



## Device as a service

Transform your device management, keep costs low, and increase end-user productivity.



IT teams face growing difficulties managing in-office and remote end-user devices. Coordinating device upgrades across multiple vendors is time-consuming and costly, taking away from valuable resources and strategic IT initiatives.

As devices age, they no longer provide the same benefits they once did. Warranties expire, devices break, and end users are left frustrated and unable to work. Imagine the strain on productivity and the barrage of IT tickets for affordable device replacements.

### What is DaaS?

Device as a service (DaaS) outsources the purchase and maintenance of devices to ensure your workforce is kept up to date. This scalable, comprehensive solution is designed to meet the needs of your organization, with a single monthly fee covering procurement, configuration, delivery, and maintenance.

DaaS allows your devices to stay current without the large upfront costs of a traditional device refresh. And with a rising focus on employee experience in today's workplace, creating a positive device experience is key for IT teams.



### DaaS benefits

#### User experience

- Up to 16% faster device refresh cycles
- Simplified and cost-effective device procurement
- Clearly defined support SLAs
- Up to 29% reduction in user downtime
- Faster deployment to end users

#### Complete device management

- Simplified configuration and deployment process
- A dedicated project manager
- Improved asset tracking and reporting
- Up to 20% reduction in service costs across the device lifecycle

#### Reduced costs

- Fixed and predictable payments
- Access to the latest devices without high initial costs
- Predictive maintenance to ensure continual productivity
- 14% reduction in IT staff time spent on device configuration



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## Why SHI for your DaaS solution?

SHI's DaaS experts have decades of experience and strong relationships with leading OEMs of AI PCs, smartphones, tablets, laptops, and VR headsets. Our DaaS solutions support multiple operating systems, device types, and user locations, ideal for remote and hybrid environments. SHI provides predictive maintenance to identify and prevent potential problems before impacting your end users.



### All-inclusive managed service

SHI's experts ensure your DaaS solution meets your needs with assessments and customized project management. Our DaaS offerings are designed to integrate into existing processes with minimal disruptions for a smooth end-user experience.



### Vast vendor selection

SHI's partnerships with a wide range of OEMs ensure you choose the devices that best fit your organization and use cases, regardless of the quantity or type of devices needed.



### Full device lifecycle management

From procurement to disposal, SHI manages your devices. Our touchless support helps keep your users active and productive so IT teams can focus on strategic initiatives.



### One contract, flexible financing

With SHI's DaaS, you no longer need to manage multiple vendor contracts. We offer multiple financing options so you can focus on providing your users with the tools they need, not on budgeting.



### SLA backed support

DaaS at SHI includes our Complete Care and Advanced Exchange Support services. We will provide warranty repairs and loaner devices to keep users up and running, sending devices wherever they are needed.

Contact us today to discover how DaaS can streamline your operations, reduce costs, and enhance productivity.