



TECHNOLOGY
DESIGNED, SERVED AND SUSTAINED

Stone Technologies Limited

G-Cloud 14

Stone Device as a Service

Service Description and Pricing



Supplier Details

Address

Stone Technologies Limited
Granite One Hundred
Acton Gate
Stafford
Staffordshire
ST18 9AA

www.stonegroup.co.uk
Tel: 08448 221 122

Key Personnel

Role	Name	Email Address	Telephone
Framework Manager	Antony Mellor	antony.mellor@stonegroup.co.uk	01785 786808
Solutions Director	Paul Flack	Paul.flack@stonegroup.co.uk	07920 655342

© Copyright Stone Technologies Limited 2024. All Rights Reserved.

Stone IT Scale

Stone IT Scale - Device as a Service (DaaS) provides a flexible solution for PC and Notebook procurement, deployment, maintenance and disposal. Contracts are designed for maximum flexibility, allowing increases and decreases in the volume devices provided with minimum fuss. Stone IT Scale helps IT reduce the cost and complexity of device lifecycle management with the right devices, repair services, and analytics in a predictable payment.



Each DaaS contract includes:

- Brand new devices, built, configured, imaged and delivered from Stone.
- Best in class warranty support, provided through Stone's helpdesk and dedicated fleet of vendor accredited engineers based throughout the UK providing onsite support for your devices.
- Stone MDM for device management, insights, analytics, security and maintenance. Including the ability to deploy applications to a remote workforce, remotely erase devices and remotely manage devices.
- Weekly or monthly automated reporting on estate utilisation.
- Compliance to ADISA standards - Asset disposal and data destruction certificates. When you're done with the devices, we'll arrange for them to be collected and returned to Stone to be securely disposed of or recycled.



- The ability to scale up or scale down your requirements as they change or evolve.

The DaaS contract works by producing a single monthly payment per device that encompasses all the features and benefits outlined above.

Commercial benefits of Device as a Service

Device as a Service is revolutionizing the way businesses are managing their IT Assets. It provides business leaders with a compelling way better manages company finances, whilst affording internal IT teams the ability to focus on supporting users with critical tasks, rather than managing and maintaining legacy hardware.

The subscription model removes reduces or removes the need for large spikes in capital investments with disparate support contracts and refresh cycles by offering predictable costs per user per month. Moving these purchases out of capital expenditure, and into flat monthly operational expenses, lessens the strain on cash flow and avoids depreciation while providing greater flexibility in spending.



Moving to a more efficient purchasing model provides;

- **An affordable model** - There are no large upfront investments required allowing you to take advantage of the latest technology in an affordable and sustainable manner.
- **Lower TCO** - It provides a lower Total cost of ownership compared to outright purchase over the same period.
- **Predictable payments** - It provides you with a predictable and manageable cost per month, allowing to you manage your budget effectively.
- **Flexible terms** - You can select the length of term you require for the hardware you are using.
- **A move from Capex to Opex** - Moves unpredictable device capital into predictable, sustainable payments or opex models.
- **Reduction in support costs** - By ensuring devices are always up-to-date, you users are less likely to have failures or downtime.
- **Sustainable model** - You will be contributing to a more sustainable model, using the equipment for the period its needed before handing the device back to Stone to repair and re-use.

- **Supply chain** – Negate shortages, delays and price increases by committing to a rolling DaaS contract.
- **Take advantages of latest technologies** – Move to a model that allows flex to consume the latest models where requirements dictate.
- **Short term coverage** – Provide devices to short-term/temporary staff in-line with their contractual terms.

Organisations will be charged on a per unit per month basis. Subscriptions are for a minimum of 24 months and available from £19.99 per user, per month dependent on the specification that is needed from the user. Items will be priced upon request.

Contract Setup & Installation

At the commencement of the contract, the Account Manager will undertake a service initiation call with the customer to talk through and agree the following:

- Key personnel involved in the contract from both sides, including agreeing those who can approve contract changes
- Reporting and Communication plans – including who receives monthly reporting, who will receive any alerts associated with the service.
- Billing initiation and set up.



