

G-Cloud 15 Service Definition

HTG Cloud Support Services - End-User Device Lifecycle Management & Support Services

Service Name	HTG Cloud Support Services - End-User Device Lifecycle Management & Support Services
Service Type	Device Lifecycle Management and End-User Support
Supplier	Howell Technology Group Limited
Framework	G-Cloud 15

Service Summary

HTG End-User Computing Services delivers comprehensive end-to-end device lifecycle management combined with L1 and L2 end-user support. Our service encompasses complete hardware ownership from procurement through secure disposal, including configuration, deployment, support, repair, asset management, and joiner/mover/leaver processes. With proven delivery at scale managing 7,000+ devices and 8,946 support incidents annually, HTG combines enterprise-grade operational excellence with responsive, personal service through remote-first support (Monday–Friday, 08:00–18:00) complemented by onsite presence when required.

Our Microsoft Solutions Partner status with seven specialisations, ISO 27001:2022 and Cyber Essentials Plus certifications ensure security-first device management aligned to organisational compliance requirements. Services include, complete hardware lifecycle ownership, integrated ITSM workflows, comprehensive asset tracking, rapid deployment capabilities, warranty coordination, and transparent reporting, enabling organisations to focus on strategic priorities whilst HTG manages the operational complexity of end-user computing infrastructure.

Service Description

The Challenge

Modern organisations face significant challenges managing end-user computing infrastructure at scale. Internal IT teams struggle with the operational burden of device procurement, configuration, deployment, support, and lifecycle management whilst simultaneously addressing strategic initiatives. Common challenges include inconsistent device deployment processes creating configuration drift and security gaps; reactive support approaches resulting in extended downtime and user frustration; fragmented asset management with poor visibility across the device estate; inefficient joiner/mover/leaver processes causing delays and security risks; warehouse and logistics management requiring dedicated facilities, staff, and processes; and difficulty scaling operations to accommodate rapid growth, restructuring, or major refresh programmes.

The complexity multiplies across distributed workforces with remote staff, multiple office locations, and hybrid working patterns. Warranty coordination, repair logistics, asset tracking, secure disposal, and compliance requirements create additional operational overhead. Many organisations lack the specialised skills, infrastructure, and processes required to deliver enterprise-grade device lifecycle management efficiently.

HTG's Solution

HTG End-User Computing Services addresses these challenges through comprehensive, integrated device lifecycle management delivered by experienced specialists with proven processes, dedicated infrastructure, and advanced tooling. Our service assumes complete ownership of device operations from initial procurement through secure disposal, removing

operational burden from internal IT teams whilst maintaining consistent quality, security, and user experience.

Complete Device Lifecycle Management

HTG delivers all seven stages of the hardware lifecycle with dedicated facilities, tooling, and expertise:

- **Plan & Supply:** Vendor management with Dell, Lenovo, HP, and Apple; stock forecasting based on hiring plans and refresh cycles; bulk procurement with pre-negotiated pricing; capacity planning ensuring devices available when needed; lead time coordination managing vendor delivery schedules; buffer stock maintaining 30-day supply forecast; and emergency escalation processes for urgent requirements.
- **Configure:** Microsoft Intune pre-provisioning with Autopilot enrolment; security policy application aligned to organisational standards; application deployment including productivity suites and line-of-business applications; build quality checks ensuring deployment standards; pre-deployment testing validating functionality; peripheral bundling with monitors, keyboards, mice, headsets, risers, and accessories; and VIP starter pack preparation for executive onboarding.
- **Deliver:** Royal Mail tracked courier delivery with signature confirmation; DPD and UPS escalation services for urgent requirements; office or home delivery options; automated user communications providing shipment tracking; failed delivery management including reshipment and address validation; VIP white-glove delivery with personal handover; onsite setup and training for executive users; and same-day emergency deployment for critical needs.
- **Support:** Remote-first L1 and L2 support Monday–Friday 08:00–18:00; telephone, email, and portal support channels; hardware troubleshooting and diagnostics; user guidance on device functionality; incident logging and prioritisation; escalation to specialist teams and vendors; and comprehensive knowledge base access.
- **Repair:** Warranty coordination with Dell, Lenovo, and HP Pro Support; next business day onsite engineer dispatch; advance replacement devices minimising user downtime; repair logistics management; loan device provision during repairs; non-warranty repair coordination; damage assessment and cost recovery; and repair status tracking with user communication.
- **Store:** Secure warehouse facilities with environmental controls; inventory management for 7,500+ devices; device staging and pre-deployment preparation; physical inspection, cleaning, and grading; condition assessment and quality control; buffer stock maintenance; spare parts management; and comprehensive audit trails.
- **Dispose:** GDPR-compliant secure data wiping using certified tools; device inspection and refurbishment decisions; tier 1 recycling coordination for end-of-life devices; environmental compliance and responsible disposal; certificates of destruction for recycled devices; donation programmes for suitable devices; and complete audit trail documentation.

