Cure your IT pain points with DaaS

By Jennifer D. Bosavage

What puts the "pain" in "IT pain points?" Controlling costs, keeping IT current and running smoothly, and meeting end users' needs while balancing management's standards at the same time—just to name a few factors. It's a tall order, but IT managers can successfully address these concerns and burnish their reputations by using a flexible solution for hardware, software, and support. **Device as a Service** (DaaS) is a convenient solution that can let up-and-coming IT managers become office heroes to both end users—and the bosses.

HP's DaaS offering, in particular, helps IT managers budget a predictable price per seat per month, deploy and maintain up-to-date technology with analytics and insights, and keep in touch with their internal customers' device requirements. This flexibility means those IT pain points can become a thing of the past. Here's how:

Maximize the IT budget

In an HP DaaS solution, hardware, software, and services are combined into a single contract, so you can pay just one monthly fee—simple and predictable. This gives IT managers the opportunity to look like IT heroes by bringing a **new business model** to their supervisors that could offload the infrastructure load and move the cost of devices from a capital expenditure to a business operating expense. The IT department can then concentrate on identifying worthwhile new products and technologies, upgrading software, as well as creating solutions that can make the business more competitive.

Instead of working around the costs of purchasing PCs as capital expenditures that depreciate in value, costs are moved to the operational expenditure side of the budget ledger. The traditional model has proved challenging to IT managers, as spending on new equipment recurs several years later when refresh time comes along—and the old equipment requires disposal. With HP DaaS's monthly payments, IT managers can predict costs better when it comes to new hardware by spreading out that investment over the entire contract, breaking it into smaller, more manageable payments.

Meet—and exceed—end-user expectations

Today's PC refresh cycle is longer than it was years ago, due to companies wanting to curb capital expenditure spending. According to Intel CEO Brian Krzanich in **PCWorld**, the PC upgrade cycle has slowed down drastically—now extending to nearly six years. Employees also want and need new, up-to-date equipment, although the C-suite may not be keen on approving them—which complicates matters.

Because the product refresh is built into the solution, DaaS helps IT managers automate their most labor-intensive tasks, such as retiring devices and wiping data by providing an

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environmentally friendly means of disposal. DaaS meets user expectations of having timely access to the latest and greatest in technology—and may reverse the trend of ever-expanding product lifecycles. HP DaaS, for instance, manages the entire device lifecycle, from configuration to disposal.

Boost flexibility

A DaaS solution, like HP's, can deploy assets on an as-needed basis. Consider a retailer that has quickly changing workforce and business needs: HP could assess those needs, then apply Dynamic Configuration to address the retailer's specific device requirements—like supporting multiple operating systems. From there, deployment is handled quickly and effectively, so the business can get up and running again with maximized uptime.

In a retail environment, a point-of-sale system may prove vital to conducting business day-in and day-out. With HP Service Agents constantly monitoring the business's device fleet, the IT team can rest easy. If a device is beginning to fail, HP will alert the team and send out an agent to repair or replace the device within 24 hours. This allows the retailer to stay agile and capitalize on business interactions, instead of worrying about downtime-inducing IT issues—and that's only one aspect of HP DaaS's analytics and proactive management capabilities.

IT managers have myriad responsibilities, from coordinating projects to deploying software and overseeing hardware rollouts. DaaS offers assistance in providing hardware, accessories, lifecycle services, and support both cost-effectively and efficiently. One less pain point makes for one relieved manager and many happy end users.

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