



**Centerprise**  
INTERNATIONAL

## **Centerprise International**

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## Centerprise Asset Lifetime Management Service

### Description

The Centerprise IT Asset Lifetime Management Service effectively provides clients with a Managed Service for the management of devices and associated services ensuring that your IT teams can concentrate on projects rather than business as usual.

The services that Centerprise offer as standard as part of this service are:

- Bonded Storage
- Asset Tagging
- Imaging
- Onsite Deployment Services
- Helpdesk (L1, L2 and L3 Support)
- Starters/Leavers Program
- Warranty
- Decommissioning
- IT Asset Disposal Service

This provides our clients with one single point of contact, and tracking of the devices throughout their lifetime.

### Features

- Managed Service of IT Assets throughout its Lifecycle
- End to end tracking and visibility of assets ensuring transparency
- Service Delivery Management
- One single point of contact

### Benefits

- Accountability – provides tracking and management of assets
- Adheres to regulatory standards and compliance requirements
- Maximises life and re-use of IT Assets
- Client's IT teams can focus on strategic rather than BAU

### Implementation

The first stage of any implementation of the Centerprise IT Asset Lifetime Management Service is to establish the detailed customer requirements and the current configurations. To facilitate this, the customer may request an initial implementation meeting with the Centerprise team. This may also be incorporated with the Centerprise Project Management facility, if required, in a Project Initiation meeting.

In order to ensure the service is delivered on time and in line with the schedule agreed with the customer, Centerprise will follow our standard project approach, which includes appropriate project governance and methodologies that help minimise risk, management change and support delivery on time, on budget, and to the required quality.

### Bonded Storage

Our Bonded Stock service is a pre-defined documented process that is part of our ISO Quality Management System. It includes:

- transfer of ownership within our corporate ERP system
- storage of goods within the customer's own virtual warehouse
- full insurance under Centerprise's own corporate policy
- warranty deferral until delivery to the local authority
- 48-hour delivery from call off

To confirm ownership, each customer will be presented with their own Vesting Certificate. This details the part numbers and quantities of the customer owned devices, together with the terms of the bonded stock service. Each Vesting Certificate is authorised by a board level signatory.

### **Virtual Warehouse**

Our bonded stock system is managed from within our Enterprise Resource Planning system, SAP. Each customer is assigned a virtual warehouse location within SAP, which ensures customer owned stock is segregated from our general stock and cannot be allocated to another customer. Stock is physically stored in our secure Ystrad Mynach facility. This facility's security is attested to by its certification by the MOD in order that we can store and process goods of a sensitive nature.

### **Call-Off**

In order to meet local requirements, each Customer's call-off process will be individually agreed and documented. To assure the service, there are a small number of best practices we propose:

- agreed contact(s) within each Local Authority to authorise each call off
- named contact within Centerprise to manage call off
- defined set of delivery locations per authority, changed only through agreed process
- shared bonded stock records reconciled weekly

### **Delivery**

At the start of the engagement we would recommend reviewing all locations to ensure all requirements are considered.

Our standard delivery service is defined as next day, between 09:00 and 17:30 from our facility in Ystrad Mynach. However, subject, to location, we can offer a range of services, such as:

- Morning delivery, before 12:30pm.
- Early morning delivery, 10:30am.
- Timed deliveries.
- Pallet delivery with or without tail lift.
- Delivery and pick up.
- Delivery to locations within buildings, under the supervision of Local Authority officers

### **Summary**

Centerprise's Bonded Stock System, commonly referred to as Bill & Hold, is an ISO documented solution that has the flexibility to respond to our customers' individual requirements. Our customers, such as Betsi Cadwaladr University Health Board, are willing to go on record to confirm that it has served them well over the past number of years. Furthermore, the flexibility of this service is attested to by case studies.

### **Asset Tagging**

Centerprise is able to label devices to the extent required by the customer, be this to meet anti-tamper measures or for generic identification purposes. Centerprise have an established process for asset tagging devices that are provisioned through our supply chain.

The asset information required to be tracked by the customer is normally provided to Centerprise along with a range of asset numbers and a set of 2D barcoded labels. Centerprise manages the allocation of asset numbers to devices and affixes the labels to the devices whilst also programming the assigned asset number within the BIOS of each device. An Asset Feed is provided to the customer that details a range of information including: the assigned asset number, manufacturer's part and serial numbers, NSN, customer Purchase Order, device build state and build date. This information is retained by Centerprise within our ITIL v3 compliant Service Desk tool, ManageEngine and is uploaded by the customer or Centerprise (as agreed) into the customer's 2D barcode database.