L1 and L2 End-User Support

HTG provides comprehensive L1 and L2 support for end-user devices and peripherals through remote-first delivery complemented by onsite presence when required:

- **Remote Support (Primary):** Telephone support with UK-based service desk; email support with ticketing system; web portal for self-service and tracking; Microsoft Teams-based support channel; remote desktop support for troubleshooting; and comprehensive knowledge base.
- **Onsite Support:** onsite presence across locations when needed; scheduled visits to regional hub sites; hands-on support for complex hardware issues; desk-side assistance for executive users; equipment collection and delivery; and physical device inspections.

- **Support Scope (L1/L2):** Hardware troubleshooting and diagnostics; peripheral connectivity and configuration; Windows operating system issues; Microsoft 365 application support; network connectivity problems; printer and scanner support; mobile device basic support; password resets and account unlocks; user training and guidance; and incident logging and escalation.
- **Out of Scope:** 3rd line technical support; application-specific support beyond Microsoft 365; cybersecurity incident response; out-of-hours support (standard service); network infrastructure management; server administration; and backup/recovery operations.

Asset and Stock Management

Comprehensive asset management providing complete visibility across the device estate:

- **Asset Tracking:** Real-time asset register with serial number tracking; device assignment records (user, location, date); warranty status monitoring and expiry alerting; configuration management database (CMDB) integration; chain of custody documentation; asset audit trails for compliance; financial asset tracking and depreciation; and stock level monitoring with automated reordering.
- **ITSM Integration:** Seamless integration with customer ITSM platforms; automated ticket creation for device requests; real-time status updates throughout lifecycle; asset synchronisation maintaining data consistency; workflow automation reducing manual effort; and comprehensive reporting from integrated data.
- **Stock Management:** Buffer stock maintenance (30-day forecast); automated reordering based on thresholds; vendor lead time management; stock rotation and refresh cycle planning; peripheral and accessory inventory; spare parts for repairs; and emergency stock for critical needs.

Joiner/Mover/Leaver Processes

Streamlined JML processes ensuring smooth onboarding, transitions, and offboarding:

- **Joiner Process:** New starter device preparation; pre-configuration with user account and policies; peripheral bundling based on role requirements; scheduled delivery to user location (office or home); automated user communications with setup guidance; onsite setup assistance for executives; and new starter kit packaging (welcome materials, accessories).
- **Mover Process:** Device reassignment and reconfiguration; location changes and delivery coordination; role-based equipment changes (promotions, transfers); peripheral updates matching new requirements; asset register updates reflecting changes; and user communication throughout transition.
- **Leaver Process:** Collection coordination and scheduling; user communication requesting return; secure data wiping using certified tools; device inspection and condition grading; asset register updates reflecting return; refurbishment decisions for redeployment; tier 1 recycling for end-of-life devices; and certificates of destruction for disposal.

Operational Excellence

HTG's operational approach delivers consistent quality through proven processes, dedicated infrastructure, and experienced teams:

- **Physical Operations:** Dedicated warehouse facilities with environmental controls; receiving, unwrapping, and physical inspection; quality control testing and cleaning; device staging and preparation; secure packaging for shipment; and daily courier coordination managing 800+ monthly shipments.
- **Logistics Excellence:** Daily shipping list compilation; Royal Mail integration for label generation and tracking; courier handover coordination; tracking management for all

shipments; failed delivery resolution and reshipment; return logistics for 500+ monthly returns; and immediate escalation for critical shipments.

- **Financial Administration:** Procurement management with Amazon Business and vendors; invoice processing and validation; Royal Mail invoice reconciliation; cost tracking per device, user, and department; transparent pass-through pricing; and purchase order coordination with finance teams.
- **Quality Assurance:** Build quality checks for every device; pre-deployment testing and validation; packaging quality control; delivery confirmation and tracking; post-deployment follow-up; user satisfaction surveys; and continual process improvement.

