



Device Subscription Service

EMEA Client Forum 2025

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What have you observed about
“Device as a Service”
offerings in the market?



What has Unisys seen regarding device lifecycle?



Multi-Vendor Support

require the GSI to work across multiple partners to deliver DaaS and Unisys is engaging with all major OEMs via DSS



Financial Objectives

looking for ways to deliver consistent refresh, operationalize costs, and get immediate capital injections to hit their targets



Asset Control

seeking relief from issues (i.e., 17k devices lost in one example), minimize onsite stock, and avoid supply chain pitfalls



Outcome-Based

avoid “point solutions” and Unisys is focused on translating business goals into persona-driven technology needs

Reach new heights and take away the burden of the device lifecycle through Unisys' orchestrated end-to-end service

EXPERIENCE

leveraging telemetry data to maximize productivity

EFFICIENT

delivering the right flexible financial model for your business with a savings of 15-25%+



SECURITY

enhancing endpoint security and asset control anywhere

SUSTAINABLE

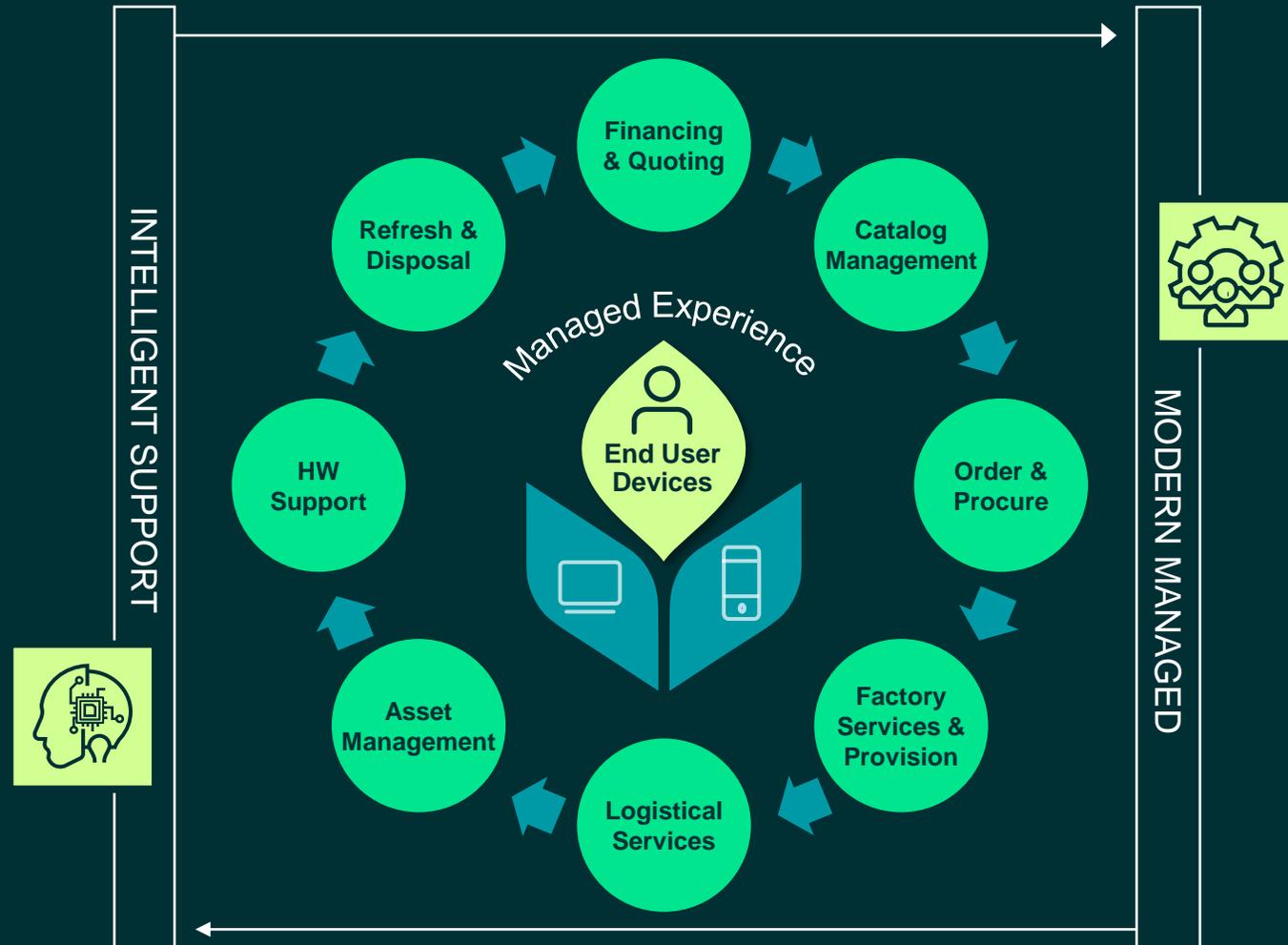
ingraining insights and carbon reducing actions in every stage of the process



What is most important to you in a “Device as a Service” offering?

