



## SMART SERVICES

# Hardware Management as a Service

Service Definition Document



Secure



Manageable



Agile



Responsible



Technology

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## Hardware Management as a Service

XMA's Hardware Management as a Service (HMaaS) enables our customers to realise their strategic technology initiatives. Lighten your IT team's load and enhance user experience with our comprehensive end-to-end device lifecycle services.

HMaaS is a fully integrated, customisable suite of solutions designed to deliver:

- Hardware Supply (Optional),
- Secure Storage,
- Device Build & Deployment,
- Logistics,
- Support,
- Break-Fix Repair and Refurbishment,
- End of Life services.

Our contracts provide an efficient device lifecycle management strategy that will deliver organisational flexibility, ensure consistent business operations, and enhance your users' experience:

- **Improve financial forecasting:** Eliminating capital outlays with a fixed monthly fee, ensuring transparent, predictable, and streamlined cost management.
- **Free time:** Outsourcing hardware management frees already stretched IT departments to focus on what matters most.
- **Be more flexible:** Effortlessly scale the service up or down as your business fluctuates and only pay for what you use through consumption-based billing.
- **Maintain productivity:** Minimise the impact faulty devices have on user productivity, through rapid provision of a replacement.
- **Empower users:** Improve user experience by enabling users to consume the service their way, through self-service tools and automation.
- **Enhanced data security and compliance:** Benefit from robust security protocols and XMA's expert guidance, safeguarding your valuable data and upholding industry regulations.
- **Meet your ESG goals:** Our commitment to creating a more sustainable environment can be aligned to your ESG goals, assuring your investors and clients that together, we're making a positive impact.

## Service Features

XMA's HMaaS enables you to outsource all your End User Computing (EUC) hardware provisioning, delivery, collection, support, maintenance and retirement services through the following service features:

## Hardware Supply (Optional)

As one of the UK's top Value Adding Resellers, we can work in partnership with hardware vendors to identify tried and tested devices, peripherals, and accessories that are compatible with your existing IT Infrastructure.

## Secure Storage

We securely store and track all new and existing inventory through its lifecycle in our combined 80,000sq ft secure warehouse facilities across the UK. We proactively report on and manage stock levels, arranging for replenishment ahead of time to ensure you always have devices available ready for distribution to your users.

## Device Build & Deployment

Each of our locations has a fully equipped device build, configuration and testing centre, manned by our dedicated, skilled configuration engineering team. Our team has experience in build and configuration activities using a variety of industry leading tools, including SCCM, Autopilot/Intune, USB and other cloud-based manufacturer/vendor methodologies.

## Logistics

Our HMaaS offering includes the provision of end-to-end device deployment to users' specified delivery address, whether this be an office or home address, UK or International. We provide flexibility in our approach with several delivery options to cater for different potential needs:

- **Office/Home Delivery** - single devices or bundles as and when required to your specified individual's address,
- **Delivery to your premises** - bulk delivery specified quantities of devices to your chosen premises for distribution to your workforce,
- **Collection Hub** - an appropriate centralised location for employees to attend and collect devices on a specified 'collection day'. In addition, can provide XMA engineers onsite to assist your employees with their registered devices.
- **Secure Delivery and Collection** - when users have a faulty device to return, a swap can be arranged via our couriers allowing the user to receive and return products in a single transaction.
- **Leavers** - we will contact the end user, organise, and schedule the return of devices ready for assessment and where possible and restocking.

Access will be provided to courier tracking systems for all UK deliveries, returns and collections service.






## Break-Fix Repair and Refurbishment

We provide a full maintenance and repair service for both in and out of warranty items, enabling users to return hardware triaged by XMA Service Agents as defective.



XMA hold several high-status partnership accreditations with leading manufacturers enabling us to manage warranty calls from a wide range of OEM manufacturers devices deployed across your estate including (but not limited to):

We can work with you to define pre-agreed criteria that enables us to identify returned and repaired devices that are suitable for refurbishment and restocking. Once agreed, we will assess all returned devices against the pre-agreed criteria to determine if it is economically viable to refurbish the device.