Retention of the data within our ITSM tool assists with any future enquiries from the customer and any required incident management activity.

## **Imaging**

The Centerprise preferred method to image devices is through SCCM presently and the following is an overview of steps within a typical process. We would put in place a secure site-by-site VPN and a configured distribution point set up between the customers site and the Centerprise secure facility in South Wales.

The benefit to the Customer ensures that all units are utilising the customers own test sequences and Image and have been fully tested and configured to the customers requirements. In addition, they have already joined the customers domain before they arrived onsite.

Though we have detailed the SCCM process above, we do have the capability to use MS Tune and Autopilot as a method of imaging.

## **Helpdesk (L1, L2 and L3 Support)**

Centerprise have a number of L1, L2 and L3 support engineers that man our service desk Monday to Friday during business hours. Outside of standard business hours we have an out of hours hotline number for urgent P1 requirements.

For the Asset Lifetime Management Service Centerprise would require the customer to log tickets for each type of request, this is to ensure that all requests are allocated to the correct team and actioned effectively. This also provides us with the toolset to provide statistics on agreed SLAs.

## **Starters/Leavers Program**

Centerprise would hold devices within our facility to cover requirements for new starter tickets. The customer would log a ticket by completing a starter or leaver form either online via the portal or via email. This ensures that all of the information that is required is provided. Upon receipt the customer will get notification of the ticket and the ticket will be passed to our facility in Wales to enable them to prep the device and arrange for shipment. For Leaver tickets the process works the same but it is in reverse. Upon receipt into our facility the hardware would be checked, functionality tested, data erased and put back into the customers starter stock.

## **Warranty**

The key teams involved in delivering the Warranty and Licensing function are Service Desk, the Return Merchandise Authorisation (RMA) team and the Field Engineering team. Any exceptions are elevated to the account management team who represent the interests of

their customers internally.

Centerprise provide Service Desk, RMA and Field Engineering services. The Service Desk captures the warranty support request/issue from the customer and raises an incident ticket within our IT Service Management toolset. The ticket is forwarded to the RMA and/or Field Engineering team depending on the nature of the issue/request. The former deals with isolated hardware failures and the latter with the delivery of our enhanced warranty support service. All the teams combine to undertake all aspects of the warranty service from providing our enhanced 30-day Dead on Arrival replacement service (through Lenovo standard warranty services). Examples of additional services include:

- Next day warranty swap out service.
- Accidental damage repair that would not normally be offered under standard manufacturer warranty.
- Gold stock provision at the customer site.
- User data restoration services to a replacement device.
- Extending the warranty beyond the 5 year manufacturer warranty.
- The deferral on all Lenovo devices of the manufacturer's warranty until the day of delivery.

### **Decommissioning and IT Asset Disposal Service**

Centerprise can confirm that we can provide the customer with a secure ICT Asset Disposal Recycling and Reuse Service in line with WEEE Legislation and GDPR Regulations .

Our IT Lifecycle Management services provide a comprehensive solution for the decommissioning, tracking, disposal and reuse of IT Assets.

### **Certifications:**

- ADISA Certified
- BS15713 – Secure Destruction of Confidential Material
- Environmental T11 Exemption Licence
- Waste Carriers Licence
- ISO 9001 – Quality
- ISO 10002 – Customer Satisfaction
- ISO 14001 – Environmental
- ISO 20000 – IT Service Management
- ISO 22301 – Business Continuity
- ISO 27001 – Information Security
- ISO 45001 – Occupational Health and Safety

Our standard scope of service is as follows:

- High level audit/acceptance of assets to be removed from site
- Secure transportation of all assets to Ci secure facility
- Processing of all items within CI's secure facility
- Detailed audit of devices – including serial number and asset tag
- Detailed audit of components – CPU, memory etc.
- De-tagging and removal of identifying labels
- Remarketing or recycling of equipment
- Provision of Audit Report, Data Destruction Certificate and WEEE Certificate
- Full reporting of asset movement, destruction and disposal.



Notification for collection can be arranged by email by completing our Collection Booking form or telephone. The scheduler will arrange collection and will notify the customer with details of the date of collection. The scheduler will provide the crew/vehicle details at least 24hours prior to the collection taking place.

