Rethinking how MSP's buy, deploy and manage devices

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How long should you keep a device? Some hard numbers...

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How long should you keep a device?

The math's shows that you need to have just 0.08% employee downtime due to the age of the device, for this to cancel any saving.

Cost of Device – 3 Years	£1,000.00
Per Year	£333.00
Cost of Device – 5 Years	£1,000.00
Per Year	£ 200.00
Per Year Delta	£133.00
% of annual downtime due to aged laptop required to cancel delta	0.08%

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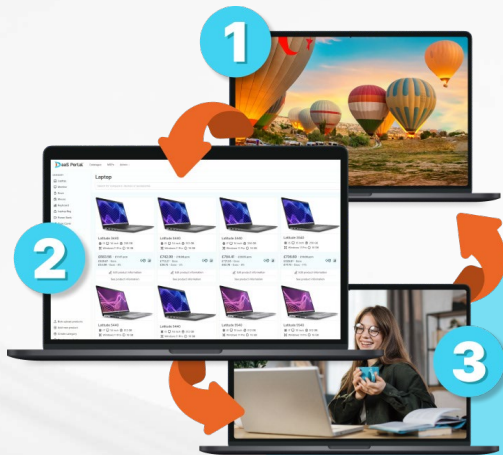www.daasportal.app

Further benefits to a 3 year lifecycle

Aside from the obvious benefits of putting the latest technology in the hands of your employees….

A laptop at 3 years, has some residual value.
A laptop at 4 years has little to no value and,
A laptop 5 years or older you are now paying to get rid of it.

Partnering with DaaS Portal and following a 3 year lifecycle, allows us to not only wipe out the cost of capital for a normal lease, but you Pay _< 92% of the cash price of the device.

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Overwhelmingly.....

So in answer to the question 'How long should I keep a device', the answer is 3 years.

Anything more than 3 years is costing you money!

3 YEARS

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Lets start with 'company culture'

You don't get a second chance to make a first impression!

How would you feel if you had just been employed for an exciting new role, and the first thing you get is a bunch of 2nd hand IT equipment? You're putting your CV back on the web, right?

Especially when it comes to remote/hybrid workers, the delivery of the tools they need to do their role, is of paramount importance to establish a first impression and show your employees you value them, their happiness and wellbeing.

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What's the cost of a device vs the cost of the employee each year?
An average IT salary in the UK is 36k. Multiply this by 1.5 to give a more accurate actual cost to the business (this is still on the conservative side) and you are at 54k.

A device that costs £1,000 over 3 years is £333 a year. That's 0.6% of the cost of the employee annually

How much time does an employee rely on that device? Likely 100%.
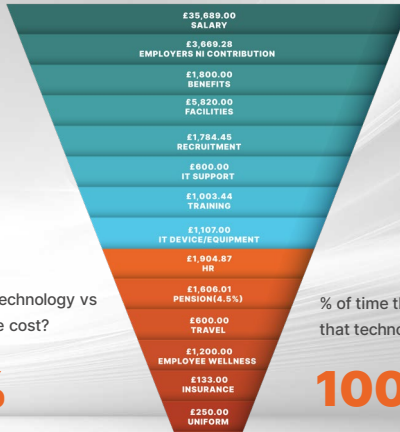And what is the cost to the business if you lose an employee because of stress due to technology not working correctly.

| £35,689.00 SALARY |
| £3,669.28 EMPLOYERS NI CONTRIBUTION |
| £1,800.00 BENEFITS |
| £5,820.00 FACILITIES |
| £1,784.45 RECRUITMENT |
| £600.00 IT SUPPORT |
| £1,003.44 TRAINING |
| £1,107.00 IT DEVICE/EQUIPMENT |
| £1,904.87 HR |
| £1,606.01 PENSION(4.5%) |
| £600.00 TRAVEL |
| £1,200.00 EMPLOYEE WELLNESS |
| £133.00 INSURANCE |
| £250.00 UNIFORM |

Total % cost of technology vs overall employee cost?

0.6%

% of time the employee relies on that technology to do their job?

100%

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Right tools for the job...

A recent Gallup poll determined that less than **40%** of employees responded that they had the materials and equipment needed to do their job well

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Empower your team to work where and when they want, to do their best work every day.

Imagine if your employee has a lovely 'zen garden space' down the bottom of the garden, they love to work at.
Their 4-year-old device only supports an hours working from the battery and they don't have a 50ft extension cable…..