	<ul style="list-style-type: none"> <li>• HP Amplify Power Services Partner (Repairer)</li> </ul>
	<ul style="list-style-type: none"> <li>• Platinum Business Partner (Repairer)</li> </ul>
	<ul style="list-style-type: none"> <li>• Microsoft Gold Partner</li> <li>• Approved Device Reseller</li> <li>• Approved Service Provider (Surface devices)</li> </ul>
 <b>Authorised Service Provider</b>	<ul style="list-style-type: none"> <li>• Apple Authorised Reseller</li> <li>• Authorised Service Partner</li> </ul>
	<ul style="list-style-type: none"> <li>• Dell Platinum Partner</li> </ul>

## End of Life Services

Devices that reach the end of your lifecycle can be refurbished, distributed to charities or made available for resale to staff or recycled. Asset tags are removed, BIOS cleared and a secure data wipe process undertaken using industry standard data overwrite software that fully meets Public Sector data disposal requirements.

We can provide a circular economy report, which can show your direct impact to the overall sustainability goals of your organisation. The result of remarketing shows the carbon, energy and landfill savings from systems that are returned and for recycled product, the report shows the plastics, metals, and other materials that were recovered.

## Service Transition

The implementation and mobilisation of HMaaS will be owned and led by our dedicated and experienced Implementation Manager (IM) and will include all transition activities as well as handover to Go-Live. The IM will ensure that Service Transition is achieved on time and that our innovative Hypercare service is deployed to ensure our HMaaS delivers customer and user excellence from day one.

## Service Management

When you choose XMA to provide service desk services to your users you will be aligned with a Service Excellence Manager (SEM). A role unique to us, the SEM will act as your primary point of contact holding all the responsibilities traditionally associated with a Service Delivery Manager, alongside overseeing and delivering against our ever-improving User Experience aspirations and targets. Your SEM will engage with you on an operational and strategic level to:

- Ensure the current service is operating as required,
- Managing CSI and reporting activity,
- Ensuring that you are maximising XMA services to their full potential,
- Establish a strategic roadmap to ensure services evolve to meet your future needs.

## Service Reporting

HMAaaS includes the provision Management Information and Customer Service Reporting including and present a monthly reporting pack covering:

- Service Level Performance,
- Ticket Analysis and Trends,
- Environmental, Social and Governance.

Our Service Reporting will inform our ongoing Continual Service Improvement Plan (CSIP) initiatives, to improve user experience and raise service level performance.

## One Team Partnership

Our aim and objective will be to continuously drive improvement and ensure all customers receive the best value.

Fundamental to our contract management and governance approach is our One-Team partnership ethos which ensures we work collaboratively with all parties (you, your stakeholders any other suppliers) to agreed targets and objectives in an atmosphere of friendly openness and trust.

One-team is integral to successful partnership working and will inform every activity and decision we undertake. It recognises that whilst we sit as one part of your overall IT support landscape, we have an active role in supporting all other parts.

## Accreditations

XMA's ISO27001 Security Management, ISO9001 Quality Management, ISO14001 Environmental Management and ISO20000-1 Service Management and Cyber Essentials Plus accreditations provide assurance that our employees, processes, and procedures are conducted in line with external auditing standards and provide confidence that your goods are safe and secure when under our care.



## Pricing Approach

XMA's approach to pricing ensures transparency for our customers and demonstrates flexibility and tolerance of ever-changing market conditions. This solution has been designed specifically to be highly scalable and excellent value for money.

Our pricing structure for this service offering is calculated based on demand (ticket volumes) and comprises both fixed and variable elements.

### **Fixed Costs**

Where there are solutions and services delivered that are not linked directly to changes in volumes or throughput, these are defined as Fixed Costs. This enables us to provide you with a consistent and seamless service, regardless of what is happening in the industry, wider market, or changes in your internal delivery model.

### **Variable Costs**

All other costs associated with our efficient delivery of our HMaaS model are charged based on consumption, meaning you only pay for what is consumed. We charge a consolidate unit rate per ticket for the following services:

- Hardware Incidents (including warranty management),
- Delivery Requests,
- Collection Requests,
- Refresh Requests,
- Certified Data wipe & Disposal.

This element of the pricing is billed monthly in arrears for services used in the month. Further details regarding the pricing of HMaaS is provided in the G-Cloud Pricing Document.

## **Why XMA?**

With XMA's outcomes-focused philosophy we can make sure that every solution you implement is in alignment with your organisation's goals, and that you have the support you need at every stage of the process.

**Homegrown:** We are a private, family-run UK based business,

**Public sector approved:** We hold status on 25+ procurement frameworks,

**Award-winning:** We are a National Award-winning IT reseller,

**Right sized:** We provide tailored service solutions while maintaining a personal experience for every customer,

**Established:** We have served thousands of customers over 35+ years in business,

**Partner accredited:** We have an unrivalled partner accreditation portfolio that means customers have access to best-in-class solutions, always.

Let XMA take care of your day-to-day so you can focus on your future.