UNISYS

8 Essential elements of a device subscription service for higher ed

The opportunity

Modern education demands flexible technology solutions that empower students, faculty and staff. Your institution aims to deliver seamless digital experiences that drive learning outcomes and research excellence.

The solution

Device Subscription Service (DSS) simplifies technology management while elevating educational experiences across campus. This comprehensive solution handles device provisioning, maintenance and scaling — empowering your IT teams to innovate rather than administrate. With DSS, you gain leading-edge technology that adapts to your institution's evolving needs.

When evaluating subscription services, consider how each provider delivers:

1. End-to-end device life cycle management

- Persona-driven personalization for academic roles
- Intelligent refresh cycles aligned with academic calendars
- Buyback or donation options for students in need

2. Customization based on institutional needs

- Multivendor strategy to support diverse academic disciplines
- Flexibility to scale up or down based on enrollment fluctuations
- Easy adjustments for special programs and events

3. Scalable options to support growth

- On-campus service desk and field support during peak periods
- Convenient tech cafés, smart lockers and IT support stations
- Accessible, inclusive support for all students, including those with disabilities

4. Robust security measures

- Zero Trust and endpoint protection at every phase of the device life cycle
- Compliance with education-specific regulations like FERPA
- Advanced protection for sensitive research data and student information

5. IT infrastructure integration

- Integration with LMS, ITSM and other educational platforms
- Minimal disruption and ease of implementation
- User-friendly access for faculty and students throughout the device life cycle

6. Sustainability commitments

- Sustainable practices across the entire device life cycle
- Alignment with your institution's sustainability initiatives
- Efforts to reduce carbon footprint without compromising on technology

7. Global reach and local support

- Capability to provide support across multiple campuses or international locations
- Localized support availability for on-campus needs
- Efficient handling of requests outside regular hours

8. Data-driven insights and analytics

- Reporting tools that optimize device allocation based on academic needs
- Insights that align device management with enrollment trends and programs
- Predictive analytics to improve resource planning and expenditure

Ready to optimize your institution's device management strategy? Contact us or learn more here.