

Device subscription services

The ultimate buyer's guide



Contents

The true price tag of device management	4
The device subscription service approach	
Understanding DSS	5
How DSS differs from traditional device management	6
Benefits of implementing DSS	7
Eight considerations when choosing a DSS provider	8
The Unisys advantage	10
Proof points: DSS in action	11
Implementation process	12
Steps to transition to Unisys DSS	
Get started with Unisys DSS	13
Ready to revolutionize your approach to device management?	

The true price tag of device management

Understanding the true costs of device life-cycle management is crucial for organizations looking to optimize their IT spending. Let's examine these cost components followed by their percentage of total costs.

40% of total costs

Hardware and warranty

This represents the largest portion, typically as capital expenditure.

29%

Frontline services and support

Includes IT service desk and field services functions.

13%

Endpoint and asset management

Covers imaging, packaging and asset operations.

12%

Warehousing and inventory management

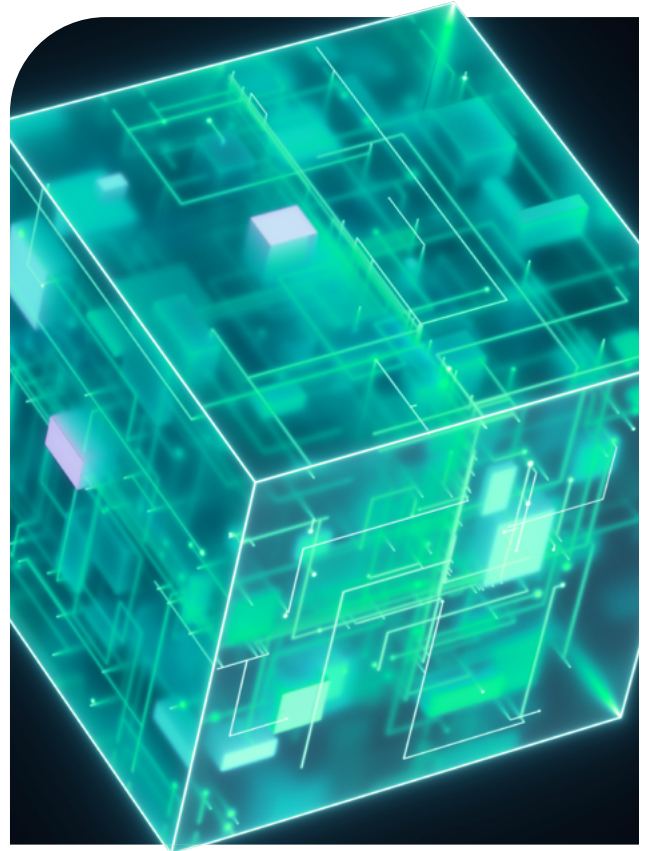
Involves depot, staging and configuration center activities.

6%

Governance and cross-functional activities

Encompasses account governance and service management.

Remember, your mileage may vary — these percentages represent average costs across industries, but your organization's specific breakdown could differ based on factors like size, industry and current IT infrastructure.



Additionally, unmeasured costs are often associated with device experience management — or in many cases, these activities may not be performed at all. This gap can lead to silent suffering among end users. Proper device experience involves telemetry-driven insights per user and device to proactively address issues and optimize performance.

The device subscription service approach

Device subscription services (DSS) aim to address these various cost components by bundling hardware, software and services into a comprehensive solution. This approach can potentially:

- Shift costs from capital to operational expenditure
- Provide more transparent cost structures
- Streamline device management processes
- Proactively manage device experience using telemetry-driven insights

Organizations considering DSS should evaluate how this model aligns with their specific needs and cost structures.

Understanding DSS

At its core, DSS combines hardware, software, life-cycle services and financing into one all-encompassing solution. But it's so much more than just a bundled package. The following key components make DSS a cut above traditional device management.



Hardware and software

DSS provides a curated, persona-driven device catalog that ensures employees have the right tools for their specific roles.



Life-cycle management

From planning and procurement to deployment, support and retirement, DSS covers every stage of the device life cycle.



Financing

Say goodbye to large upfront costs. DSS offers a predictable, per-seat monthly pricing model that transforms device expenditure from a capital expense to an operational one. Additionally, DSS can provide a financial jumpstart by offering buyback options for your legacy fleet and inventory, potentially freeing up capital and streamlining the transition to the new service model.



Comprehensive support

With DSS, you get end-to-end support, including deployment services, ongoing maintenance, and asset recovery. Enjoy access to smart dispensing tools for convenience.



Analytics and optimization

Leveraging telemetry data, DSS provides insights for intelligent refresh planning and continual optimization of your device fleet.

