



Outsource device management – the best decision you could make for your business this year

No one could have foreseen the life changing events of recent history, but one thing is clear, technology has been impacted just as much as every other part of our lives.

Another thing that is clear is that the decisions that are made about today's most important technology trends will play a big part in helping us cope with and adapt to the many challenges facing us in future. From the shift to remote working to new guidelines around how we meet and interact in public spaces, technological trends will be the driving force in managing the change.

But which trends will be key to ongoing business success?

In many ways, COVID-19 is acting as a catalyst for a whole host of changes that were already on the cards anyway, thanks to our increasingly online and digital lives. Things will just happen more quickly now, with necessity as the driving force.

Some technology leaders may be feeling overwhelmed by the number of big technology decisions that need to be made. Two decades ago, 'next big things' came along at a leisurely pace. Today, they are a daily reality and surround us.

What is Device-as-a-Service?

Device as a Service (DaaS) is the bundling and offering of management services and IT equipment — like PCs, smart phones, and mobile devices — in a paid subscription. This is an alternative to purchasing these devices individually, and it's catching the attention of businesses everywhere.

The model simplifies IT management by outsourcing this role to an external provider, instead of managing it inside the business. DaaS also helps minimise expenses by shifting the IT budget from a capital expenditure (CapEx) model to an operating expense (OpEx) model with predictable per-user, per-month pricing.

Companies using DaaS can quickly scale up or down devices to quickly serve shifting needs. And organisations have more immediate access to the latest technology without having to make a substantial investment.

DaaS can reduce excess devices purchased saving up to 30% of capital costs.



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Decision time for the tech trend ‘as-a-Service’

One major technology trend is the as-a-Service revolution.

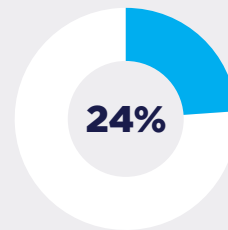
“As-a-Service” – the provision of services that we need to live and work through cloud-based, on-demand platforms – is at the centre of several tech trends, and it puts these services in reach of almost anyone. It’s the reason why AI and robotics are a possibility for just about any business, regardless of their size or budget.

And so yes, IT leaders have more big decisions to make than ever before, but in reality, most are not about the technology, they are about the impact on business productivity and efficiency.

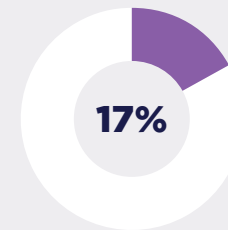


Customers want to manage IT better

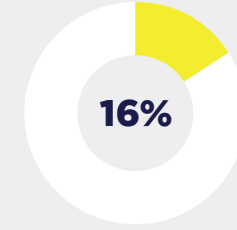
OneAffiniti Jan 2020



Nearly one-quarter of customers want stability and visibility on their IT costs



Nearly one-fifth want to spend less on managing hardware



One-sixth want to streamline their IT

IT leaders should be chasing business goals and making decisions about the technologies that can help achieve those goals. Most organisations don’t have infinite resources, so you must draw the line as to what you can accomplish with the budget and resources you have available.

The “as-a-Service” trend is still running at full speed: Companies are determined to try everything as a service until they find out what ultimately works and what doesn’t.

We want to talk about one service trend, DaaS, or Device as a Service. It means leasing your IT fleet from a provider for monthly fees instead of using BYOD or a company purchasing plan. It may sound odd, but here’s a bit more about it and why more businesses are buying into the practice.

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The DaaS market is predicted to grow at a CAGR of around 56% during 2021-26.



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MarkNtel Advisors, Global Device as a Service (DaaS) Market Analysis, 2021

Is DaaS right for your business?

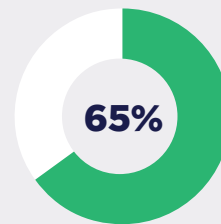
DaaS is a great service, but it might not be the right fit for your business.

Here are some potential downsides to consider:

For some organisations where previous operating models were manual, there was limited need to build systems and processes for end user computing. For those organisations there is a step change needed to bring infrastructure and support processes up to speed in order to take full advantage of DaaS.

Another possible issue is the inherent conflict with device as a service and BYOD, especially when it comes to mobile devices. Companies may want to outsource all their device support if they enter into a service agreement, but users with personal mobile devices or laptops will have to alter their device use, or the company might even eliminate BYOD. Organisations could face user backlash if they scrap a BYOD plan.

The device-as-a-Service market is not very mature, so there may not be an offering that perfectly matches each business's needs. Companies considering a switch to this model should be patient and wait for an offering that matches their needs rather than rushing to lock in an offering from this developing market.



65 percent of PC manufacturers offered DaaS capabilities in 2019, compared to 0 percent in 2015. (Accenture Mar 2021)

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How does DaaS work?

A big advantage of DaaS is that it's not just hardware leasing - it provides complete end-to-end lifecycle services for all your organisation's devices.

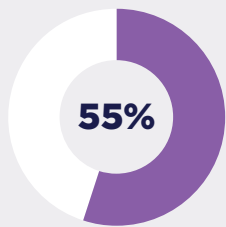
This ensures your team has exactly the right devices, running at peak performance, all the time. Here's a snapshot of how this happens:



Benefits of DaaS

DaaS uptake has increased in many sectors in parallel with companies increasing their general use of cloud-based services. As even the most traditionally 'security-conscious' organisations increase their cloud workloads, DaaS can become increasingly relevant and attractive to all.

From hardware to accessories to the software you use to do your job, technology is changing all the time. Things like antivirus protection, and security updates require more attention than ever. There are many ways a DaaS model can help your organisation make the most of the latest technology available.