Warranty & Technical Support

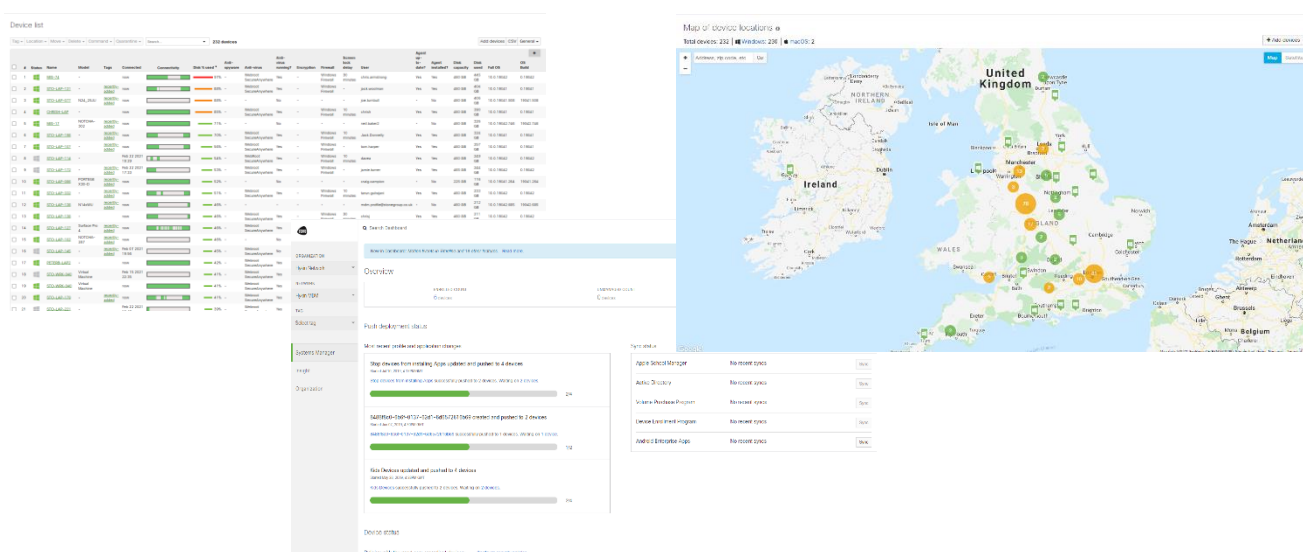
At the heart of the DaaS offering is Stone's remote helpdesk. The helpdesk is accessible via Telephone, Email or Web Portal. The helpdesk is manned from 8am to 6pm Monday to Friday and 10am to 5pm Saturday and Sunday. All calls are triaged by our highly trained Customer Support team and escalated for diagnosis as required to our Technical Escalation Team. If a hardware fault is diagnosed, an engineer will be dispatched the next business day with the parts required to rectify the fault.



All Stone's engineers are cleared to DBS Enhanced level and operate from strategic locations throughout the country to provide coverage to meet or exceed our customer SLA's. Our engineers drive clearly marked and GPS tracked vehicles allowing Stone to deliver best in class maintenance and warranty service and repairs. All jobs relating to the DaaS service are recorded on our central management system and can be reviewed by the customer via our customer portal.

The warranty offered on the equipment will not expire for as long as the contract remains in place and paid. The warranty is subject to Stone's standard Terms and Conditions.