How DSS differs from traditional device management

So how does DSS differ from traditional device management? The contrast is stark:

Traditional approach

- ❌ Large upfront costs
- ❌ Rigid refresh cycles
- ❌ Difficulty scaling up or down
- ❌ Inconsistent user experiences
- ❌ IT team bogged down with device management tasks

DSS approach

- ✅ Predictable monthly costs
- ✅ Dynamic, data-driven refresh planning
- ✅ Flexibility to scale as needed
- ✅ Consistent, optimized user experiences
- ✅ IT team freed up for strategic initiatives



Benefits of implementing DSS

Adopting DSS brings a host of advantages that can transform your organization's approach to device management. Key benefits include:

Improved employee experience

In today's competitive job market, providing a top-notch tech experience is crucial. DSS ensures your workforce has access to the latest devices and technology tailored to their specific needs. No more frustrating delays or outdated equipment! Research shows that employees in organizations investing in employee experience are more engaged. With DSS you're going beyond providing tools to boosting satisfaction and retention.

Comprehensive life-cycle management

Say goodbye to the headaches of managing devices across their life cycle. DSS takes care of everything, from initial planning and procurement to deployment, support and eventual retirement. This end-to-end approach ensures smooth operations and eliminates gaps in device management. Your IT team can finally focus on strategic initiatives instead of getting bogged down in day-to-day device logistics.

Predictable cost model

Financial predictability is a game-changer for IT budgeting. DSS transforms your device expenditure from large, irregular capital expenses to a predictable monthly operational cost. This subscription-based model not only improves cash flow but also eliminates hidden costs associated with traditional device management. You'll have a clear picture of your device-related expenses, making budgeting and financial planning a breeze.

Enhanced productivity

Consistent uptime is crucial for maintaining productivity. DSS leverages telemetry data to provide dynamic device-refresh planning, ensuring your employees always have functioning, up-to-date devices. No more productivity losses due to failing equipment or outdated software. Plus, with zero-touch provisioning, new devices are ready to go right out of the box, minimizing downtime during upgrades or replacements.

Device flexibility and scalability

As your business needs change, device management should keep pace. DSS offers the flexibility to scale your device fleet up or down as needed. Whether you're onboarding a new team or downsizing a department, DSS adapts to your requirements. This agility ensures you're never overpaying for unused devices or scrambling to equip new hires.

Sustainability-driven approach

DSS integrates sustainability across the entire device life cycle, avoiding the "whack-a-mole" effect of piecemeal solutions. From eco-friendly manufacturing to intelligent refresh processes, DSS significantly reduces carbon footprints. By optimizing key areas, companies can slash emissions dramatically, advancing ESG goals while balancing user experience, security and cost-effectiveness.

Eight considerations when choosing a DSS provider

Selecting the right DSS provider is crucial to maximizing the benefits for your organization. By carefully evaluating the below factors, you can select a DSS provider that not only meets your current needs but also supports your organization's future growth and evolution. Here are the key factors to consider.

01

Service offerings and capabilities

Look for a provider that offers comprehensive end-to-end services. Consider whether the provider offers additional services like persona-driven demand forecasting, intelligent refresh planning and experience management. These value-added services can significantly enhance your DSS implementation.

Unisys offers

Unisys manages the entire device life cycle, from planning and procurement to deployment, support and retirement.

02

Device options and flexibility

Your DSS provider should offer a wide range of devices to suit various employee needs and preferences. Additionally, check if the provider offers flexibility in scaling your device fleet up or down. The ability to adjust your subscription based on changing business needs is a crucial advantage of DSS.

Unisys offers

Unisys partners with industry leaders like Dell, Lenovo and HP, ensuring a diverse and up-to-date device catalog. This consolidates and simplifies vendor relationships without losing access to all your favorite brands.

03

Support and maintenance

Robust support is essential for a smooth DSS experience. Evaluate the provider's support offerings, including their service desk capabilities, field support options, and response times. Also, consider whether the provider offers proactive maintenance services to minimize device downtime.

Unisys offers

Unisys provides multi-channel support, including innovative solutions like tech cafés, smart lockers and augmented reality for a more accessible and efficient support experience.

04

Security measures

In today's threat landscape, security is paramount. Your DSS provider should offer robust security measures to protect your devices and data. Look for features like endpoint protection, secure device configuration and data-wiping capabilities for retired devices.

Unisys offers

Unisys integrates cybersecurity to support the rollout of Zero Trust advanced endpoint protection, offering an extra layer of security. This includes enhanced endpoint security through persistent agents that allow for remote device lockdown and data wipe to avoid critical data exposure.

05

Integration with existing IT infrastructure

A seamless integration with your current IT environment is crucial for a successful DSS implementation. Consider how well the provider's solution can integrate with your existing IT service management (ITSM) tools, asset management systems and other relevant platforms.

