Device Lifecycle Capabilities

Device Preparation and Configuration

- ✓ White glove deployment services
- ✓ Windows, macOS, and ChromeOS provisioning and configuration
- ✓ Microsoft Intune, Windows Autopilot, and Configuration Manager
- ✓ Smartphones, tablets, scanners, and more
- ✓ Asset tagging for customer inventory
- ✓ Laser engraving for theft deterrence
- ✓ Charging cart configuration
- ✓ MDM enrolment and policy configuration
- ✓ *Identity integration and device enrolment*
- ✓ Technical engineering support
- ✓ Image creation and custom builds
- ✓ 100% QA, not a random audit

Procurement & Supply Chain Management

- ✓ Strategic sourcing aligned to budget and timelines
- ✓ Supply chain management support
- ✓ Local and national partner stock availability
- ✓ Inventory reservation and phased fulfilment options
- ✓ Deep relationships with leading technology manufacturers
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Deployment & Logistics Support

- ✓ Bulk device deployment for refresh schedules
- ✓ Direct-to-site or direct-to-room shipments
- ✓ Staged rollouts for refresh initiatives
- ✓ Custom inventory reporting
- ✓ Custom unit/box labelling by site, room, role
- ✓ Device lifecycle tracking and reporting

Repair Services

- ✓ **Break-Fix Repair** – Diagnose and repair damaged or non-functional devices
- ✓ **Repair Backlog Management** – Track, prioritize, and report on repair queues
- ✓ **Warranty Processing** – Validate warranty coverage and manage vendor RMAs
- ✓ **Loaner Device Program** – Provide temporary replacement devices to keep users productive
- ✓ **Asset Retirement** – Secure data wipe, compliant recycling, and asset disposition

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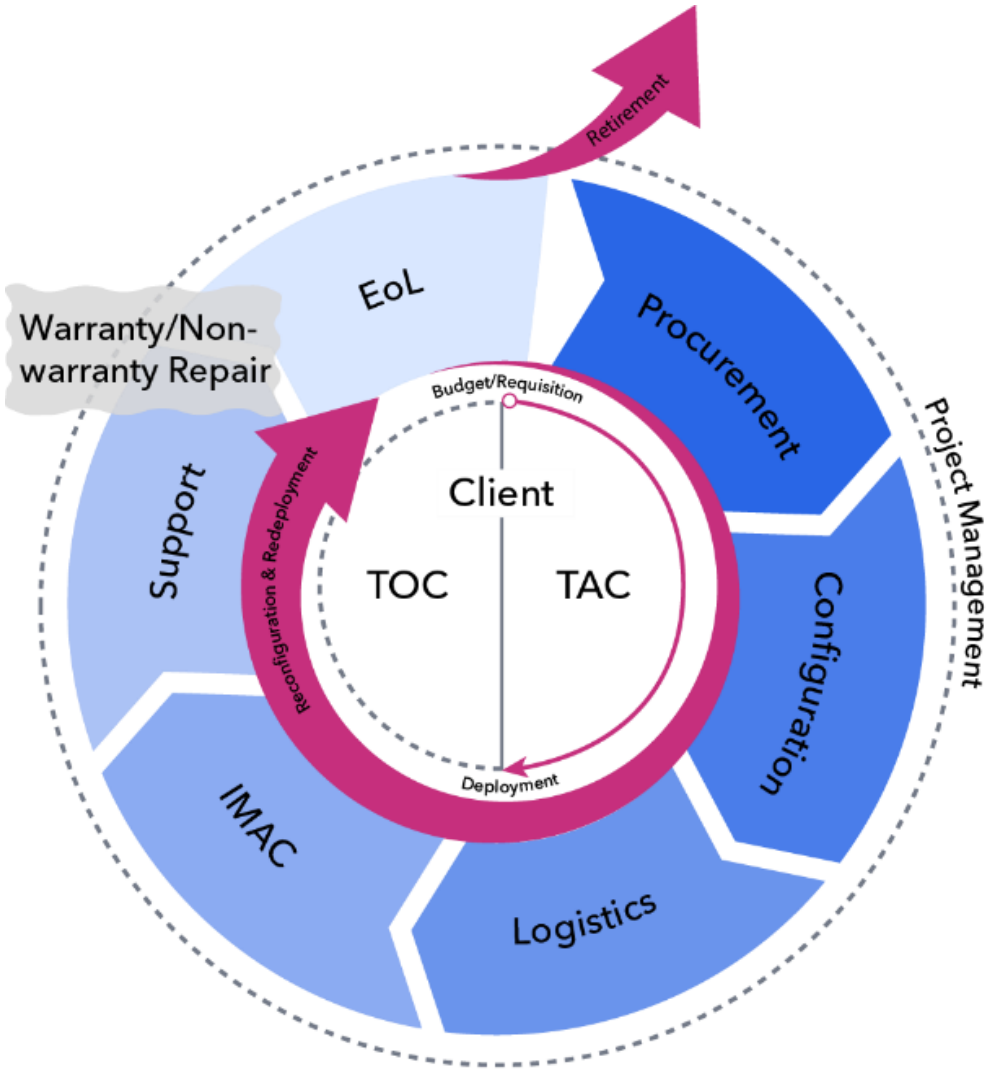
Onsite Services

- ✓ **Site-Based Deployment –** Onsite delivery and setup of devices across locations
- ✓ **In-Office / User Delivery –** Coordinated distribution directly to rooms or end users
- ✓ **User Migrations –** Transfer of user data and profiles to new devices
- ✓ **Inventory Audit –** Onsite validation and reconciliation of deployed assets
- ✓ **Deployment Reporting –** Confirmation of installs, user readiness, and application status



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