Solution for the reimagined workspace

Solution Overview

total computers
taking care of technology

TOTAL MANAGED WORKSPACE

1 Device Managed Services
Asset Management and tracking, Device Visibility, Lifecycle of new and existing devices. Home Working packs
JML (Joiners Movers Leavers)
Distribution
Configuration
Next business day device swap out
Device metrics and user experience
Advanced Swap

2 Finance and Sustainability
Flexible Finance options
WEEE Recycle

3 Automation
Automates the provision of Window's direct to end users anywhere in the world. Device compliance, security and patching from Intune, Autopilot and Autopatch.

4 Professional Services
1st to 3rd Line Managed Services
Consulting Services
Project Management
Desktop Engineers
Technology Roadmaps
Licensing

5 Warranty and Repairs
Warranty and repairs
Next business day device swap
Bonded Stock and Warehousing
Device wipe, restock or recycle

Device Lifecycle Services

Feature	Description
Device Choice	Full range of Microsoft Surface devices to power up your day
Bonded Stock	Provides warehousing and recycle of devices picked up from Leavers for up to 50 devices Bonded stock can be warehoused for next business day swap out for existing devices that are not covered by warranty or lost and stolen and requires stock to be available to provide this service.
Asset Tagging and Reporting	All equipment is tagged and logged in to the lifecycle database along with shipping addresses, allowing for full visibility of your device estate and peripherals.
Endpoint Management	Microsoft Intune is a cloud-based service that focuses on mobile device management (MDM). Intune can control how your organization's devices are used, including mobile phones, tablets, and laptops. Intune can also configure specific policies to control, secure and restrict devices.
Autopilot	Microsoft/Manufacturer Portal management for replacement device and allocation within Intune. Note this does not cover the deployment of the platforms.
Whiteglove	Whiteglove is a pre provisioning service to get devices ready for users that either need a device working quickly or have too limited bandwidth for Autopilot.
Logistics	Procurement and shipping of devices to your chosen locations.
Warranty	Total can manage the warranty return process from 1st call to return to manufacturer
Out of Warranty Repairs	Repair devices that are out of warranty can be provided with quotes provided for the hardware repair(i.e Keyboard, Laptop Screen, Memory)

Device Lifecycle Services

Feature	Description
Total Pro Active Analytics	Provides cloud-based, AI-driven, multi-vendor, device fleet hardware, and software insights. Dashboards track the important performance indicators by generating summary reports that provide insightful analytics on planning and cost optimization, and service management capabilities. Device Analytics collect and monitor device data like inventory, hardware and applications health, and key statistics for operating system health. Alerts to help you identify devices that are non-compliant with encryption, firewall, and antivirus policies.
Recycling and Refresh (Optional)	Adhoc end of life disposal of unwanted products or repair and refresh services.
Total Support	Proactive device monitoring (Total Analytics) and Management of device service tickets. Warranty triage, diagnosis, management with the vendor/manufacturer.
ITSM (IT Systems Management)	Process Mapping and integration
Service Review	Quarterly Service reviews
Shipping and Collection	Devices and peripherals are shipped to sites or directly to users and collected once the employee leaves with Asset management CMDB updated.