



Device as a service (DaaS)

Keep your workforce productive and lower costs with a managed, end-to-end device program.



Managing devices across an entire organization is difficult, thanks to varying user needs, multiple device manufacturers, and costly repairs, not to mention the rising cost of device refreshes. All of these eat time and money that IT could spend driving value

As devices age, they no longer provide the same benefits they once did. Warranties expire, devices break, and end users are left frustrated as productivity plummets. Meanwhile, IT teams struggle to replace devices and keep up with the barrage of support tickets.

What is DaaS?

Device as a service (DaaS) provides an end-to-end managed subscription for your device fleet that's scalable and designed to meet the needs of your organization, no matter your size.

DaaS is comprehensive, covering procurement, configuration, delivery, and maintenance so you can refocus your IT team on proactive, value-driving objectives.

And because your devices are managed by a dependable partner, you can stay updated on the latest devices without tedious refresh cycles or high capital expenses.

SHI provides vendor-neutral procurement across leading OEMs, helping align models to user personas and budgets. Our End-User Integration Center (EIC) images, tags, and enrolls devices while ensuring integration with your existing tech stack. We ship directly to end users or office locations in accordance with your work policies. Once devices have aged out, we'll even handle the asset recovery process.



Benefits of DaaS:

User experience

- Simplified and cost-effective device procurement
- Clearly defined support SLAs
- Faster deployment to end users

Complete device management

- Simplified configuration and deployment process
- A dedicated project manager
- Improved asset tracking and reporting
- Reduction in service costs across the device's life
- Plan device upgrades based on device health and user persona insights

Reduced costs

- Fixed and predictable payments
- Access to the latest devices without high initial costs
- Predictive maintenance to ensure continuing productivity

Device as a Service

Provide a modern device experience and improve end user productivity while reducing costs.

Why SHI for your DaaS solution?

Our DaaS experts have decades of experience and strong relationships with leading OEMs of AI PCs, smartphones, tablets, desktops, and VR headsets. Our DaaS solution supports multiple operating systems, device types, and end user locations, making it perfect for remote and hybrid environments.

We can also combine DaaS with digital employee experience (DEX) tools to help you understand when it's time for new devices. Instead of relying on rigid, calendar-based refresh cycles, DEX insights and real-time device analytics allow you to upgrade devices based on employee needs. We ensure alignment with your DaaS solution, keeping costs predictable and increasing employee satisfaction with the best device for your user groups.



All-inclusive managed service

Our experts ensure your DaaS solution meets your needs with assessments and customized project management. Our DaaS solution integrates into existing processes with minimal disruptions for a smooth end-user experience.



Vendor-neutral selection

Our partnerships with all major OEMs ensure you can 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, we manage 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 our DaaS solution, you no longer need to manage multiple vendor contracts. We offer several 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, delivering them directly to end users.



Intelligence

Leverage detailed analytics to make informed device decisions. We help identify and replace devices that are no longer meeting user needs with hardware that aligns with your requirements.

Device as a service

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

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