CITADEL Device Management

5i device management service, CITADEL, provides a complete system of management for end-user IT devices throughout their lifecycle.

YOUR CHALLENGE

Many organisations find the complex processes and logistics associated with managing employee devices a significant burden. However, with each device representing a relatively large financial investment and employees relying on their device's performance to be productive, these tasks have to be carried out effectively.

WHAT WE DO

5i CITADEL is a suite of services that can be deployed individually or integrated to provide a complete system to manage end user devices. It can cover the entire device lifecycle, from initial planning through to eventual disposal and all the stages in between.

CITADEL creates the highest possible ROI from company devices by cost-effectively procuring the right devices and maximising their utilisation and availability throughout their lifecycle. Our programmes free up in-house IT resource to deliver specialist IT activities by removing the burden of important but routine device management tasks. Furthermore, our scale and experience means CITADEL programmes can be delivered very cost-effectively.

HOW IT WORKS

CITADEL delivers long term device management programmes for all device forms, including desktop PCs, laptops, tablets and smartphones, as well as essential accessories, such as bags, cases, keyboards and mice. Within the planning stage, we agree the infrastructure, processes and resources required to manage included equipment across each stage of its life.

5i device Management is delivered from our purpose-built facility in Dartford. The facility delivers programmes for customers with very high security requirements so is designed to be secure against physical and cyber security attacks. We meet the HMG Infosec standard and operate in compliance with ISO27001.

Visit our website **5i.co.uk**
Or call **0118 988 5558** to discuss your requirements

REACH HIGHER

Maximise device ROI

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Reduce burden on IT

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Save money through scale and process efficiency

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BEGINNING

Procurement

- › Right devices for your employees
- › Optimised purchasing strategy
- › Scale generates cost advantage

5i will help you select the range of devices and accessories that best meets the varied needs of your employees.

Equipment will be proposed to match the tasks your employees perform, as well as their working practices and status. We have relationships with all major device vendors so the choice is broad and our proposal will be genuinely independent. Our customers can specify a preferred vendor or we can make a recommendation based on the specifics of the requirement.

While device choice is unlimited, narrowing the number of models selected has benefits for the programme. Fewer images need to be created and kept updated. Device handling and maintenance is simplified. These and other factors lead to cost savings and higher ROI.

Acquisition of devices and accessories can be provided via outright purchase or through a leasing scheme.

Either way, our scale and vendor relationships will maximise your purchasing power.

Once ordered, devices and accessories will be delivered to our secure facility, asset managed on the Configuration Management Database, and stored until required.

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Build and Configure

- › Devices ordered arrive to your exact specifications
- › Specialists responsible for image design and secure storage
- › Rapid roll out of image and device configuration

When a device is required by a single user, for example a new joiner, or many devices for multiple users, possibly as part of a company-wide technology refresh, we take the equipment from stock, then build and configure it to the requirement.

Once the image is loaded to the device, it is custom configured in respect to the type of user and their location, as well as peripherals and applications required. Up to date endpoint security is also added to meet IT security policies.
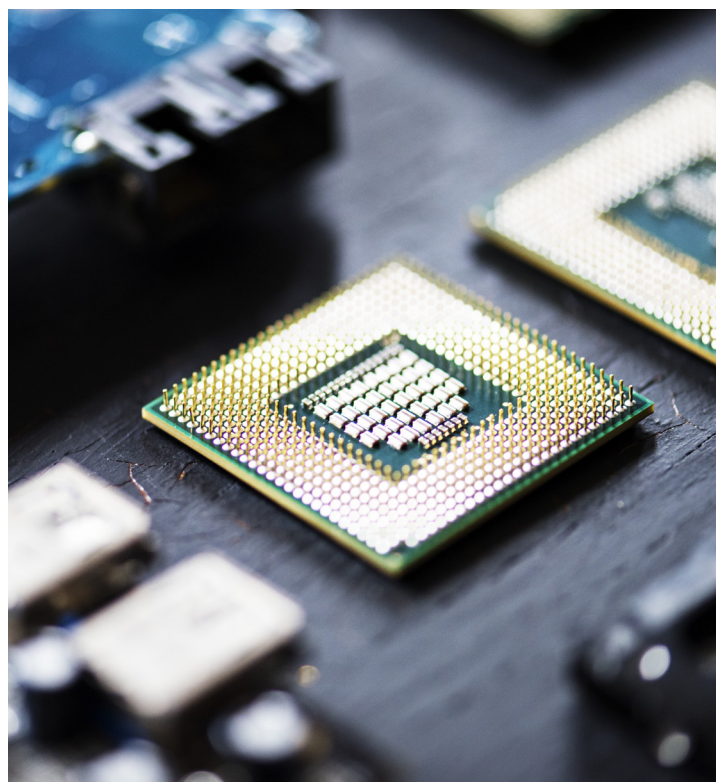
Deploy

