

Device Management as a Service

(DMaaS)

One service for all your device
support and management needs



Managed Services

Still wrapping your head around Device Management?

In today's technological landscape, it's not enough to simply procure devices. Security compliances, shifting workflows, and future-proofing scalability all mean that your device pipeline must be comprehensive yet flexible and reliable to your needs.

Times have changed and users work patterns have shifted from being predominately office centric to a remote/hybrid model.

The demands of enabling and supporting such flexibility introduce unique challenges for over-stretched IT departments. You must juggle the demands of users and whilst improving productivity, maintaining an excellent IT experience. You must meet the broader challenges of staying ahead of an ever-evolving

threat landscape, whilst future-proofing scalability and delivering innovation. All while ensuring that everything you do positively contributes to your organisations' Corporate Social Responsibility (CSR) objectives.

In the worst-case scenario, your IT department might simply not have the resource, specialism or bandwidth to do all these things and do them all well. Best-case, your IT department just about gets by at the expense of providing an excellent user experience. Either way, something must give.

Discover how XMA's Device Management as a Service (DMaaS) can enable you to overcome these challenges, free time, improve user productivity and reduce cost, today.



On the convoluted roadmap of manually procuring your devices, you might want to ask yourself these simple questions:

- Do you have time to manually configure 10 devices? What about 100? Over 1000? How do you ensure users have the correct apps and security protocols?
- How are you tracking them? What if one breaks? Who do you send it to? How do you keep a record of new joiners and leavers?
- All device ages. When you upgrade, are you going to have to repeat this arduous process again?
- What will you do with your old device? Will it just end up as e-waste? Do you have the time, internal capability or established partner relationships to facilitate secure data sanitisation and Waste Electrical and Electronic Equipment (WEEE) recycling? Do you re-coup any residual value left in the device at the end of its lifecycle?

Sounds like a major headache, right?
Who has the time and expertise to make sure
that everything flows smoothly?

Turns out, XMA do. And we do it very, very well.





XMA's Device Management as a Service, your comprehensive all-in-one solution

XMA's Device Management as a Service (DMaaS) enables our customers to realise their strategic technology initiatives. Lighten your IT team's load and enhance user experience with our comprehensive end-to-end device lifecycle services.

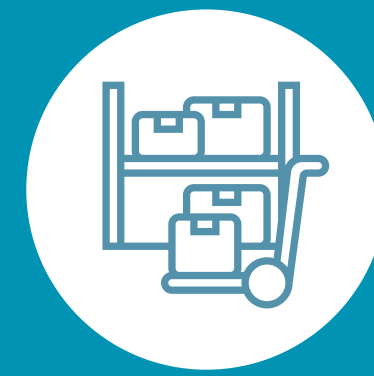
XMA Device Management as a Service takes the pain out of device management, freeing your team to focus on what matters most: delivering an efficient, high quality service experience to your users and customers.

Our customisable suite of solutions lets you cut IT workloads, slash device costs, and scale operations effortlessly. Envision your employees thriving on secure, up-to-date devices, while your IT team rests easy knowing everything's under control. XMA gives you the agility and peace of mind to future-proof your business and conquer any challenge that comes your way.



Access all the capabilities your organisation needs to thrive and grow, all provided by XMA

Outsource all End User Computing (EUC) device provisioning, delivery, collection, support, maintenance and retirement services through the following service features.



Secure Storage

We securely store and track all new and existing inventory through its lifecycle in our combined 80,000sq ft secure warehouse facilities across the UK. We proactively report on and manage stock levels, arranging for replenishment ahead of time to ensure you always have devices available to distribute.



Pre-delivery configuration services

We minimise downtime through delivering your devices pre-configured ready for your user to start work immediately. We are experienced using all cloud based, modern management technologies, including Microsoft Endpoint Manager, Jamf and more. Contact us for more information on the technologies we can support and our capabilities to help you on your journey to adopting modern management technologies if you have not already done so.



Customised for you

There is no one size that fits all therefore all service features are fully customisable to meet your specific requirements. The flexible, modular and customisable nature of DMaaS means that as your requirements, goals, objectives and user requirements change over time, our service will too, ensuring the service remains relevant to you, your users and continues to deliver value.