Unisys offers

Unisys offers B2B2B integration capabilities, ensuring smooth data flow between systems, OEM partners and your IT infrastructure, which allows for end-to-end visibility to the end user and clear asset synchronization between all parties.

06

Sustainability focus

As organizations increasingly prioritize environmental responsibility, consider a DSS provider that emphasizes sustainability. Look for providers that offer services like equipment redeployment, refurbishing and responsible disposal.

Unisys offers

Unisys incorporates sustainability practices throughout the device life cycle, from eco-friendly manufacturing to intelligent refresh processes. Our comprehensive approach helps you reduce your carbon footprint while advancing your ESG goals.

07

Global reach and local support

If your organization operates across multiple locations, ensure your DSS provider can offer consistent service globally while providing local support where needed.

Unisys offers

Unisys has an extensive network of depot and staging locations worldwide, enabling efficient device management across various geographies.

08

Analytics and reporting capabilities

Data-driven insights can significantly enhance your device management strategy. Choose a provider that offers robust analytics and reporting tools.

Unisys offers

Unisys offers robust analytics and reporting tools to help you optimize your device fleet, predict future needs and make informed decisions about your IT infrastructure.

The Unisys advantage

While many vendors offer DSS solutions, Unisys goes beyond the typical hardware and warranty focus. Our DSS is designed to transform the entire end-to-end device life-cycle experience for your workforce. Here's how Unisys DSS stands out.

End-to-end life-cycle management

Unisys handles everything, freeing your IT team to focus on strategic initiatives. The service covers demand forecasting, procurement, deployment, support and asset recovery.

Expansive partner ecosystem

Unisys leverages partnerships with industry leaders like Dell, Lenovo, and HP to provide a diverse, cutting-edge device catalog. Regardless of your chosen platform, we deliver a multi-vendor strategy to support any device, tailored to your organization's needs.

Experience-focused approach

Unisys prioritizes user experience. The solution can be integrated with an experience management office that leverages telemetry data to proactively address issues and optimize device performance.

Innovative support options

Unisys offers next-gen support solutions like tech cafés, smart lockers and virtual support options, ensuring quick, convenient and efficient issue resolution.

Security integration

Unisys incorporates Zero Trust advanced endpoint protection for enhanced security. This includes absolute control endpoint security, enabling remote device lockdown and data wipe capabilities to prevent critical data exposure and improve asset recovery rates.

Sustainability focus

Unisys embeds sustainability practices throughout the device life cycle, helping you meet environmental goals while optimizing your device fleet.

Global reach with local expertise

With depot and staging locations worldwide, Unisys can support your operations wherever they are.

Flexible financing

Unisys offers options to scale up or down, or to pause payments, providing financial agility to match your business needs. We also provide asset buyback opportunities, potentially freeing up capital and streamlining your transition to the new service model.



Proof points

DSS in action

From global corporations to regional powerhouses, these examples highlight Unisys' ability to deliver tangible benefits across diverse industries and operational scales. By choosing Unisys DSS, you're gaining a partner committed to transforming your device management strategy and driving your business forward.



Consumer-packaged goods company

A global CPG firm partnered with Unisys to achieve immediate savings and improve device experience. Unisys implemented a consistent refresh program across 97 countries, resulting in a \$7 million capital expenditure injection and \$15 million in operational savings over four years.



Airline transport company

For a major airline facing challenges with its dispersed workforce, Unisys deployed over 20 tech cafés and smart lockers for personalized services. The result? A 95%+ SLA achievement rate, ensuring employees have access to the right equipment anytime, anywhere.



Manufacturing company

A large manufacturer looking to support growth and enable new ways of working turned to Unisys. By implementing tech cafés and smart lockers for zero-touch deployment of 100,000 devices, they achieved a 25% reduction in support tickets and cut CO2 emissions by 2.3 units.



Global quick-service restaurant chain

To minimize technology interruptions across their vast network, this restaurant chain leveraged Unisys' tech cafés, smart lockers and next-gen service desks across 70+ countries. The result was consistently green SLAs and 1,500 self-serve resolutions per month.

Implementation process

Transitioning to Unisys DSS is a well-structured process designed to minimize disruption and maximize value. Let's walk through the key steps, timelines and potential challenges. While timelines can vary based on organizational size and complexity, the total transition time typically ranges from five to seven months. However, you'll start seeing benefits early in the process, with full optimization achieved in the steady-state phase.

