

Lifecycle Management



Procuring, owning and managing your desktop resources.

Do you know how much your desktop resources are really costing you? Not just to purchase, but over their entire lifetime? The true costs are not always the obvious ones.

The issues for businesses include: lack of budget predictability and understanding of the Total Cost of Ownership. But also the challenges of meeting ever-changing government regulations, such as Health and Safety or WEEE, and ensuring your resources are fit for purpose. For many businesses, procurement and management is on an ad-hoc basis with no clear line of management responsibility and ownership for assets. These responsibilities encompass procurement, deployment, maintenance, support, planning and ultimately replacement and disposal. And often, there are no systems in place to effectively measure the use and effectiveness of products to ensure maximum availability and productivity of users.

Perhaps the biggest issue of all is that addressing all these challenges requires time, specialist skills and extra resources, something not every business can stretch to with their existing in-house capabilities.

Impact of failure to act

- Doing nothing can have serious and costly consequences:
- Unbudgeted expenditure impacting on core business outcomes.

- Non compliance resulting in fines or damage to your organisation's reputation.
- Business disruption and user dissatisfaction if your resources are used ineffectively to address poor planning and management of capital estate.
- Inability to meet ongoing and changing business needs leading to decreasing performance and productivity, with knock-on effects to your competitiveness.

Business Requirement

- Enlisting a dedicated solution responsible for every aspect of your desktop resource can give your business:
- Predictable, manageable desktop costs over a fixed term.
- The ability to clearly demonstrate conformance with all relevant regulatory compliance.
- Organisation of asset ownership.
- Planned asset replacement on a regular basis, not when things go wrong.
- Fully managed desktop devices that meet the needs of the business both now and over their useable life.
- Expert help for end users should any of the desktop devices require support or maintenance at any time.
- Reduced downtime and enhanced reliability of resources.

The Capita Lifecycle Management Solution

Capita's specialists can look after your entire desktop resource at every stage. This comprehensive, cost effective service delivers:

- Predictable, flexible costs, with access to pricing frameworks and discounts using Capita's purchasing power and expertise. We'll also put in place systems to help reduce costs and improve your budget pricing model.
- Asset Management that conforms with all relevant and the most current regulatory compliance e.g. Disposal WEEE.
- Fully managed IT asset lifecycle management for all your. Procurement, disposal, replacement, support, design, deployment – we handle it all – based on ITIL, best practice and regulatory compliance.
- Product scoping to ensure your desktop assets are fit-for-purpose across the whole estate. We create bespoke 'technology roadmaps' for your business aligned with the most suitable product manufacturers to match your precise needs.
- Support for not only the assets but their users, ensuring the right levels of help when required.

"Capita work with us to provide a refresh of all IT equipment over the duration of our agreed contract. By spreading the cost of this upgrade over the life of the contract we achieved our objectives of reliability and increased user productivity whilst maintaining a positive cash flow.

We are now in a position to exploit the latest technologies, with happy and productive users doing business worldwide and a real success story". Energy Services Company, GB.

Benefits of the Capita Lifecycle Management Solution

- Greater budgetary control and cost savings - Capita Managed IT Solutions ensures predictable, manageable costs for a fixed term. Plus, full asset ownership means Capita can remove the assets from your balance sheet.
- Conformance with regulatory requirements, in particular WEEE regarding disposal.
- A clear documented ownership model ensuring assets are maintained and replaced when required. This ensures that effective systems will always be in place to support the business users.
- Reliability – improved productivity of users and increased morale. Peace of mind – knowing your estate is fully managed and compliant.

