



Integrated Device Lifecycle Services

Deliver a great user experience while unburdening your IT team

The world of hybrid work has changed. Employees now expect greater flexibility with where, when, and how they work. Business leaders know that their knowledge workers must be empowered with new digital skills, access to the right tools, and the flexibility to work where they feel they are the most effective. This means providing a productive, highly engaged, and collaborative digital working environment.

Unfortunately, many organizations lack the resources and capabilities to meet these user expectations while delivering on their many other IT priorities. By offloading this work to us, your IT team can finally find time for those other important tasks you've been putting off while trying to keep up.

Compugen's Integrated Device Lifecycle Services (IDLS) is a subscription-based solution that provides everything users want and IT only dreams of. Whether you need to support hundreds or many thousands of users, IDLS provides everything you need to procure, deploy, support, and repurpose Windows devices, while providing a terrific service experience for your staff. With IDLS, Compugen even works with you to upgrade your IT environment to properly support modern Windows provisioning.

IDLS delights your people by empowering them with digital parity wherever they are working. Choose from two available subscription options: one with the devices included (IDLS Plus) and one with services only. You never again have to buy another laptop for your staff, because your IDLS Plus monthly fee also includes use of a laptop for three years. IDLS and IDLS Plus are for organizations that want a partner who can take care of the entire device lifecycle from start to finish.



The following services apply to both IDLS and IDLS Plus:

- **Prepare:** We build the operating environment to support modern provisioning of Windows devices and the customer experience for effective hybrid work.
- **Deploy:** We procure, provision, and deploy ready-to-use devices leveraging delightful customer self-serve experiences
- **Perform:** We support devices throughout their life cycle to ensure optimal operation and user experience. This includes next-day replacement for faulty devices and ongoing proactive hardware monitoring. When paired with the Managed Endpoint for IDLS option, you can also get ongoing security and operational patching as well as performance tuning and health checks to keep your devices optimized.
- **Refresh:** End-of-first-life devices are decommissioned and refurbished for a second life via our Green4Good™ program.

Why Compugen

Compugen works with organizations across North America to help them design, acquire, integrate, and operate technology and is one of Canada's largest privately-owned IT solutions providers. With a mission to help organizations realize new possibilities, Compugen combines a wide breadth of skill, depth of expertise and commitment to operational excellence to deliver exceptional, customer-focused experiences.

To learn more about Compugen visit www.compugen.com.