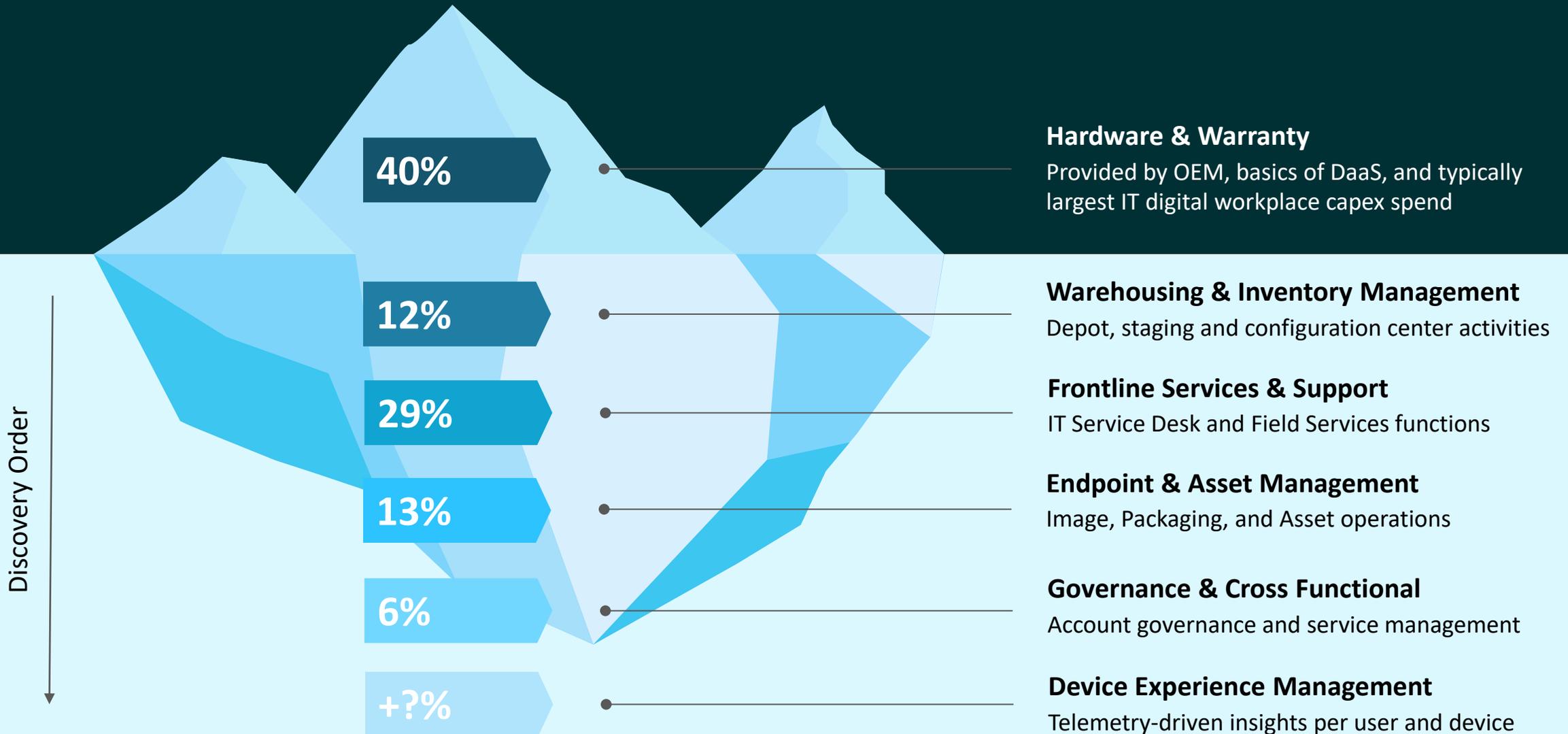


Deliver an end-to-end turnkey solution for your workforce

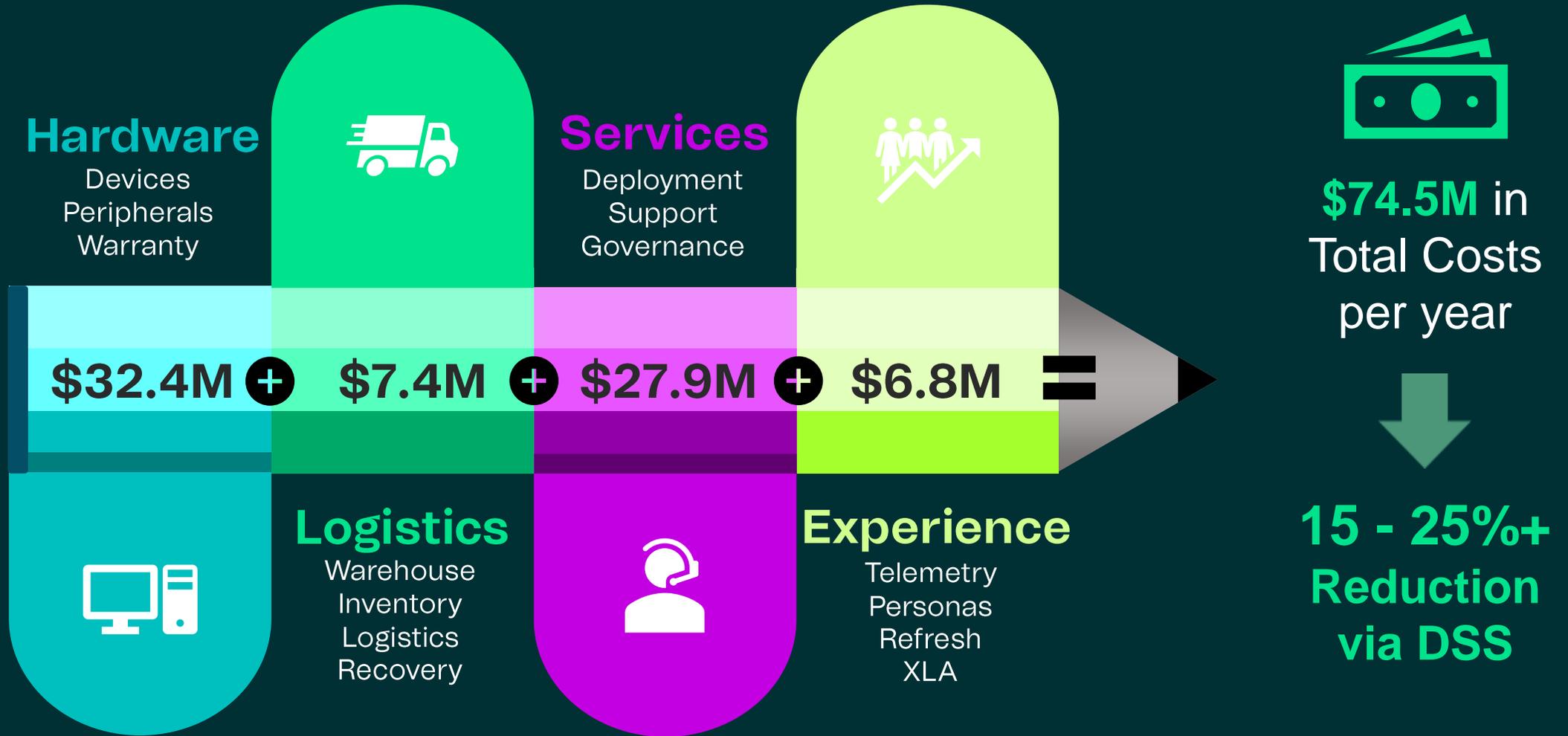


- **Hardware**
- **Software**
- **Services**
- **Integration**
- **Lifecycle**
- **Finances**

The hidden costs of the device lifecycle



Determine your true device total cost of ownership



And what makes the Unisys Device Subscription Service different?