5i has a mature logistics capability, which ensures devices gets to the right place, on time and are ready to use.

Devices may be received by a specified customer staff member, who takes responsibility for delivering it to the user, or 5i can take care of this task. Our staff can even 'walk the floors', delivering devices to staff at their desks, helping familiarise them with their device, as well as provide training, user manuals and support contacts. Alternatively, we can run 'Tech Bars' in convenient central locations where employees can pick up their devices.

We asset manage the device throughout its journey, updating its record on the Configuration Management Database (CMDB) so we can track its position and communicate its status to customers. Any devices and accessories we need to pick up and return to our facility are managed in much the same way, with careful planning, asset management and good communication throughout.
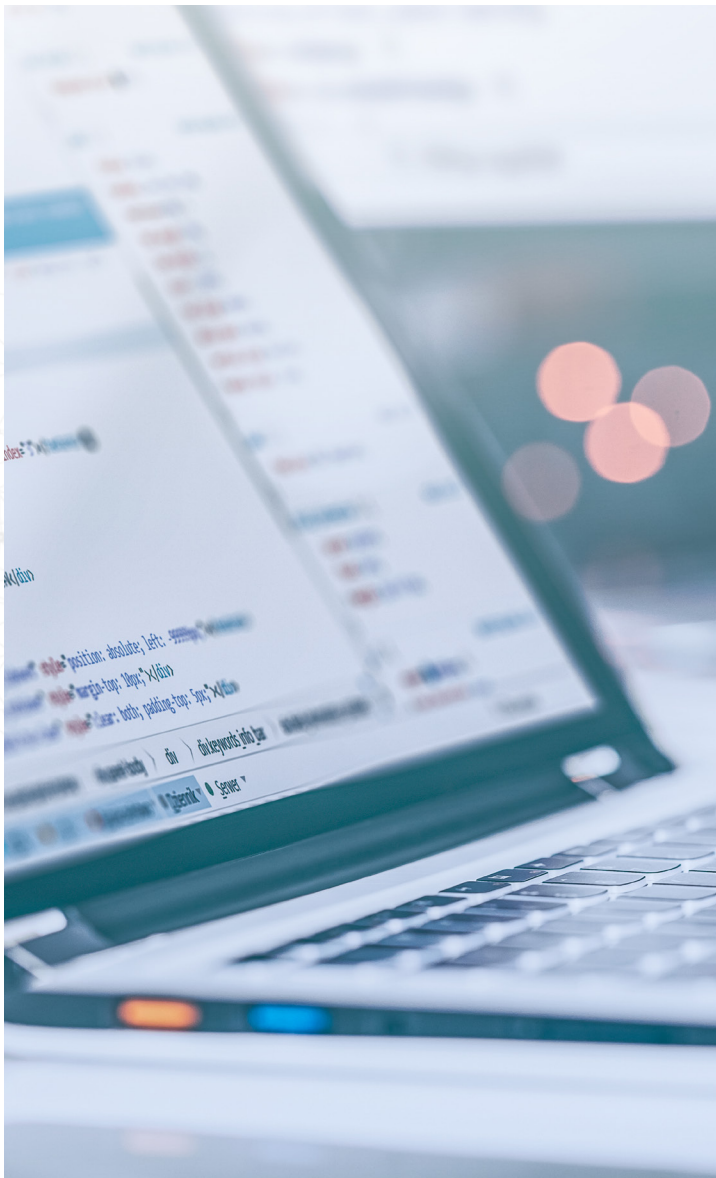
MIDDLE

Manage

› Device issues quickly resolved through a large, integrated support team

5i can manage the ongoing performance and availability of devices on your behalf. Everything required to resolve any device issue, from the moment its identified through to resolution is unified under a single provider.

