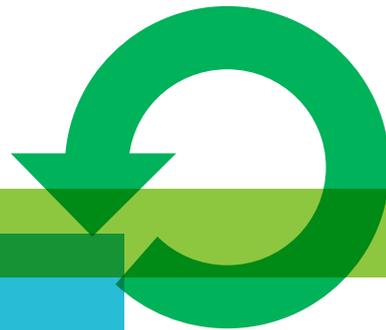


## Device Consolidation

### Unmanaged purchasing processes for IT equipment.



If things are starting to get cluttered in your offices, your IT equipment just might be the culprit. It is possible to have too much of a good thing. Acquiring on a need-now basis, rather than as part of a managed programme of investment, can result in duplication, underused devices and multiple platforms. So it's not just your space that's cluttered – it's your entire IT environment. The symptoms of too many devices, too little planning include:

- Device/equipment duplication.
- Under-utilisation of devices.
- No standard platform.

And, as your business evolves and considers the future, other issues arise:

- If you're following the trend towards home/mobile working, your business will have an increased need for 'smart' mobile devices. However, with no standard platform and duplicate devices, supporting mobile users is difficult and complex.
- A growing business will have an increased need for IT resources and support, because you will be investing in more and more devices such as printers, fax machines, photocopiers and scanners.
- ...and this can lead to lack of space.

### Impact of failure to act

Do nothing and you are throwing away money, resources and time on a problem that can only get bigger and uglier. And there are knock-on effects for your company's security, ability to communicate effectively and physical space.

- If there are no stringent, centralised IT purchasing processes in place, user to device ratios will shrink, driving up the costs of operation, resource management,

software licenses and causing compliance issues and security risks.

- IT equipment is a major area of business waste. Without a consolidation strategy, you're dealing with excess purchases and under-utilisation of equipment. And the costs rise further due to the substantial overheads involved in having skilled resources to manage it all. Such inefficient practices are certain to catch up with you. The company will then have to acknowledge and account for the waste of money, staff time and skill, space and power.
- As your mobile workforce grows, failure to consolidate devices for users will result in widespread duplication of devices. This incurs major output costs and resource maintenance. What's more, employees will be difficult to contact and support, as they will be using various interfaces and platforms to access email, phone, calendar and applications.
- For most businesses, space is at a premium, so no organisation can afford to have too many devices sitting around not being used to their full potential. When your valuable resources are not used to full capacity, it's a serious waste of time and money.
- As your business and staff numbers grow, you will need to invest in many new devices, all requiring maintenance, licensing and floor space. Security is difficult to manage with so many devices, suppliers and interfaces, unless your new acquisitions have been part of a well thought out and managed programme.

### Business Requirements

According to best practice, you need device consolidation when your user to device ratios fall below 10:1. Anything in excess suggests overspending and the equipment redundancy that goes with it (such as support, power, storage).

Every organisation can free up budget, space and manpower through a consolidation programme designed to:

- Reduce waste and device duplication especially with printers, screens, scanners, photocopiers, fax machines.
- Simplify and standardise mobile workers' use of devices. The ideal solution must combine voice and data capabilities, plus be secure, robust and lightweight. This will enable users on the move to access the main office applications and facilitate synchronisation with PC-based information management applications.
- Streamline and make more efficient your IT department. Staff can cut down on administrative efforts and reap the benefits of improved network security.

## The Capita Device Consolidation Solution

Plan carefully, spend wisely and ensure your IT investments repay you, all with expert guidance and practical assistance from Capita's specialist team. We can help you identify savings opportunities that can be maximised through device consolidation, and will reconfigure your environment to take best advantage. Our device consolidation solution encompasses both planning and purchasing, to:

- reduce administration to a minimum, and enhance network security. We only use technology from leading software and hardware manufacturers proven to deliver a high degree of systems availability.
- address the needs of your mobile workforce. Our design will cut the costs of resources, maintenance, capital outlay and management by consolidating devices, while giving each user an efficient, secure and functional mobile office. We select only 'smart' devices that meet users' needs physically (size, weight etc), and in their functionality (push email, email attachment viewers, integrated voice etc).
- implement a robust solution that meets your security and business standards, through working with best of breed partners.
- ensure a complete design to follow-up service. Our end to end view will provide full technical backup, including pre-sales, installation and support, to assure high availability and address disaster recovery.

"Our offices were beginning to look like an over-crowded business equipment showrooms. Half the devices were rarely used. We were seriously considering forking out for bigger premises, when we decided to have Capita come in and tell us what we needed and what could go. They suggested device consolidation and helped us identify our needs, develop a framework and implement the new systems. It's quickly paid for itself in terms of extra office space and efficiency. And it's enabled us to have more flexible out of office working".

## Benefits of the Capita Device Consolidation Solution

Clear out the deadwood and you'll save much more than space. Benefit from:

- Multiple services are supplied by a single device. And all equipment and services come from the same, reliable supplier.
- Standardisation of technology. Devices that are consolidated integrate into the existing infrastructure more easily.
- Lower energy costs.
- Both office and mobile workers are provided with a more professional, clutter-free working environment.
- Support costs are reduced.
- Overall money savings.
- Reduced total cost of ownership.
- And the confidence of a planned, managed and efficiently running IT environment, now and in the future.