Creating meaningful digital workplace experiences

with  unisys

Harnessing the power of **innovation**

Achieving your **economic** objectives

Trusted to ensure operational **stability**

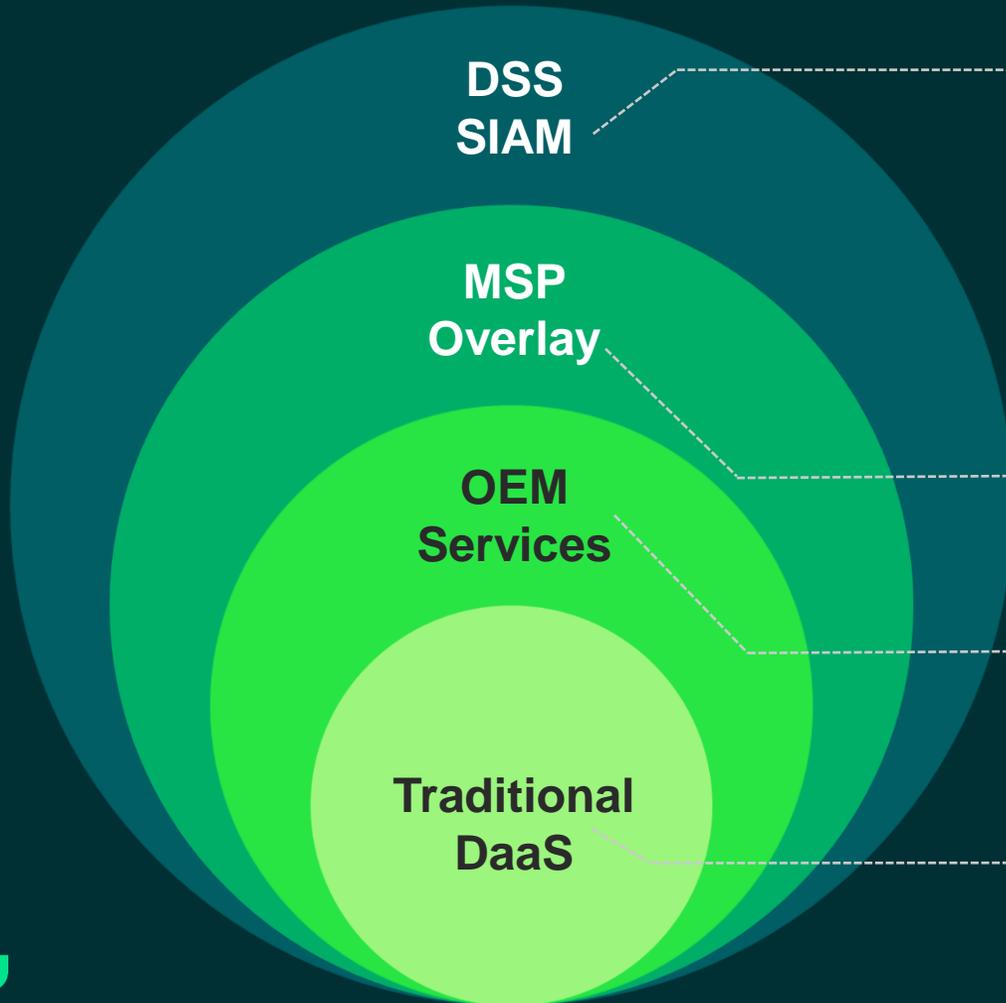
Orchestrating a delivery ecosystem

Let's deliver an **experiential** service

Together



Transformation of the device lifecycle experience



Independent single pane of glass
Outcome-based **personas**
End-to-end API **integration**
Journey-based device **experience**
Evergreen catalog with rolling forecast
Intelligent **dynamic refresh** & **sustainability**
Zero-touch provisioning & delivery

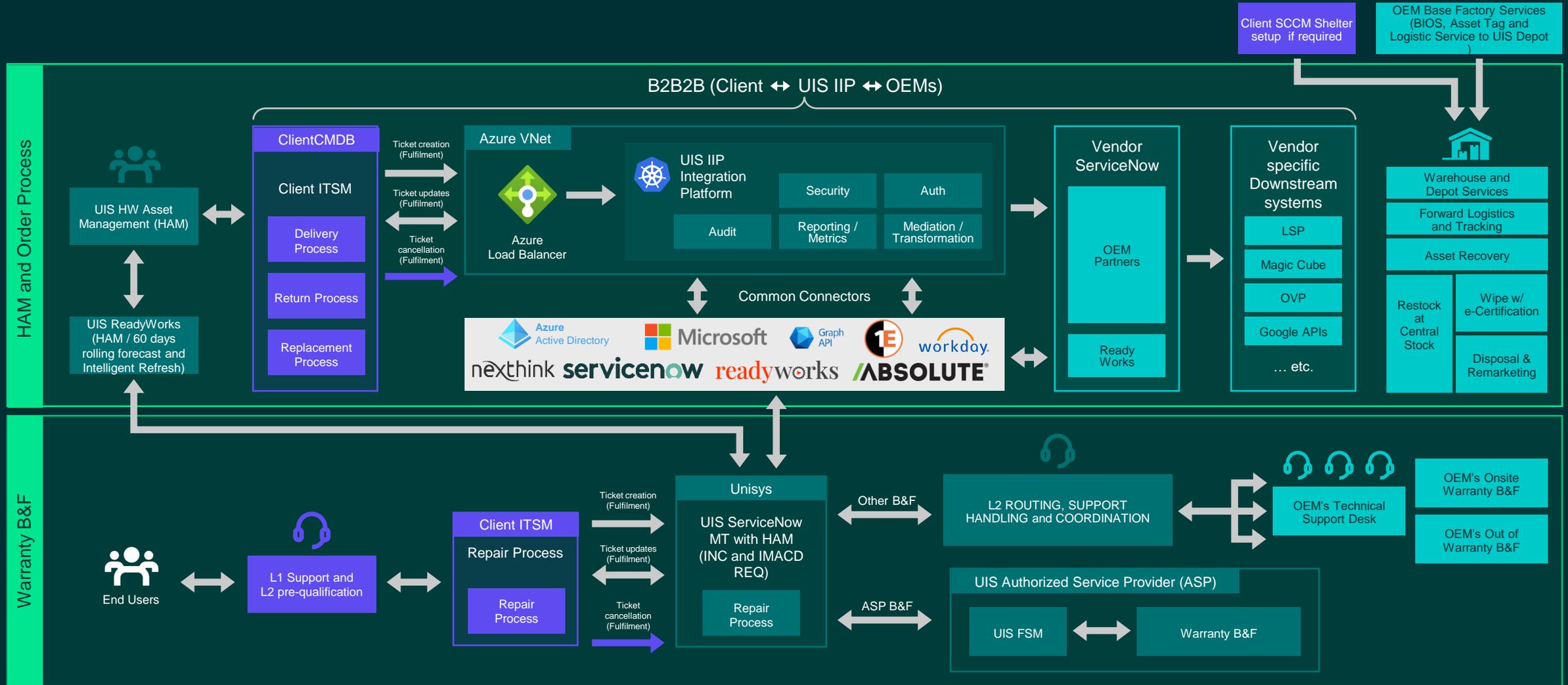
MSP services across workplace portfolio, e.g., **endpoint mgmt.**, **service desk** & **field services**, etc