Service Benefits

Operational Efficiency and Cost Reduction

- Complete operational burden transfer freeing internal IT for strategic work
- Predictable monthly costs replacing variable expenses and capital investment
- Elimination of warehouse facility, logistics infrastructure, and associated costs
- Reduced staff overhead removing need for dedicated device management team
- Vendor consolidation reducing management complexity
- Bulk procurement pricing reducing per-device costs
- Process automation eliminating manual effort

Enhanced User Experience

- 98% customer satisfaction rating demonstrating service quality
- Rapid deployment (24-hour new starter provisioning)
- Minimal user disruption through automated processes
- Consistent device experience through standardised builds
- Proactive communication keeping users informed
- Multiple support channels matching user preferences
- VIP service for executive users

Security and Compliance

- Security-first configuration aligned to organisational policies
- Microsoft Intune integration enforcing security policies
- GDPR-compliant data wiping for all device returns
- ISO 27001:2022 certified processes
- Cyber Essentials Plus certified operations
- Comprehensive audit trails for compliance
- Secure facilities with environmental controls

Scalability and Flexibility

- Proven scalability managing 7,000+ devices
- Rapid surge capacity (500 devices deployed in 3 weeks during COVID)
- Major refresh programme capability (3,700 devices Windows 11 rollout)
- Geographic flexibility supporting distributed workforce
- Remote and onsite support hybrid model
- Flexible service levels matching organisational needs

Visibility and Control

- Real-time asset visibility across entire device estate
- 24/7 dashboard access to device status and inventory
- Comprehensive reporting (monthly operational, quarterly business reviews)
- KPI dashboards tracking service performance
- Financial visibility with cost tracking and forecasting

- Proactive alerting for warranty expiry and refresh cycles

Service Features

Device Lifecycle Capabilities

- Vendor management: Dell, Lenovo, HP, Apple
- Stock forecasting and capacity planning
- Bulk procurement with pre-negotiated pricing
- Buffer stock management (30-day forecast)
- Microsoft Intune pre-provisioning and Autopilot
- Security policy application and validation
- Application deployment (Microsoft 365, LOB apps)
- Build quality checks and testing
- Peripheral bundling (monitors, keyboards, mice, headsets, risers)
- VIP starter pack preparation
- Secure packaging and labelling
- Pre-deployment quality validation

Delivery and Logistics

- Royal Mail tracked delivery (standard 1-2 days)
- DPD and UPS escalation (1-day express)
- Office or home delivery options
- Signature confirmation and proof of delivery
- Real-time tracking links provided to users
- Automated user communications throughout delivery
- Failed delivery management and reshipment
- VIP white-glove service with personal delivery
- Onsite setup and training for executive users
- Same-day emergency deployment for critical needs
- Return logistics for 500+ monthly returns

L1 and L2 Support Services

- Remote-first support Monday–Friday 08:00–18:00
- UK-based service desk with direct technical access
- Telephone, email, and web portal support
- Microsoft Teams-based support channel
- Remote desktop support for troubleshooting
- Scheduled visits to regional hub locations
- Hands-on support for complex hardware issues
- Hardware diagnostics and troubleshooting
- Peripheral connectivity and configuration
- Windows OS issue resolution
- Microsoft 365 application support
- Network connectivity problem resolution
- Printer and scanner support
- Mobile device basic support
- Password resets and account unlocks
- User training and guidance
- Comprehensive knowledge base access

Warranty and Repair Management

- Dell Pro Support warranty coordination

- Lenovo Pro Support warranty coordination
- HP warranty coordination
- Next business day onsite engineer dispatch
- Advance replacement devices
- Loan device provision during repairs
- Repair status tracking
- User communication throughout repair process
- Non-warranty repair coordination
- Damage assessment and reporting
- Cost recovery processes for damage

Asset Management and Reporting

- Real-time asset register (7,500+ devices)
- Serial number tracking from arrival to disposal
- Device assignment records (user, location, date)
- Warranty status monitoring
- Warranty expiry alerting
- Configuration management database (CMDB) integration
- Chain of custody documentation
- Asset audit trails
- Financial asset tracking
- Stock level monitoring
- 24/7 dashboard access
- Real-time device status visibility
- Monthly operational reports
- Quarterly business reviews
- KPI performance dashboards
- Cost tracking and forecasting
- Custom ad-hoc reporting