### **Security in Transit**

All vehicles utilised for collections have the following security features:

- Approved alarms, immobilisers, live tracking/geo fencing
- Drivers have contact with base
- Vehicles are dual manned and never left unattended
- Media can be transported separately to the physical asset it came from if required.
- All vehicles are GPRS tracked with stationery alert enabled.
- Vehicles have generic livery

### **Facility Security**

- Enhanced Government Approved
- Site enclosed by an 8ft high perimeter fence with access only via security guard monitored entrance
- 32 x Internal and External CCTV cameras monitored by video 24/7 Monitored Alarm System (Fire/Alarm)
- Secure Media Storage Areas
- Laser sensors on all external walls
- PIR Sensors throughout
- Access controlled throughout

### **Processing Area**

The pre-processing area comprises of a secure cage within the facility with CCTV coverage accessed only by authorised SC cleared personnel via access control.

Equipment is moved into the main processing area which consists of two cages, the first cage is where the equipment being processed is held, the second cage again only accessible by authorised personnel is where equipment is audited and data destruction takes place.

All equipment which potentially holds data is placed within the red area. Once checked for hidden media, data sanitised and audited it is then moved into the green area.

### **Processing**

For OFFICIAL designated assets Centerprise would process the hardware to the following standard. All disk drives are captured and are linked to the unit providing a parent/child relationship.

- Magnetic Hard Disk Drives are wiped using CPNI approved Blancco 6 overwriting standard to a 3 wipe pass, any drives that fail Blancco are shredded within our facility to 20mm
- Solid State Disk Drives are wiped using Blancco 6 overwriting standard to a 3 wipe pass, any drives that fail Blancco are shredded within our facility to 8mm ensuring the Nano is destroyed.
- Hybrid Disk Drives will be removed and shredded within our facility to 8mm.
- Customer Asset Tags and identifiable marks are removed
- Each device is system assessed for basic electrical safety.

- Desktops, Laptops, Workstations will have their BIOS, UEFI factory reset.
- Servers will have their SC, ILOM, ALOM and BMC out of band controllers factory reset and cache batteries removed
- Storage arrays will have their storage processors factory reset.

### Onsite Data Erasure

All disk drives will be data erased utilising Blancco Erasure Software and will undergo 3x Passes in line with the requirements to HMG Infosec 5 Enhanced Level.

The Authority will provide Centerprise with details of the disk drives that are to be wiped. This information will be provided to the engineer before they attend the site. Centerprise will provide the customer with the engineer's name and vehicle registration number at least 24 hrs before they attend the site. Any engineers or logistics crews attending the site will be DBS Enhanced checked.

Prior to the data erasure taking place, the disks are checked against the spreadsheet provided and it is agreed and signed off by the customers onsite representative. If the client is unable to provide a spreadsheet detailing this information then it will be captured onsite at the point of data erasure using Blancco Software. The disk drives are then data erased in situ within their machine or the disks are loose and wiped within Centerprise's data erasure rig. This is done in line with the customers requirements. Once completed the work is signed off by both parties. The Data Erasure Certificates will be provided within 48 hours. Any drives that fail Data Erasure onsite will be passed back to the Clients onsite representative and they will be shredded onsite at a later date.

### Onsite Data Destruction

Disk drives can be shredded to 6 mm onsite utilising CPNI approved shredders on a specialised vehicle.

The customer will provide Centerprise with details of the disk drives that are to be shredded. This information will be provided to the crew before they attend the site. Centerprise will provide the customer with the crew's name and vehicle registration number at least 24 hours before they attend the site.

Prior to the shredding taking place the disks are checked against the spreadsheet provided and it is agreed and signed off by the customers onsite representative. If the client is unable to provide a spreadsheet detailing this information then it will be captured onsite by scanning the hard drives prior to the shredding taking place. Once completed the work is signed off by both parties. The Data Destruction Certificates will be provided within 48 hours.

### Remarket and Disposal

Assets are categorised as either re-use, dispose or remarketing as per customer requirements.

Disposal – Assets deemed to have negligible business or commercial value are sent to an AATF to be broken down into component metals for recycling. This is done in accordance with EA regulations with full disclosure of waste declarations and transfer notices supplied back to the customer

Asset Sales – Equipment is tested and sent to our asset sales team to be remarketed and the best possible price achieved

### Reporting and Resale

A comprehensive audit report, Data destruction and WEEE certificates will be provided to the customer where applicable for each collection.

The audit report will detail the following information

- Job Reference
- Collection Date
- Customer Name
- Site Name
- Manufacturer
- Model
- Description
- Serial Number
- Customer Asset Number
- CI Asset Number
- CPU
- Memory
- Disk Drive
- Classification (Scrap, Resale, Wiped, Shredded)
- Condition comments
- Grade
- Disk Drive Make and Model
- Disk Drives Serial Number
- Blancco Certificate Reference

An agreed percentage of achieved resale value will be returned to the customer.