

We can do that.



consilium1

Resourcing & Managed Services: Device Life Cycle Management Project

As one of the **world's largest companies**, our client utilizes one of the **world's largest** collections of **devices and workstations**. They needed a partner that could **help them develop, implement, and manage a device life cycle program** to keep their equipment up-to-date, their employees productive, and their **business running smoothly**. | **Problem solved.**

Our client, one of the world's largest diversified technology, media, and financial services companies is focused on solving some of the world's toughest problems. With products and services ranging from aircraft engines, power generation, water processing, and security technology to medical imaging, business and consumer financing, media content, and industrial products, they serve customers in more than 100 countries and employ more than 304,000 people worldwide.

PROBLEM

Our client was facing multiple challenges:

- **Enormous number of devices constantly in various stages of technology life cycle.**
- **Stream of new hires and new workstation demands.** Within this division, over 200 workstations are requested each month for new hires and additional stations.
- **Difficulty effectively responding to changing software and hardware needs.**
- **With each upgrade, a vast array of localized applications and proprietary data had to be transferred and managed.**
- **Significant downtime costs.**

SOLUTION

consilium1 designed a comprehensive solution:

- **Implemented 4 year life cycle management program.** Each year 1/3 of the devices are replaced to keep all devices up to date.
- **Weekly reporting. Monthly updating.** Weekly reports deliver detailed overview of process including asset inventory and financial metrics. Monthly automated system identifies out-of-warranty devices and schedules immediate replacement.
- **Automated software imaging and distribution system allowed centralized IT staff to update multiple devices at once.** New applications, patches, software updates, and security systems are delivered with minimal user involvement.
- **Equipment disposal.** Cleansing and disposal of devices in accordance with applicable client, government and RoHS compliance.

RESULTS

This solution delivered for our client:

- **Minimized downtime, increased productivity.** Innovative process automation for equipment and software distribution, local applications, and data management minimized downtime for users across the board and improved program cycle times.
- **Minimized cost.** Through workflow, process automation, and dynamic scheduling our client was able to realize a cost savings in reduced inventory carrying costs, out of warranty support costs, and reduced end user incident downtime.
- **Scalable process built to grow as needs change.** As additional needs change and resources are added, the existing program can easily scale to accommodate the changes and remain highly successful.

PARTNERS



For more information about c1, visit consilium1.com, call us 1-866-631-5494, or contact us at sales@consilium1.com.