Our support team is UK-based, highly skilled and has proven its abilities on numerous occasions. All our support staff are trained to the highest level and work to ITIL standards. The whole team is integrated, working together to rapidly resolve even the most complex device support requirements.

Once a support request is relayed to our service desk, the issue will be investigated and either resolved immediately or passed straight to the most appropriate resource. Where issues need to be resolved on-site, we'll deploy the most suitably qualified of our field engineers.

Refresh and Upgrade

› Minimise disruption to employees, with maximum value derived

The value delivered to a business by a device will decrease over time. More capable devices will be launched, new OS and applications will require more powerful hardware, or wear and tear will take its toll, with maintenance eventually becoming cost-ineffective.

Due to these considerations, many customers decide to specify an interval from buying a new device to replacing it, often a period between three and five years. 5i works closely with customers to plan their device refresh programmes and can take responsibility for its implementation. We can also plan and managing upgrade programmes, extending the life of devices by moving to a new OS version or updating components.

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END

Redeploy
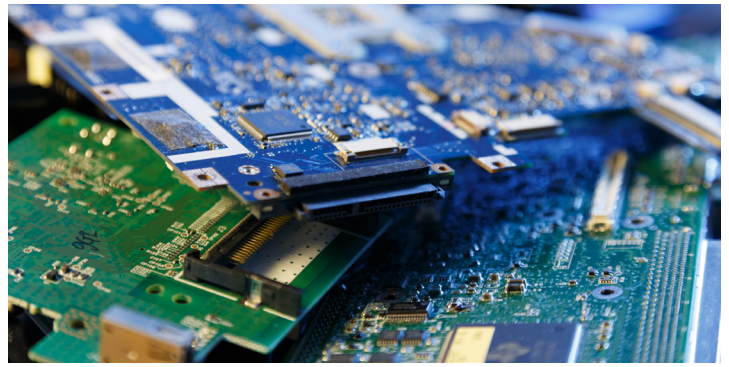
› Extract every last bit of ROI from your devices

Many devices no longer required by their original user are still serviceable and can deliver further value. When a device can be used elsewhere within your business, 5i can support its redeployment to a new user. If there is no longer a requirement that can be satisfied with the device, 5i will securely prepare the device for sale to a third party.

The start of either redeployment route is the same. 5i will ensure data on the device that needs to be retained is removed, encrypted and securely stored. All forms of storage, drives, RAM and ROM, are then wiped multiple times so there is no chance of any data remaining. A certificate is produced confirming that the device's data has been destroyed. Any device damage is then repaired, and it's packaged and stored ready to be redeployed.

When a new customer user for the device is identified, it will enter 5i's 'build and configure' process to be deployed, as if it were a new device. If the device is of no further use to the customer, it will be sold, either to a used IT equipment specialist or on the open market, with its CMDB entry closed when it is despatched.

Retire

› Certified compliance with electronic waste disposal regulations

When devices fail, they sometimes can't be cost-effectively repaired. Even at this final stage, their disposal needs to be carefully planned and managed.

5i will ensure that data on the device that needs to be retained is removed, encrypted and securely stored. Any stored data remaining is wiped and certified as having been destroyed. The device is then physically destroyed, with secure destruction and compliance to electronic waste disposal regulations proven through further certification.

HOW TO BUY

While many of the processes within CITADEL are designed to be repeatable, thereby reducing their cost to customers, their application will be unique to you, reflecting your specific needs and the status of your current IT set up. Please contact us now to initiate a conversation with our account managers and professional services team so that we can find out more about your challenges and the outcomes you hope to achieve.

5i

REACH HIGHER

5i offers a large portfolio of managed services, all expertly delivered by highly skilled staff, and backed up with strong data centre capabilities and our own data network.

To help your business reach higher, we often recommend combining 5i CITADEL with 5i Remote Monitoring and 5i Manage.

This provides you with total monitoring, management and security for all IT infrastructure, systems and software.

Through the combination of these services, your IT platform will be managed and developed over the long term to reach levels of excellence hard to attain internally.

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