01

Plan

4-6 weeks

- Kick off the project and establish the framework
- Set up governance structures
- Develop a detailed transition plan

02

Assess

4-6 weeks

- Evaluate current device landscape and document gaps
- Create initial device catalog and forecast
- Conduct DSS consulting to align with business needs

03

Build

6-8 weeks

- Finalize device catalog and forecast for procurement
- Prepare for order intake and provisioning
- Integrate ITSM tools

04

Deploy

8-12 weeks

- Execute optional buyback plan for existing devices
- Ensure depot and inventory readiness
- Begin fulfilling demand orders
- Conduct knowledge transfer

05

Hand over

2-4 weeks

- Transition to business-as-usual management
- Validate escalation channels
- Run finance reconciliation process
- Accept deliverables and close the project

06

Steady state

- Engage in continuous service improvement
- Manage stock efficiently
- Conduct rolling demand forecasting
- Leverage analytics for insights and actions

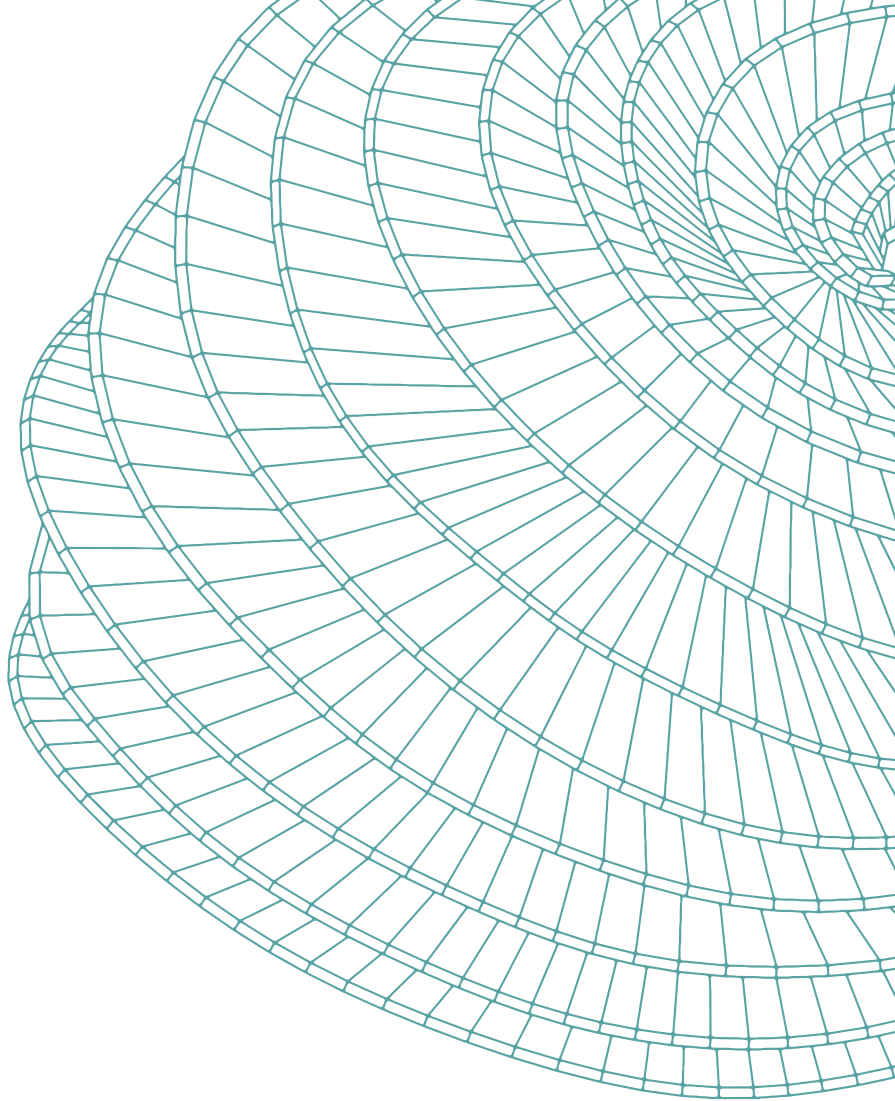
Getting started with Unisys DSS

Unisys DSS offers a forward-thinking approach to device management, aligning technology with your business objectives. By leveraging Unisys' expertise, global reach, and innovative solutions, you can optimize your device ecosystem, boost employee satisfaction and drive significant cost savings.

Ready to revolutionize your approach to device management?

Contact Unisys today for a personalized consultation to calculate your cost savings by subscribing rather than buying. When you're ready for the next step, our experts will work with you to design a DSS solution tailored to your organization's unique needs.

Visit us online at unisys.com/DSS or [contact us](#) to start your journey toward a more efficient, cost-effective and user-centric device management strategy.



unisys.com

© 2024 Unisys Corporation. All rights reserved.

Unisys and other Unisys product and service names mentioned herein, as well as their respective logos, are trademarks or registered trademarks of Unisys Corporation. All other trademarks referenced herein are the property of their respective owners.