



Device lifecycle management

Streamline operations, control costs, and maximize device value at every stage of the lifecycle.



Are growing user demands and a distributed workforce pushing device lifecycle management beyond your team's limits?

According to GroWrk's latest State of IT Lifecycle Management report, 33% of IT professionals say managing devices through their entire lifecycle is their biggest challenge.

Getting device lifecycle management (DLM) right across a distributed, global workforce and evolving market shifts demands a partner with proven experience.

SHI® underpins DLM strategies for the world's largest organizations, delivering tailored services that power your device fleet through every stage.

Flexible engagement options

Our solutions integrate with complex IT environments and are available as:

- Complete services for end-to-end lifecycle coverage.
- Modular services to address specific needs.

You can further extend these services through the SHI® Intelligent Refresh Program, which offers a suite of proprietary analytic tools and a five-step framework for continuous, data-driven device optimization.

Combined with our comprehensive DLM services, our Intelligent Refresh Program empowers organizations with actionable insights to anticipate device needs, optimize refresh cycles, and stay ahead of business demands.

What our customers are saying

"Inventory issues are now a thing of the past."

"SHI partnered with us to support our shipment of devices to people's homes. This increased the velocity of our supply chain and saved us at least two weeks per system shipped."

"SHI manages the entire process, ensuring compliance and proper documentation."

"SHI is 100% on its SLAs every month, whereas direct to OEM was maybe 75% or so."

Source: Omdia. [The Economic Benefits of SHI Device Lifecycle Management](#). January 2026.

Our DLM services help you:

- Optimize hardware investments.
- Increase operational efficiency.
- Free your team to focus on strategic initiatives.
- Improve device configuration accuracy and security.
- Reduce total cost of ownership (TCO).
- Support sustainability goals.



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Simplify device management no matter where you are in the lifecycle.

What makes SHI different

Our efficient processes, strict SLAs, and deep OEM vendor relationships enable us to deliver global lifecycle management services at scale. With SHI® DLM services, your employees receive plug-and-play devices, your IT teams are freed up to focus on strategic initiatives, and your procurement teams get streamlined, predictable pricing.

Supporting your IT teams through every stage of life



Procurement

Source and acquire devices through a single, consolidated contract — simplifying purchasing and reducing administrative overhead.

Access flexible payment structures and terms via SHI® Capital.

Choose hardware leasing or device as a service (DaaS) models to streamline procurement, lower upfront costs, and ensure predictable budgeting.

Configuration

Ensure accurate, secure device setup through multi-vendor configuration, kitting, and staging services through our global End-User Integration Centers.

Devices arrive to your designated locations fully configured and ISO 9001:2015 compliant — minimizing deployment errors and saving valuable IT time.

Deployment

Track inventory and shipping in real-time through the SHI® One platform.

Choose advanced options like Zero Touch X for over-the-air policy and settings configuration, and SHI® Mobile for reliable connectivity for remote and hybrid workers.

IT teams benefit from error-free deployments, while end users enjoy faster device delivery and enhanced digital experience.

Support

Our manufacturer-certified experts handle repairs, while DaaS options include Complete Care and Advanced Exchange services backed by SLAs for defects, accidental damage, and break/fix support.

Through our partner network — spanning 160 stocking locations across 141 countries — we provide 24/7/365 support to ensure your end users get help whenever they need it.

Refresh and recovery

Opt to extend services and leverage analytics on device performance and user needs through our SHI® Intelligent Refresh Program to optimize refresh cycles.

Ensure secure, compliant disposal and data sanitization with our asset recovery services — meeting environmental regulations and protecting sensitive data.

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See how device lifecycle management can simplify IT operations today.

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