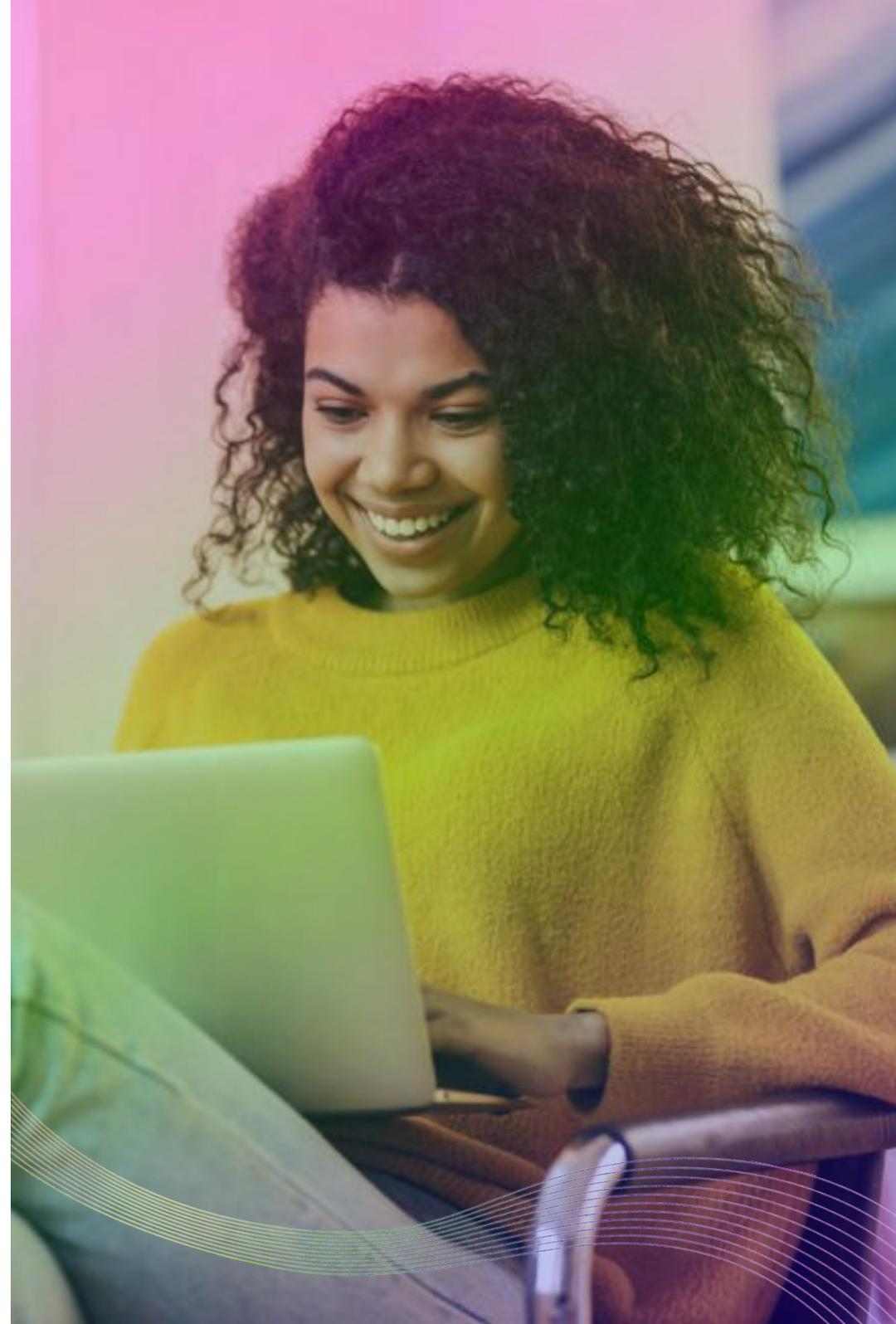
Ordering new equipment has never been this simple.

All you have to do is let us know what you need.

You can do this by dropping a message to your Daisy Account Manager or speaking to one of our specialists on **0344 863 3000**. Behind the scenes, our dedicated team of professionals will compare offerings from a wide range of vendors to identify the right products for your situation. We offer fast turnaround for quotation and supply as a benefit of having the highest level of vendor accreditation with key suppliers. This includes Microsoft, HP, Dell, Lenovo and Citrix.

Not exactly sure which equipment you need? No problem! Let us know your circumstances, and we can advise. We can provide a wide range of assets, such as:

- Endpoint devices – desktop, laptop, tablet and mobile.
- Telephone systems – handsets and headsets.
- Printers – ink, laser, page-wide and workflow.
- Networking equipment – routers, switches, firewalls and wireless.
- Server systems – rack, tower, blade, converged and hyper-converged.
- Storage systems – file, blocked, converged, virtual, iSCSI, FC, FCoE.
- Backup systems – tape, disk, virtual, appliance and cloud software.