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Build a strategy based on data

Data should drive solid strategy and decision making….

Let's take screens as an example:
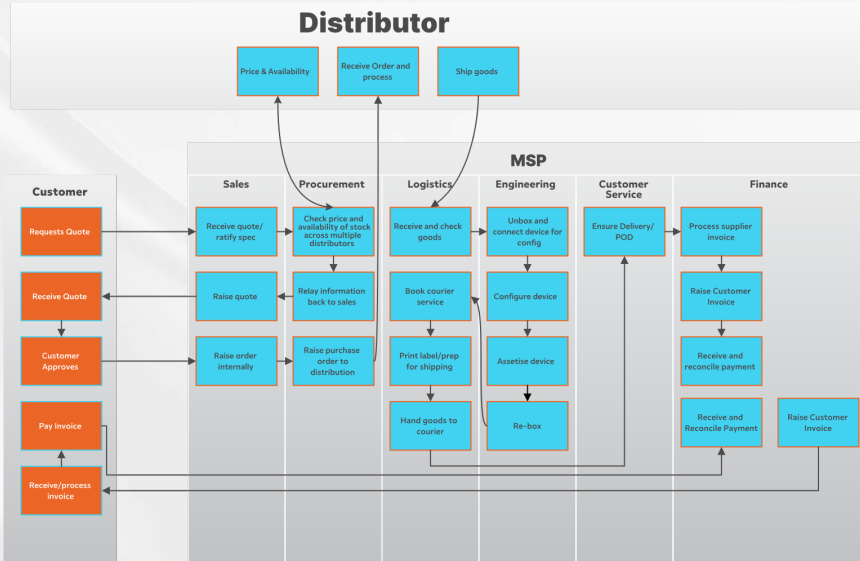What's on an employees' screen is their view all day, every day.
There are a plethora of studies showing the increase in productivity of having 2 or 3 screens. You can do more with more. You save so much time not having to switch between applications and views all the time. You can put more information in front of you, make comparison's easily, the list is endless.

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Build a strategy based on data

Let's say a 24' monitor costs £150 and you keep it for just 3 years. It costs you £50 a year, yet if having multiple screens saved an employee just 1 min every hour they work, you would save £900. Studies suggest a 42% increase in productivity so stop being silly and give your employees the screen real-estate they need to be as productive and profitable as possible.

Cost of employee	£54,000.00
Working hours in a year	1,740
Cost per hour	£31.03
Cost per minute	£0.52
Saving 1 min an hour due to having multiple screens	£900.00

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Turn this...

Distributor

- Price & Availability
- Receive Order and process
- Ship goods

MSP

Sales	Procurement	Logistics	Engineering	Customer Service	Finance

Customer

- Requests Quote
- Receive Quote
- Customer Approves
- Pay Invoice
- Receive/process invoice

Sales
- Receive quote/ ratify spec
- Raise quote
- Raise order internally

Procurement
- Check price and availability of stock across multiple distributors
- Relay information back to sales
- Raise purchase order to distribution

Logistics
- Receive and check goods
- Book courier service
- Print label/prep for shipping
- Hand goods to courier

Engineering
- Unbox and connect device for config
- Configure device
- Assetise device
- Re-box

Customer Service
- Ensure Delivery/ POD

Finance
- Process supplier invoice
- Raise Customer Invoice
- Receive and reconcile payment
- Receive and Reconcile Payment
- Raise Customer Invoice

We start with standardisation in everything we do

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Complexity = Cost

Simplicity = Cost reduction

The simpler a process is, the easier it is to repeat.

Anything that is easily repeatable can and should be automated.

Automation directly removes costs in the supply chain

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Smallest number of miles travelled

Standardisation reduces energy requirements and 'miles travelled' so its greener for the planet.

Our service has fewest possible logistical hops from manufacture to user

Device availability, secured over time

Through partnering with DaaS Portal, all devices are a CTO build. This allows us to order the same configuration and build for the entire life of the manufacturing period of any given model.

This process, done on a case-by-case basis and per customer, is highly impractical. But, when standardization and economy of scale are combined, it's the perfect solution to solve many of the current supply chain challenges.

We can now easily provide the same device time and time again. This allows us to have the fewest models possible at any given time.

Fewer models = less complexity = less cost

= better experience

At the end of the day, it all adds up to a better experience for customers and employees.

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What our customers say

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