

Device Lifecycle Management

Transform legacy full-stack applications into modular, future-proof, cloud-native systems



Service Overview

Telefónica Tech provides an end-to-end solution to support our customers' modern working requirements, from device leasing through to proactive management of device security and user policies and can include end-user support if required.

Device Lifecycle Management (DLM) provides device management throughout the device's lifecycle. This includes stock management, device deliveries, device collections, management of warranty requests and end-of-life recycling/refurbishment services. Device provisioning leverages industry-leading UEM solutions, and we partner with various fulfilment partners to store, deliver, collect, and manage warranty requests based on the regional location of your end users. We use our ServiceNow ITSM instance to manage the requests and ServiceNow CMDB to track and manage your devices during their life.

Automation – Managing this service on a request basis allows for ITSM automation, thereby eliminating human error and reducing cost.

- **Automatic CMDB updates** – Automated updates ensure company assets are always known and tracked. The CMDB single source of truth is further enhanced via an integration with Intune as a second-tier validation
- **Improved Security** – Device Lifecycle Management in conjunction with Intune Management enhances security with the ability to remotely remove access from a device to all company data.
- **Single Point of Contact** – Single point of contact for device procurement, provisioning, application management, security and support to simplify the end user experience.
- **Reduced waste** – Stock management reduces excess waste.
- **Advanced Reporting** – Reporting gives a full view of assets, and their status allows for future planning.
- **Predictable costs** – Fixed monthly costs and lower Total Contract Value.
- **Evergreen Hardware** – Your end user estate will always be running hardware within the manufacturer's warranty and a supported Operating System version.
- **Value** – Maximises return on investment by making best use of products included within the Microsoft platform that are already included within your licensing.
- **Tailored Service** – Consultative approach to align the service to meet your requirements AND make best use of existing investment.

Benefits:



A single point of contact and self-service portal to request devices, collect devices and request a swap and a warranty claim against eligible devices.



Automatically initiate procurement to maintain service stock levels.



Replenishment of stock with repaired devices according to a customer-defined rulebook.



Mobile device provisioning using Microsoft Intune



End-of-Life device recycling/refurbishment

Our Deliverables:

- Automation
- Automatic CMDB updates
- Improved Security
- Single Point of Contact
- Reduced waste
- Advanced Reporting
- Predictable costs
- Evergreen Hardware
- Tailored Service
- Value

Why Telefónica Tech?

1. Our Propel method gets you from idea to working solution fast. This lets you unlock value quickly from your modernisation initiatives.
2. We have deep expertise across the full app stack with proven customised solutions that speed your modernisation.
3. We help you adopt change with less risk and disruption, using modular delivery that keeps compliance and quality high.

We focus on high-value apps and features that deliver clear business impact.

Additional Services to Elevate Your Business

Cloud Strategy

Scale cloud adoption for maximum business impact.

GreenOps

Measure and optimise your cloud carbon footprint, making your cloud operational sustainable.

FinOps

Optimise your cloud spending and boost financial accountability.

Multi-Cloud

Deliver workload freedom by deploying your workloads across multiple cloud providers seamlessly.

Cloud Managed Services

Expert management and support for your cloud environment.





Leading the Way in *Digital Transformation* for our Customers

Telefónica Tech unlocks the power of integrated technology, bringing together a unique combination of the best people, with the best tech and the best platforms, supported by a dynamic partner ecosystem to make a real difference to every business, every day.