Additional services, e.g., **factory provisioning** and **inventory mgmt.**

Limited focus on hardware **financing / leasing** and **warranty**



Through comprehensive front and backend integration



Unisys' orchestrated best of breed partner ecosystem

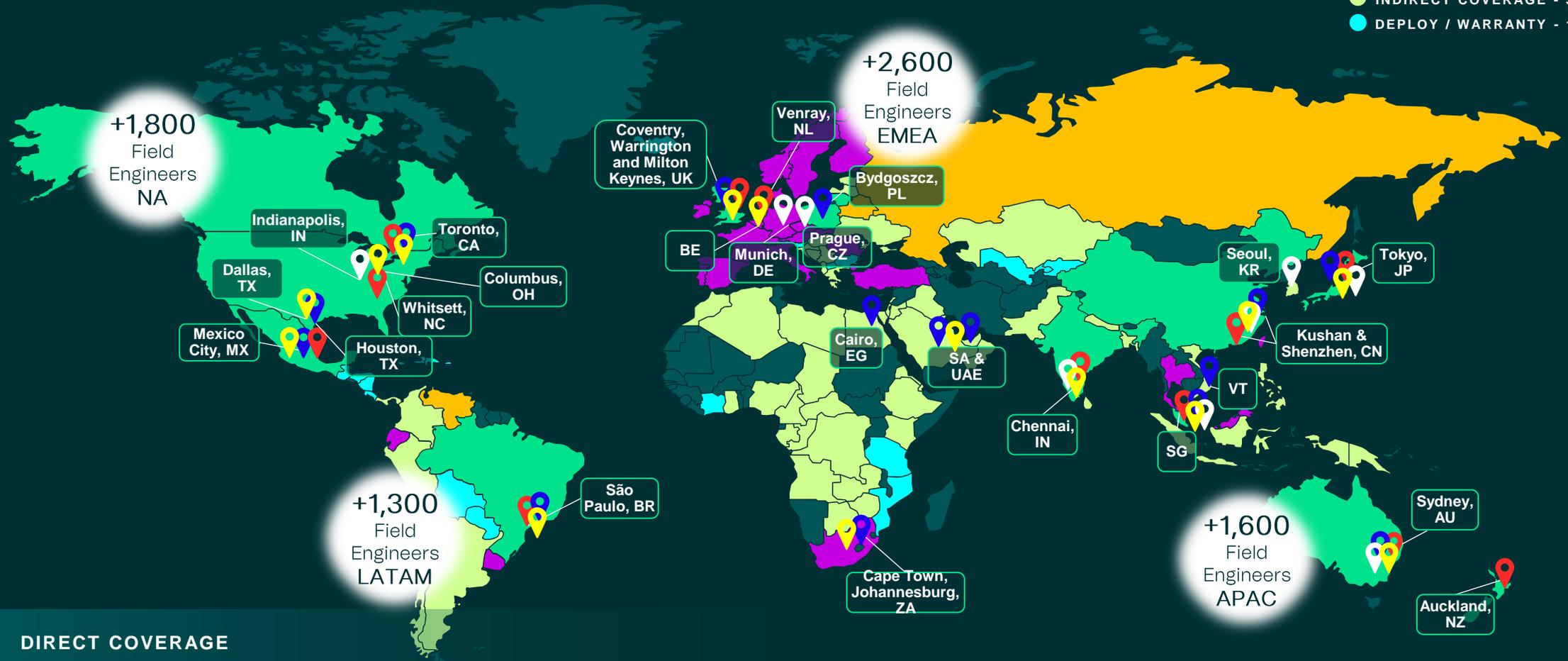
Hardware – Software – Services – Insights



Unisys flattens the complexity across the device lifecycle by curating an ecosystem of partners through a single pane of glass service

Holistic coverage across the globe

-  DHL
-  DELL
-  NOT COVERED COUNTRY
-  HP
-  LENOVO
-  DEPOT HOST COUNTRY - 13X
-  DIRECT COVERAGE - 28X
-  INDIRECT COVERAGE - 57X
-  DEPLOY / WARRANTY - 18X



DIRECT COVERAGE		
AMER	EMEA	APJ
Dell – 8 countries	Dell – 27 countries	Dell – 11 countries
Lenovo – 4 countries	Lenovo – 28 countries	Lenovo – 14 countries
HP – 10 countries	HP – 28 countries	HP – 11 countries



Maintaining a flexible range of financial engineering options

Managed Capex, Opex or Utility models based on your needs



Buy & Lease Back
(or Replace)