Managed Joiner, Mover, Leaver (JML) Process

Thanks to our industry leading logistics service, securely deploy devices to new starters, facilitate swap out of faulty devices and arrange collection of devices from those leaving your business either using our IT service management system or yours!



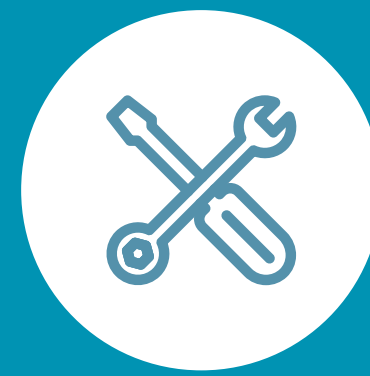
Proactive Configuration Management Database (CMDB) Maintenance

At no extra cost, all items are tracked throughout their lifecycle right through to retirement and the data gathered is used to proactively highlight opportunities for cost saving and efficiency



Device Upcycling and Secure Asset Retirement

When devices are deemed beyond economic repair, we arrange for them to be recycled and components re-used to minimise the environmental impact of devices entering landfill. We take security of data seriously, providing certified data cleansing and where required enabling you to retain data drives for maximum peace of mind.



Break-fix

All devices returned to us will be assessed and fixed under warranty and returned to stock. Additionally, we will agree with you an approach to handling out of warranty repairs. We are accredited to provide warranty repairs on behalf of many major manufacturers including Lenovo, Toshiba, HP, Microsoft and Apple. Check out our accreditations page online to see the latest list of manufacturers we're accredited with.



Simple, scalable commercial model

With the exception of a low value fixed service fee, the service is billed on a consumption basis, meaning you only pay for the service tickets that you use. This means that we can quickly and simply scale your service, such as incorporating other devices into the service as the prices remain fixed and only your consumption of the service will be increased.



BYO ITSM Instance

When taking out DMaaS you have the option to request that our service delivery teams operate directly within your own ITSM. Working within your ITSM delivers complete oversight of service performance and provides peace of mind that all the information needed for your next audit is up to date, accurate and readily available.



Tech Bars and Smart Lockers

With DMaaS you have the option to purchase an on-site presence on a full time or scheduled visit basis. Our engineers operate as an extension of your IT team and, while primarily focussed on device lifecycle management, during periods of low activity, can be utilised for any IT task of your choosing. Furthermore, we can supplement or replace on-site presence with smart lockers, enabling self-service device provisioning and drop-offs, remote builds and diagnostics and more.

With XMA, unlock the benefits of DMaaS

Supercharge your organisation with DMaaS:

Improve financial forecasting:

Eliminating capital outlays with a fixed monthly fee, ensuring transparent, predictable, and streamlined cost management.

Free time:

Outsourcing device management frees already stretched IT departments to focus on what matters most.

Be more flexible:

Effortlessly scale the service up or down as your business fluctuates and only pay for what you use through consumption-based billing.

Maintain productivity:

Minimise the impact faulty devices have on user productivity, through rapid provision of a replacement.

Empower users:

Improve user experience by enabling users to consume the service their way, through self-service tools and automation.

Enhanced data security and compliance:

Benefit from robust security protocols and XMA's expert guidance, safeguarding your valuable data and upholding industry regulations.

Meet your ESG goals:

Our commitment to creating a more sustainable environment can be aligned to your ESG goals, assuring your investors and clients that together, we're making a positive impact.



For XMA, DMaaS is more than just a service; it's a partnership

Why XMA?



Homegrown

We are a private, family run UK-based business.



Award-winning

We are a national award-winning IT reseller.



Public sector approved

We hold status on 25+ procurement frameworks.



Right-sized

We can provide and tailor service solutions for any size project, while maintaining a personal experience for every customer.

[VIEW OUR FRAMEWORKS](#)



Established

We have served thousands of customers over 35+ years in business.



Partner accredited

We have an unrivalled partner accreditation portfolio that means customers have access to best-in-class solutions, always.

Ready to unlock your organisation's potential?

Call us on: **01156 950 816**

or send an email to:

servicessales@xma.co.uk

www.xma.co.uk

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We invest in people Standard