ITSM Integration

- Seamless integration with customer ITSM platforms
- Proven HaloITSM integration
- ServiceNow integration capability
- Automated ticket creation
- Real-time status updates
- Asset synchronisation
- Workflow automation
- Bi-directional data flow

Joiner/Mover/Leaver Services

- New starter device preparation (24-hour SLA)
- Pre-configuration with user account
- Role-based equipment bundling
- Scheduled delivery coordination
- New starter welcome kits
- Onsite setup for executives
- Device reassignment and reconfiguration
- Location change coordination
- Equipment updates for role changes
- Leaver collection coordination
- GDPR-compliant secure data wiping
- Device inspection and grading
- Refurbishment decisions

- Responsible disposal and recycling

Storage and Warehouse Operations

- Secure warehouse facilities
- Environmental controls
- 24/7 monitoring and security
- ISO 27001 compliant facilities
- Capacity for 7,500+ devices
- Receiving and inspection processes
- Physical inventory management
- Device staging areas
- Quality control and testing facilities
- Packaging and shipping stations

How the Service is Delivered

Service Delivery Model

HTG's service delivery combines remote-first support with onsite presence when required, providing responsive assistance whilst maintaining operational efficiency. Our integrated approach ensures seamless device lifecycle management from procurement through disposal, with comprehensive support throughout.

Remote-First Support (Monday–Friday 08:00–18:00)

Primary support delivery through remote channels ensuring rapid response and efficient resolution:

- **Telephone Support:** UK-based service desk with direct access to technical specialists; no tiered phone menus or excessive call queuing; immediate connection to knowledgeable support staff; capability to escalate complex issues rapidly.
- **Email Support:** Ticketing system ensuring no requests lost; automated acknowledgment and tracking; priority-based triage; attachments and screenshots supported for detailed issue description.
- **Web Portal:** Self-service ticket submission; real-time status tracking; historical ticket access; knowledge base with searchable articles; asset information access showing user's assigned devices.
- **Microsoft Teams:** Support channel integrated into daily workflow; quick questions and status updates; screen sharing for visual troubleshooting; file transfer for diagnostics.
- **Remote Desktop:** Secure remote access for hands-on troubleshooting; configuration changes and diagnostics; real-time issue resolution minimising downtime.

Onsite Presence

Onsite support providing hands-on assistance and building personal relationships:

- **Scheduled Visits:** Scheduled presence at office locations; desk-side support for complex issues; equipment collection and delivery; physical device inspections; face-to-face user engagement building relationships.
- **Regional Hub Coverage:** Scheduled visits to regional locations; coordinated with local IT contacts; batch processing of physical tasks; site-specific issue resolution.
- **Ad-Hoc Site Visits:** Emergency onsite response for critical issues; executive support requiring physical presence; equipment audits and inspections; site-specific projects.

Device Request and Fulfilment Process

Streamlined process ensuring rapid device deployment:

- **Request Submission:** Ticket creation via ITSM platform; automated routing to HTG fulfilment team; validation of request details and approvals.
- **Device Selection:** Role-based device allocation; peripheral requirements identification; special requirements assessment (accessibility, executive).
- **Configuration:** Intune Autopilot pre-provisioning; user account association; policy application and validation; application deployment; build quality checks.
- **Packaging and Shipping:** Peripheral bundling; secure packaging; label generation and tracking link; courier handover coordination.
- **User Communication:** Shipping notification with tracking; delivery confirmation; setup guidance provided; follow-up support offered.
- **Post-Deployment:** User satisfaction survey; issue resolution if required; asset register update.

Support Incident Management

Structured incident management ensuring effective resolution:

- **Incident Logging:** Multi-channel incident capture (phone, email, portal, Teams); automated ticket creation; priority classification based on impact and urgency.
- **Initial Assessment:** Technical specialist review; troubleshooting steps initiated; information gathering; escalation determination.
- **Resolution Actions:** Remote troubleshooting and configuration; hardware replacement if required; vendor warranty coordination; loan device provision during repairs.
- **User Communication:** Regular status updates; resolution confirmation; user satisfaction confirmation.
- **Escalation Paths:** 3rd line escalation to customer IT for out-of-scope issues; vendor escalation for warranty and complex hardware problems; management escalation for service issues.

