



# Device lifecycle management: From device to user experience

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In traditional models, much of IT's time is spent attending to various aspects of device lifecycle management, monitoring all types of equipment—from notebooks to everyday workstations. With a Device as a Service, or DaaS, solution, you can redirect your time and resources spent on maintenance toward more strategic IT initiatives within the company. For example, many CIOs aim to implement new technology solutions to save the company money and enhance employee efficiency.

Device lifecycle management is important—in fact, it's vital to keep a business running—but freeing IT from mobile device governance, administration, and operation allows the department to focus on adding directly to the business's bottom line. By outsourcing lifecycle management with a solution like **HP DaaS**, you can increase the overall uptime of devices and users, and IT can freely contribute to mission-critical projects.

This need aligns with the insights discovered in the IDC InfoBrief, sponsored by HP Inc, **"Transforming Device Lifecycle Management with Device as a Service**, March 2017." Most of the IT professionals surveyed said lifecycle management needed improvement at their companies—half said they spent too much time selecting and managing devices, and 63 percent thought their time could be spent more wisely—like on security. So, how exactly does HP DaaS answer this need for improvement?

## Revamp device lifecycle management

HP DaaS transforms lifecycle management from a responsibility solely owned by the IT team into an easy-to-use service that delivers fast and satisfying results for users. The solution provides deep insight into each device's technical inventory, including software on the system. That visibility informs IT decision making: Knowing what's working and what's not—from the start of the lifecycle to the very end—is crucial in allocating resources.

In other words, companies can efficiently track device health and begin troubleshooting issues earlier from a single, easy-to-understand dashboard with real-time insights and alerts. This allows businesses to:

- Detect problems before they occur with the analytics and proactive management services offered by HP's DaaS solution.
- Keep consistent device catalogs, preventing fragmented fleets of devices running multiple platforms.
- Distribute devices as part of a coordinated, planned effort to keep lifecycle management systematic.

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IT is not only freed from tracking devices—they can also efficiently navigate around potential issues on employee devices. With proactive management, for instance, an IT team can identify when a device needs immediate attention and take action to repair, replace, or simply update the device as needed.

Costs are kept under control, as well, because there are no extra or unexpected licensing expenses due to multiple solutions or hiring additional IT consultants. HP DaaS helps IT administrators budget and plan for hardware refreshes, and by tracking device health, IT professionals can address trouble spots fast, keeping devices up and running at all times.

### Enhance visibility into your device fleet

With such wide visibility, HP can better guide your company when it's time to upgrade to new devices or software. Instead of devices unknowingly degrading or becoming unreliable, you can identify and predict when each device should be—or needs to be—replaced and plan accordingly. HP

DaaS also offers performance management and a thorough layer of service that focuses on the customer experience. If you need to decommission devices, they can also help you handle disposal in an environmentally safe manner.

Nothing is quite as frustrating for employees than working with old, outdated equipment. When reliability and compatibility become increasingly questionable, devices need to be regularly upgraded. Relieving much of the manual upgrade process through an HP DaaS solution can give companies access to superior technology on a consistent basis. Newer equipment, for instance, can make ongoing upgrades, patches, or updates related to Windows 10 easier—not to mention that future upgrades to Windows 11 and onward will be more navigable moving forward.

In short, HP DaaS's insights into each device's technical inventory allows for an increased level of visibility for the IT team. From the moment a device is configured and first delivered to an employee to the day it performs its last task, HP DaaS can help companies reduce downtime, increase user satisfaction, and prevent small problems from turning into large ones.

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