



PC LIFECYCLE MANAGEMENT

Device lifecycle management is becoming increasingly important, which in turn can create greater opportunities for resellers – if they can work out how to incorporate it into their offering and help IT managers to extract maximum device value. Below, we look at the power of the WaaS model, and the key components of a well-specified lifecycle management service.

WaaS

Channel partners should consider how devices fit with the customers’ broader network long term, and how they support cost management. The Workplace as a Service (WaaS) model, which makes device lifecycle management easier, offers a crucial means of fulfilling these long-term needs. Partnering with vendors who offer such services enables channel partners to deliver more attractive packages, with the vendor handling ongoing support

Prior to engaging with this model, it is crucial to assess what a customer’s employees require from devices, and to then set goals around what project should achieve.

Preparation / deployment

Device preparation offers resellers an opportunity to add value via consultancy and configuration services – so devices arrive ready to use. Deployment-ready devices offer peace of mind for customers and alleviate pressure on the IT team.

Deployment services, with on-site installation carried out by trained technicians who can dismantle older devices, migrate data and set up new models, among other services, can help smooth the process and offer significant value.

Device downtime

Once devices are configured and deployed, they must be managed and maintained. For flexibility, convenience, speed and cost efficiency, resellers should seek out WaaS offerings which include on-demand support services. A centralized portal which enables businesses to manage and track their assets to sustain high-quality performance.



By promoting a comprehensive device lifecycle management offering, resellers can better support their customers. Leveraging device lifecycle management as part of a WaaS-driven IT strategy can help IT managers to meet their business goals