Service Management

Service Desk and Support Channels

- UK-based service desk available Monday–Friday 08:00–18:00 GMT
- Telephone support: +44 330 460 9831
- Email support: support@htg.co.uk
- Web portal for ticket submission and tracking
- Microsoft Teams support channel
- Dedicated account manager for service oversight

Incident Management

HTG operates formal incident management with priority-based classification:

Priority 1 (Critical)

Complete service unavailability or critical issue preventing business operations

- Response Time: 15 minutes
- Initial Assessment: 30 minutes
- Target Resolution: 4 hours
- Updates: Every hour until resolution

Priority 2 (High)

Major functionality impaired affecting multiple users

- Response Time: 1 hour (business hours)
- Initial Assessment: 2 hours
- Target Resolution: 8 hours

- Updates: Every 4 hours until resolution

Priority 3 (Medium)

Minor functionality impaired or single user affected

- Response Time: 4 hours (business hours)
- Initial Assessment: 1 business day
- Target Resolution: 3 business days
- Updates: Daily until resolution

Priority 4 (Low)

Information request, guidance, or minor issue with workaround

- Response Time: 1 business day
- Initial Assessment: 2 business days
- Target Resolution: 5 business days

Business hours defined as 08:00–18:00 GMT, Monday–Friday, excluding UK public holidays.

Service Reporting

Monthly Operational Reports

- Incident summary by priority and category
- Device deployment statistics
- JML activity summary
- Warranty and repair statistics
- Asset register summary
- SLA performance metrics
- Delivered within 5 business days of month end

Quarterly Business Reviews

- Strategic service assessment
- Performance against SLAs
- Trend analysis and insights
- Cost tracking and forecasting
- Device refresh planning
- Service improvement initiatives
- Conducted with senior stakeholders

Service Level Agreements

Service Availability

- Service desk availability: Monday–Friday 08:00–18:00 GMT
- Onsite presence: as agreed

Device Deployment SLAs

- New Starter Provisioning: 24 hours from approved request to dispatch
- Standard Deployment: 1-2 business days delivery
- Escalated Deployment: 1 business day delivery
- VIP White-Glove: Next business day with onsite setup

Incident Response SLAs

As detailed in Incident Management section above:

- P1 Critical: 15-minute response

- P2 High: 1-hour response (business hours)
- P3 Medium: 4-hour response (business hours)
- P4 Low: 1 business day response

Customer Satisfaction

- Target: 85% satisfied or very satisfied rating
- Measured: Post-interaction surveys
- Current Performance: 98% satisfaction rating

Onboarding Process

Standard Onboarding Timeline

HTG's onboarding process is designed for rapid mobilisation whilst ensuring comprehensive service readiness. Standard timeline: 8-12 weeks from contract award to full operational transition.

Phase 1: Engagement Kickoff and Discovery (Weeks 1-2)

- Project governance establishment
- Stakeholder engagement and RACI definition
- Current state assessment (devices, processes, systems)
- Asset register review and validation
- ITSM platform integration assessment
- Microsoft Intune configuration review
- Security policy documentation review
- Vendor relationship assessment
- Site visit planning
- Success criteria and KPI definition

Phase 2: Service Design and Planning (Weeks 3-4)

- Service delivery model design
- ITSM integration design and workflow mapping
- Asset management approach finalisation
- JML process design
- Support model design (remote and onsite)
- Reporting framework design
- Transition plan development
- TUPE assessment (if applicable)
- Design review and stakeholder approval

Phase 3: Build and Configuration (Weeks 5-7)

- ITSM integration implementation
- Asset register migration and validation
- HTG systems configuration
- Service desk setup and testing
- Warehouse receiving and staging
- Vendor relationship establishment
- Team training on customer environment
- Documentation creation (processes, runbooks)
- User communication materials preparation

Phase 4: Transition and Go-Live (Weeks 8-10)

- Service transition execution
- TUPE transfer (if applicable)

- Device inventory transfer
- Warranty coordination handover
- Parallel running period (1-2 weeks)
- User communication campaign
- Service desk go-live
- Intensive hypercare support

Phase 5: Stabilisation and Optimisation (Weeks 11-12)

- Post go-live issue resolution
- Process optimisation based on early learnings
- User feedback collection and analysis
- First month operational report
- Transition close-out review
- Transition to steady-state operations

Accelerated Mobilisation Capability

HTG can accelerate mobilisation for time-critical requirements:

- Rapid mobilisation: 4-6 weeks achievable for urgent requirements
- Dedicated project team allocated immediately
- Parallel workstreams reducing sequential dependencies
- Proven playbooks accelerating implementation
- Experience with urgent transitions and TUPE situations

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