## 2 Build and deploy



Daisy can take the pressure off you by handling each stage of the build and deployment process, including:

### Stock management

We will securely store your stock in our centrally located Staging and Configuration Warehouse. From here, it can be distributed across the UK as you require. You will maintain full visibility of your assets through serial tracking, allowing you to see records of all movements for each individual device.

### Image build

This service is delivered from our dedicated configuration centre using images supplied by you, or we can create them for you. These images are stored on virtual servers allocated specifically to your organisation, segmented from our corporate infrastructure. Network points within the configuration centre allow multicasting of an individual image to multiple devices. This allows the image to be deployed to either individual or multiple devices simultaneously. We can provide remote enrolment into your network through Endpoint Manager (SCCM/Microsoft Intune) and Autopilot. This enables devices to be delivered directly to your users out of the box, built for their individual personas.

### Pre-configuration

Let us know what you need by completing a build sheet prior to shipment, and we will set up any devices in line with your preferences. This includes pre-build bios changes and after-build scripted checks.

### Equipment delivery and shipping

Need to send your devices to other office locations or homeworkers? Leave it to us. Our delivery options include:

- Delivery direct to site by our preferred partner the day before installation.
- Delivery direct to site by our own vehicle on large deployment sites.
- Bundling of devices to reduce the necessary amount of packaging when delivered to site. We will also responsibly remove packaging once deployed.

### Deploy

Our expert teams can also help you with deployment through the following included services:

- Devices deployed directly to end user desks by Daisy Deployment Engineers.
- User state and data migration from old devices onto new devices using Microsoft, or our own dedicated toolset. This includes profile and data capture.
- Post-deployment support and training, including floorwalking, tech bars, or one to one training covering all requirements.

## 3 Manage and maintain



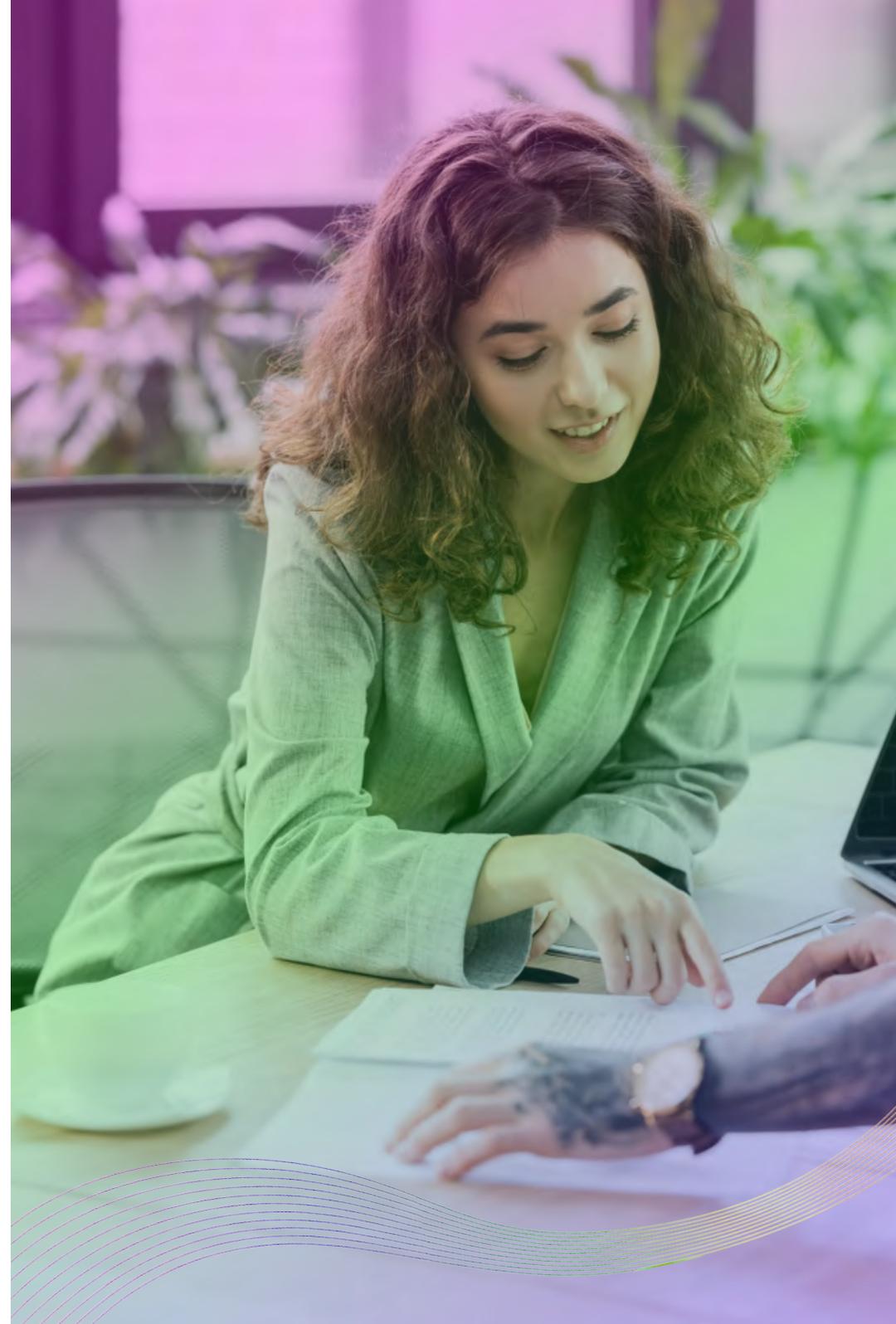
The day to day management of your devices is in safe hands.