Mobile Device Management Portal

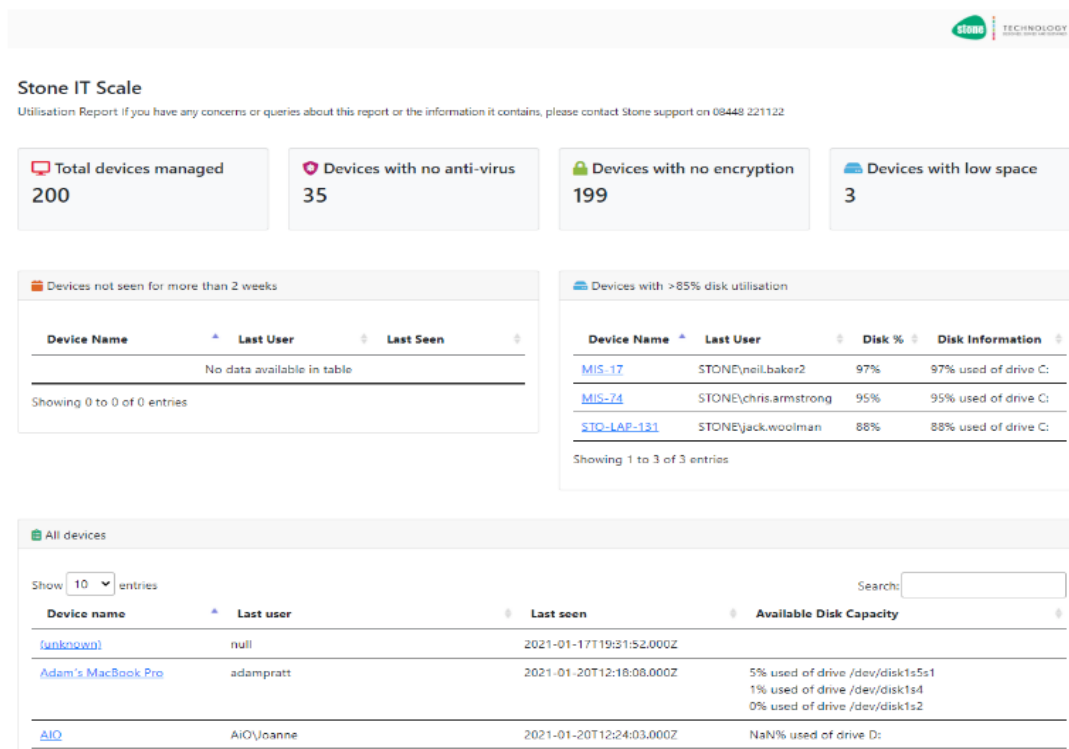


As part of the configuration process at Stone HQ, the devices will be enrolled onto Stone's Device Management platform. Authorised users from <Insert Customer> will be granted access to the cloud-based platform that provides analytics and usage information on the device. The platform provides two major services:

- Facilitating the remote support and security of a device through features such as Remote Desktop Access/Control and remote erasure, alongside usage information and historic statistics. Access to this is strictly controlled through Stone's internal security procedures, and only pre-agreed personnel will be granted access.
- Providing usage metrics and device estate analytics as a monthly summary issued to the agreed contacts at the customer site.



Reporting



Monthly reports will be generated for <Insert Customer> covering the following information:

- Device estate overview and utilisation
- Devices that are low on storage or consistently high on CPU utilisation.
- Devices that don't have the latest Windows updates
- Devices that don't have Anti-virus installed or running
- Devices that present logged device management errors
- Devices that are / are not running Firewall software.

These reports will be reviewed prior to their submission by Stone's service delivery management team. Any items that are outside of the agreed tolerances will be highlighted as non-compliant and recommendations issued.

Changes & Returns Process

All contract change requirements are managed through your Stone Account Manager. When a change is requested, a change control notice is completed and subsequently approved by all parties.

As part of the contract, new devices can be added at any time to the same contract 'pool'. Should the customer wish to return any devices these can be collected and securely erased at Stone's ITAD facility as part of the DaaS contract.



Where the customer wish to return a device prior to completion of the minimum contract length (6 or 12 months), a payment to make up the minimum term will be invoiced as an addition to that months contracted value and a £10 per device administration fee. The following month will then show the adjusted volumes. This charge does not apply for any device contracted past its minimum term.



Stone's ITAD (IT Asset Disposal) service will facilitate collection and return of the devices to Stone's headquarters. Each device will then be put through the Blancco data erasure system and a certificate of data destruction issued to the customer. The device will initially be graded in line with the below definitions:

- **Open Box - Good As New** - This describes a device which is as new. The original packaging may have been opened or the security seal broken. Regardless of the packaging, these items will be as new, with any remaining manufacturer's warranty.
- **Grade A Great Condition** - This describes a device which is very clean and of a desirable quality. It should be in nearly new condition with no noticeable scrapes or scratches and absolutely no dents or damage. Every element of the hardware is functional with no known faults in the system. Most items will not come with original package, apart from the odd occasion.
- **Grade B - Good Condition** - The device will be clean with few small scratches on the casing which are but nothing significant. No scratches on the screen or speakers. All system hardware is fault free and in working order. Most items will not come with original package, apart from the odd occasion.
- **Grade C - Well Used** - The device is still in clean and tidy condition but has signs of use. Some small scratches and/or dents on the casing are permitted but nothing that affects the function of the machine. No damage to the screen and no faults with any

of the system hardware. Most items will not come with original package, apart from the odd occasion.

All classifications require the complete return of all accessories and cables

The DaaS contract is priced on the basis that any device is returned at the completion of its contract in Grade B condition. If a device is not deemed to meet this standard, a fee of 1 months contract value or the cost required to repair the device to meet the minimum of Grade B standard (whichever is the larger) will be invoiced as part of the final settlement.

Billing

All invoices will be made with the specific contract reference and invoiced monthly. These will be presented as the unit quantity of the contract multiplied by the monthly unit value. Any other costs that may occur (as detailed above) will be added as additional line items to the invoice.



TECHNOLOGY
DESIGNED, SERVED AND SUSTAINED

Granite One Hundred | Acton Gate | Stafford | Staffordshire | ST18 9AA
08448 22 11 22 | www.stonegroup.co.uk | marketing@stonegroup.co.uk