Flex Down



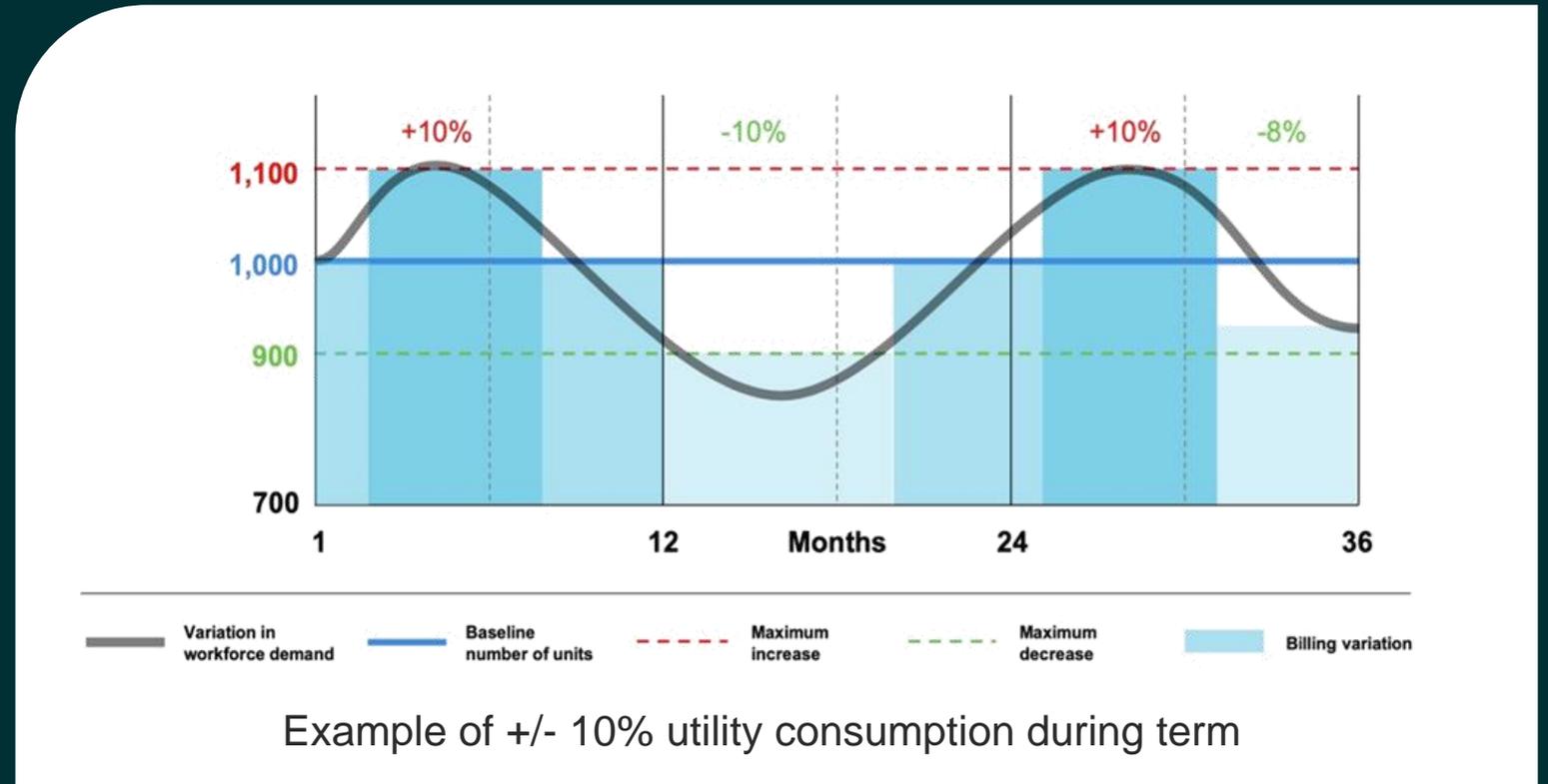
Pause Payment



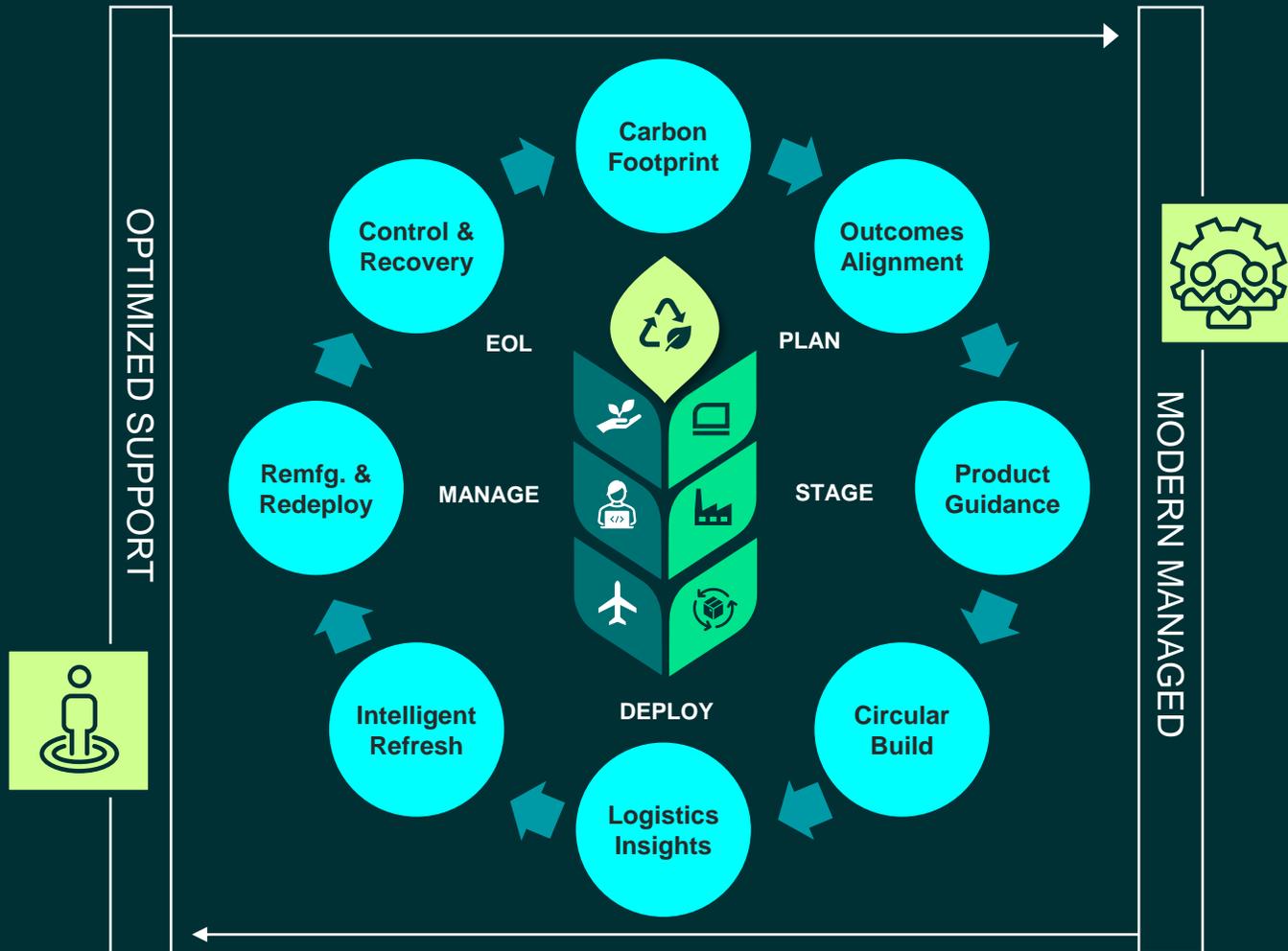
Forgiveness



Device Utility



Sustainability ingrained at every step of the lifecycle



- Insights and Planning
- Circular Manufacturing
- Staging and Logistics
- Asset Control
- Refurbishment
- Extension
- Donation



Like via Unisys Touchless Experience solutions

- New Joiner
- Device Swap
- EOL & e-Waste
- Provide Loaner
- Peripheral Deploy
- BOPIS (buy online, pickup in store)
- Replenishment
- Parts Depot
- Remote Support
- Security Badges
- Co-working (check in / out)
- Rewards Program
- Parcel Delivery
- Smart Cabinet
- Curated Advertising



And through enhanced endpoint security and control

BIOS Persistent

Tamper Proof

Device Resilience



Geolocation

**Detect &
Escalate**

Freeze & Wipe

Address Ransomware attacks, cyber hygiene, and recovery across your endpoints



Interested in how to get started?



Map out your current state roles and responsibilities

Current State	Traditional Procurement Traditional Management	Client	Unisys	VAR	OEM	Disposal
Phase	Activity					
Plan	Forecasting	X				
	Catalog management	X		X		
	Catalog validation	X		X		
Order	Procurement	X		X		
	Order process	X				
	Order approval	X				
	CMDB integration		X(Manual)	X		
	Asset management integration	X(Manual)		X		
Deploy & Configure	Device build				X	
	Factory services				X	
	Provisioning services			X	X	