**Service management delivered by Daisy's desk-based, field-based or dedicated service managers covers:**

- Relationship management
- Operational management
- Reporting management
- Customer satisfaction

**Our dedicated teams will also provide:**

- Full control of all assets and software across your estate from our Configuration Management Database (CMBD).
- Hardware break/fix, including support of equipment that is outside of warranty.
- Software support, including packaged support offerings that cover Microsoft 365.
- Direct end user or IT support delivered from dedicated to syndicated support desks.
- Deskside support from engineers to help users with access queries, desk moves or changes. This can include a dedicated on-site tech bar.
- End user computing (EUC) back-end management. This includes AD, backup, Azure, Exchange and network.
- Security maintenance of all devices.
- Image maintenance, ensuring they are up to date with the latest security patches, drivers and application revision.
- Analytical insight and intelligence reporting using tools such as MDM, SCCM, Microsoft Intune or HP Analytics.
- Remote wipe of devices if they are lost or stolen.
- Optional: Add an ongoing update service to all package applications to ensure they maintain the latest versions, including license-dependent security.



## 4 Recover and renew



To make the most of your investments, once your devices reach end of use, Daisy will securely recover and either repurpose or recycle them for you.

For new starters, we will provide pre-imaged devices and whenever a colleague leaves your organisation, we will collect redundant devices, wipe them and prepare them for re-deployment.

Daisy's backup and recovery service also allows you to restore localised data from devices where needed to mitigate the risk of data loss, in line with GDPR.

In the event of hardware failure, a new device will be provisioned, imaged and dispatched within a pre-agreed timescale. The faulty device will be returned, repaired and made available for re-deployment.

## 5 Refresh



During the lifecycle of your hardware assets, it's natural for their performance to decline over time if they are not regularly maintained. Depending on the number of devices you have in circulation, this can be a daunting task, but fortunately Daisy is equipped to support you with this.

This happens as operating systems and applications update to scale with the increased capacity of newer device models. Unfortunately, it places additional strain on older devices causing their processes to slow up. To mitigate the impact of this, we will work with you to deliver a systematic refresh of all equipment built into our agreement with you.

You will also benefit from the support of our deployment team, which covers the whole of the UK mainland. The services they provide include:

- Deployment to desk.
- Inline upgrade of existing devices.
- Backup and restore of additional applications.
- One to one deployment.
- User acceptance documentation.
- Handover training, or formalised classroom training as required.
- Removal of additional packaging.
- Removal of old equipment.

## 6 Dispose



Security is Daisy's key driving principle and every aspect of our process has been designed to guarantee the protection of your organisation's highly confidential data. All vehicles used for shipment of devices have GPS tracking, our facilities are highly secure with a restricted processing area for data-bearing equipment and we only use Government certified software for data erasure. You will receive detailed asset reports and disk-level data destruction reports as standard.

Legacy devices can be recycled or destroyed if beyond economical repair. Asset reporting and WEEE disposal documentation will be provided following the ISO accredited disposal service.

## Summary

**96% of companies are currently working on their transition to become an "office of the future"**<sup>2</sup> that enables new ways of working. This is a huge undertaking for IT teams, so by outsourcing the six key areas of asset management to Daisy, your time is freed up to focus on other business priorities.

Does your organisation have a focus on environmental social and governance (ESG)? If so, Daisy is the perfect partner. ESG is at the centre of everything we do, and we live this through our approach to responsible management of assets, from transport to disposal.



To find out more about how Daisy can assist your organisation, contact your Account Manager, give us a call on **0344 863 3000** or email [enquiry@daisyuk.tech](mailto:enquiry@daisyuk.tech)

### References

1, 2: *Prepare for the Future of Remote Work* (Gartner.com)