55 percent of IT decision makers working for medium-sized organizations state that a key benefit of device as a service (DaaS) is that in-house IT teams can focus more on strategic projects. (ITDM, May 2021)

Here are some of the key benefits:



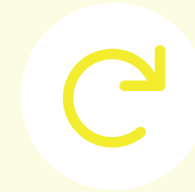
Time and IT resource savings

Servicing your own laptop may not seem like much of a time investment, but if your team has 50 or more machines to look after, the time spent on routine software updates and security scans can be costly. Keep your teams doing what they do best and let DaaS reduce the tech to-do list. With more predictable costs and fewer device-related issues, you can redirect the time and money you save back into your core business activities, innovations, and other opportunities that can further grow your business.



Expert device management

DaaS service teams often offer greater expertise than you'd find with your own IT teams, as they see a wider range of customers and issues. Additionally, you won't have to make a full-time hire to get access to it. These support professionals stay in the know and are specifically trained on the technology and devices included in their DaaS plans.



Lifecycle services

End-to-end lifecycle services ensure you're using the most up to date software, so your devices are always up and running. This significantly reduces the vulnerabilities that come with using outdated software, including neutralising potential cybersecurity issues. This maintains maximum performance across all your devices and extends the useful life span of each device. The DaaS model also provides businesses with options at the end of life of devices. Devices can be bought back to give you a discount on the next hardware refresh, wiped and disposed of securely, or repurposed and recycled.



Flexibility

Business mobility and remote working is easy with portable personal devices. This enables employees to achieve maximum productivity and uninterrupted connectivity no matter where they work. DaaS will handle it when your teams start to go back into the office too. By swapping out the devices you don't need for the tech you want, you'll avoid spending twice for the same employees. Companies who downsize rapidly will also find they don't have to hold on to equipment they no longer use. DaaS offers flexible contract options so you can serve the size of your changing workforce, whether it goes up or down.

Here are some of the key benefits (continued):



Device analytics

With DaaS, you receive insightful and predictive analytics based on actual data from every device in your fleet. This helps you streamline and optimise your business. Managing all your devices in one comprehensive solution gives you complete visibility over your devices, their use and optimisation. This data helps you make data-driven decisions about devices and business technology, boosting competitiveness. DaaS providers often use forecasting to show what you currently spend. They can then provide future contract options that trim your budget without sacrificing device support.



Enhanced security

There's no shortage of stories in the news about companies being ill-prepared to battle ransomware, spyware, or malicious attacks. DaaS can simplify your security plan and work in harmony with your existing IT structure. Providers can ensure timely software updates with guidance from knowledgeable support teams, allowing you to stay on top of new risks before they become a problem.



Improved employee experience

Your people are important to you. In addition to easing uncertainty and the challenges of remote work, giving them new tech through a DaaS program shows that you value their contribution and want to equip them with the very best tools. Slow, outdated computers can be a frustration for employees and can hurt your brand reputation with potential hires. If you're looking to win the talent wars and avoid potential morale issues related to tech, look for ways to tell your employees "You're worth it" with



Cost savings and control

With DaaS, you only pay for exactly what you need, when you need it, via a predictable monthly subscription. This arrangement allows you to quickly scale up or down as your team grows or shrinks. Transparent and consistent pricing also removes the need to pay the hefty upfront costs usually associated with procuring new devices. There's a good chance that you can save money with DaaS compared to buying equipment outright. Between maintenance, repair, and support costs, the pressure on your IT budget may reduce with DaaS plans that adapt to your needs. This doesn't even include the productivity savings that may be realised with technology that does it right the first time.



Right device for the job

DaaS provides organisations with greater flexibility in device selection. It empowers employers to deliver the right technology to each job function. This means you have the right devices for the job without having to regularly buy upgraded hardware or being left with obsolete technology.

Why thingsat DaaS?

ThingsAt provide an end-to-end service, bringing a comprehensive capability across a wide range of services from sourcing advisory to security, automation, and intelligent analytics. We help customers get the right strategy in place the first time.

We are fiercely independent and provide unbiased advice, working with a range of both device and distribution partners. We are vendor agnostic and will provide a completely flexible solution, acting as a governance body for our customers to make sure external and internal parties deliver to Service Level Agreements.

We allow customers to free up internal resources to focus on the core business rather than device and asset management. ”

With freedom and flexibility, you can scale up or down as required, choose your own device or device type and we can also give you financing options. We can easily scale with your project lifecycle, such as a device refresh project, for a fixed cost or as part of our managed service.

We allow customers to free up internal resources to focus on the core business rather than device and asset management. We will deliver a better service with lower costs and complexity in a user pays service model with robust governance and transparency.

We have a proven track record, and our solution is already in operation. We'll bring the skills to accelerate your DaaS journey to ensure we deliver results on time, on budget and above expectations. Our single focus is on end user computing support and this specialisation brings expertise.

The right technology not only makes your employees feel more fulfilled but also drives a better customer experience. ”

Conclusion

There is no longer a one-size-fits-all solution when choosing devices for your business. The variety of technology, as well as the unique work requirements of each employee, are increasing rapidly. This makes managing business devices in-house an increasingly challenging task.

Ensuring your employees have the right devices available to do their job well is often the difference between a productive and collaborative workplace, and one where downtime and IT issues cripple output and hold your business back.

Talk to the fleet management experts at ThingsAt today!

If you're frustrated with the money, time, and resources that technology upkeep and replacement is sucking out of your organisation, DaaS could be the right solution for you. It removes the burden of managing devices internally, letting your business focus on its high-value activities. The right technology not only makes your employees feel more fulfilled but also drives a better customer experience.



Contact our team now

 **1300 016 356** |  **thingsat.com**