	Asset tagging & bundling	X		X		
	Logistics & warehousing	X		X		
	Device shipping	X		X	X	
	Device pick-up	X	X(Project)			
	Device installation	X	X(SG/KR)			
Manage	Asset management	X	X			
	Device management	X	X			
	Device maintenance	X	X			
	Reporting	X	X	X		
	Lifecycle management	X				
Support	HW break/fix		X (w/o parts)		X	
	Warranty processing		X (w/o parts)		X	
	End-user support		X	X		
Retire	Device return	X				
	Device retirement	X				
	Device cleaning	X				X
	Device disposal	X				X

Current to future state

✓ Unisys takes over responsibility for almost all activities

✓ Client and end-user focus is shifted to business priorities instead

Future State	Device Subscription Service Modern Management	Client	Unisys	OEM
Phase	Activity			
Plan	Forecasting		X	
	Catalog management		X	
	Catalog validation	X		
Order	Procurement		X	
	Order process		X	
	Order approval	X		
	CMDB integration		X	
	Asset management integration		X	
Deploy & Configure	Device build			X
	Factory services			X
	Provisioning services		X	X
	Asset tagging & bundling		X	X
	Logistics & warehousing		X	X
	Device shipping			X
	Device pick-up		X	X
	Device installation			
Manage	Asset management		X	
	Device management		X	
	Device maintenance		X	
	Reporting		X	
	Lifecycle management		X	
Support	HW break/fix		X	
	Warranty processing		X	
	End-user support		X	
Retire	Device return		X	
	Device retirement		X	X
	Device cleaning		X	
	Device disposal		X	X



