



SMART SERVICES

Device Management as a Service

Service Definition Document



Secure



Manageable



Agile



Responsible



Technology

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Device Management as a Service

XMA's Device Management as a Service (DMaaS) 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.

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

- Device 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 Device 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 DMaaS enables you to outsource all your End User Computing (EUC) Device provisioning, delivery, collection, support, maintenance and retirement services through the following service features:

Device 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.

Gold Stock Storage and Management

We securely store and track all new and existing inventory throughout its lifecycle in our combined 80,000 sq ft secure warehouse facilities across the UK. The gold stock onboarding, storage, and reporting management feature ensures that customer-owned assets ("Gold Stock") are received, recorded, and proactively managed from service transition onwards. This enables accurate, real-time visibility and helps maintain optimal stock levels to support uninterrupted service delivery.

Key components of this feature include:

- **Gold Stock Onboarding:** Initial receipt and verification of stock, plus ongoing replenishment as required.
- **Stock Auditing and Assessment:** Comprehensive auditing during onboarding and at agreed intervals throughout the contract term.
- **Gold Stock Storage and Management:** Secure storage of stock in line with service scope and ticket volumes, with robust inventory controls.
- **Reporting:** Scheduled Gold Stock and Power BI reports provide transparent, up-to-date insights on stock levels and utilisation.
- **Minimum Stock Level Management:** Proactive monitoring and replenishment to maintain agreed minimum stock thresholds, supporting timely fulfilment of delivery and replacement requests.

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 DMaaS 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 Device 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.

	• HP Amplify Power Services Partner (Repairer)
	• Platinum Business Partner (Repairer)
	• Microsoft Gold Partner • Approved Device Reseller • Approved Service Provider (Surface devices)
 Authorised Service Provider	• Apple Authorised Reseller • Authorised Service Partner
	• Dell Platinum Partner

Asset Tracking

Our DMaaS offering ensures that the status of all customer assets is comprehensively and accurately recorded in the XMA asset register. This includes all asset movements facilitated by XMA under logged tickets, with appropriate due diligence conducted to verify the accuracy of the XMA asset register against physical stock holdings.

Key components of this feature include:

- Capturing and updating asset information in the XMA asset register
- Tracking and classifying asset status and location throughout the asset lifecycle
- Providing regular asset status reporting, including a monthly asset export/report from the XMA asset register
- Conducting quarterly asset audits

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 DMaaS 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 DMaaS delivers customer and user excellence from day one.

Service Management

When you choose XMA to provide DMaaS 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

DMaaS 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.

Service Tiers

XMA's DMaaS offering comprises three service tiers, giving you the flexibility to outsource as little or as much of your device lifecycle management as you need.

- **CORE:** You retain control of asset management governance across your estate, while XMA handles the heavy lifting of request fulfilment for joiners, leavers, device refresh, and break/fix replacement requests.
- **ENHANCED:** Includes all the features of Core, plus we take responsibility for EUC hardware asset management, asset discovery, and asset management database (AMDB) provision. We provide proactive replacement through device health and fault monitoring, as well as device refresh using lifecycle data captured by the tools we deploy across your estate.
- **ADVANCED:** Includes all the features of Enhanced, plus we take responsibility for EUC software asset management across your entire estate. We provide software discovery, usage monitoring and reporting, licence tracking, auditing, and reconciliation. We deliver SMART refresh using digital experience monitoring tools and offer strategic asset management advice and guidance.

Service Constraints

To ensure successful delivery and ongoing performance of XMA's DMaaS, the following service constraints and customer responsibilities apply:

- **Minimum Gold Stock Levels:**
 - Service fulfilment is dependent on maintaining agreed minimum stock levels at XMA's secure warehouse. Insufficient stock may result in delays to device replacement and onboarding.
- **Customer ITSM Integration:**
 - Standard DMaaS operates as a resolver group to the customer's existing IT function. Integration with customer ITSM tools and direct end-user support are available as optional enhancements.
- **Imaging Technology Requirements:**
 - Pricing and service efficiency assume the use of Autopilot/Intune imaging. Alternative imaging methods may incur additional costs and longer configuration times.
- **TUPE Exclusion:**
 - DMaaS proposals assume no TUPE obligations are in scope. If TUPE is required, this must be separately negotiated and may affect pricing and timelines.
- **Customer Data and Access Dependencies:**
 - Accurate configuration management data (CMDB), Active Directory access, and engagement with key customer personnel are required for service mobilisation and reporting. Incomplete or delayed data provision may impact service delivery.
- **Service Model Limitations:**
 - The default service model does not include direct end-user support; customers retain responsibility for front-line service desk unless an optional bolt-on is purchased.
- **Device Configuration Time:**

- Standard device configuration is expected to take less than 60 minutes. Complex builds may require additional time and should be discussed during onboarding.
- **Recommended Stock Levels:**
- XMA recommends maintaining at least two months' projected stock to mitigate risks associated with supply chain delays or demand surges.

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 a fixed charge per user per month as detailed in the Pricing Document.

Further details regarding the pricing of DMaaS 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.