Asset what service components you require

Plan	Order	Deploy	Manage	Support	Return/Retire
Capex or Opex Finance Plan	Devices (laptop, desktop, rugged devices, tablets, etc.)	Base factory services: BIOS setting, asset tag, OEM imaging, app pre-load, encryption, Autopilot Reg	Hardware Asset Management	Regional SPOCs (leverage, onshore/offshore) to deliver efficient support to Client authorized users	Reverse Logistics & Redeploy
Catalogue management	Procurement & Order process management	Inventory management and stockholding for new devices (60-90 days) per forecast and for return stock	IT Service Management & APIs B2B2B Integration	In-Warranty Break-Fix Support	Clean and wipe w/ e-certification (NIST)
90-days rolling forecast (joiners, refresh, returns, break-fix, etc.)	Financial services for hardware & services	Forward Logistics & Tracking	Governance (account governance, OCM, SMO, and reporting)	Out-of-Warranty B&F Replaced on failure by new device following IMACD process or whole unit swap if swap pool is available	Disposal with remarketing or donation facilitation
Persona development mapping	Kitting / Bundling (e.g., new joiners with accessories)	Touchless Experience (asset lockers, vending, virtual café)	Experience Management Office with Proactive & Predictive Analytics (Nextthink)	Service Desk L1/ L2 triage and remote resolution	Sustainability ingrained in end-to-end device lifecycle
Intelligent Refresh Planning and Management (ReadyWorks)	Onsite swap pool on top of HAM planned volume in stockholding where needed	Last mile service – device onsite installation	Endpoint Security (Absolute)	Augmented / Merged Reality remote resolution	Legal Hold Handling
Buy & lease-back of existing devices to manage under DSS	Sealed Battery Extension	White glove onsite VIP install	Modern Device Management: <ul style="list-style-type: none"> • Device management (incl Intune tool management) • Image management for devices OSs • Application packaging • Electronic Software and patch Management • Patch validation and end-point security • Device Test Lab 	Data backup and restore, onsite data migration	Keep your drive
Lifecycle Services take over for existing devices	Accidental Damage Coverage	On-site hardware stock management		Front Line Services: <ul style="list-style-type: none"> • Install -Move-Add-Change • Deskside software support • Smart-Hand • Tech Cafes 	Data backup
Hardware Peripherals (Docks, Monitor, Keyboard, Mice, Headsets, Backpack, etc.)	CO ₂ offset credits				
Finance "Flex" Options (flex down, pause, leave, forgive)					

- Base Services included in solution
- Recommended Services separate from the Base
- Optional Services including upon request
- Additional core services that Unisys can provide



Embarking on a device lifecycle transformation

*American-based multi-national
biotechnology company*



Challenge

- Unpredictable IT spend with unplanned forecast spikes
- Disjointed end-to-end device lifecycle support process
- Inefficient higher volume local storage of aging assets
- Enable new transform initiatives with the right hardware

Solution

- Implement Unisys Device Subscription Service
- SIAM-focused B2B & Partner Orchestration including OEMs, warehouse & depot services, data insights, asset & endpoint management and intelligent device refresh
- Spend compression into end-to-end managed CAPEX

Impact

- Forecasted TCO benefit of >\$2M per year over 4 years
- More consistent global procurement & depot solution
- Anticipated transformation completion by EOY 2025



Transforming a large worldwide, multi-OEM device ecosystem



German multi-national engineering and technology company

POWERED BY
UNISYS

Challenge

- Deliver a device lifecycle transformation at global scale for ~400K devices across multiple OEMs
- Disjointed end-to-end device lifecycle support process
- Find new ways to drive refresh and inventory efficiency
- Legacy UEM environment driving outdated processes

Solution

- Implement Unisys Device Subscription Service
- Single, consistent global procurement across OEMs
- SIAM-focused orchestration across hardware, services and data collection & insights partner ecosystem

Impact

- More consistent global procurement & depot solution
- Wave rollout plan anticipated completion in 2026
- Data-driven decision making for rolling forecast, inventory, proactive break-fix and intelligent refresh

$$1 + 1 = 3$$

Unisys and You

Delivering a transformational experience together.

	Status Quo	Transform with Unisys and You
Hardware and financing	✓	✓
Factory provisioning	✓	✓
Forward and reverse logistics	✓	✓
Warranty and dispatch	✓	✓
Forward stockholding	○	✓
Persona-driven device catalog	✗	✓
Eliminate supply chain delays	✗	✓
Intelligent refresh planning	✗	✓
B2B seamless integration	✗	✓
Next-gen workforce support	✗	✓
Endpoint operations and security	✗	✓
Touchless delivery experiences	✗	✓
Experience management office	✗	✓
Global single pane of glass	✗	✓



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