EMEA Client Forum 2024
Device Subscription Service

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Future of Work Trends

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Do any of these apply to you?

- Looking for a more predictable IT budgeting process with less upfront costs at the start of device lifecycle?

- Employees unhappy with device catalog and interrupted / cancelled refresh programs?

- Considering adopt modern management capabilities as part of your lifecycle management capabilities?

- Need to remove capital expenditures from your IT budget and are devices part of those considerations?

- What OEM provider devices / assets do you currently use and are you considering making a change?

- Looking for more transformative experience improvements in your Digital Workplace solutions?

- Want to embrace change and remove burden by allowing Unisys to take-over your e2e device lifecycle?

What is holding back employees from being productive?

73% Of employees lose several hours of productivity each week due to IT issues (23% lose greater than five hours) [1]

56% Of employees consider having the right technology a top retention factor (second only to compensation) [1]

What are we hearing in the marketplace regarding PCaaS?

Multi-Vendor Support
You require the GSI to work across multiple partners to deliver DaaS and Unisys is engaging with all major OEMs via DSS

Financial Objectives
You are looking for ways to deliver consistent refresh, operationalize costs, and get immediate capital injections to hit targets

Asset Control
You are seeking relief from issues (i.e., 17k devices lost in one example), would like to minimize onsite stock, and avoid supply chain pitfalls

Outcome-Based
You do not want "point solutions" and Unisys is focused on translating business goals into persona-driven technology needs

EXPERIENCE

SECURITY

Balancing across a multitude of factors across the device lifecycle.

IT SPEND

SUSTAINABILITY

Service Overview

02

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What is Unisys Device Subscription Service (DSS)?

Unisys DSS combines hardware, software, lifecycle services and financing into one all-encompassing solution providing for a

single, predictable price per seat per month with no upfront costs

Hardware/
Software

Deployment
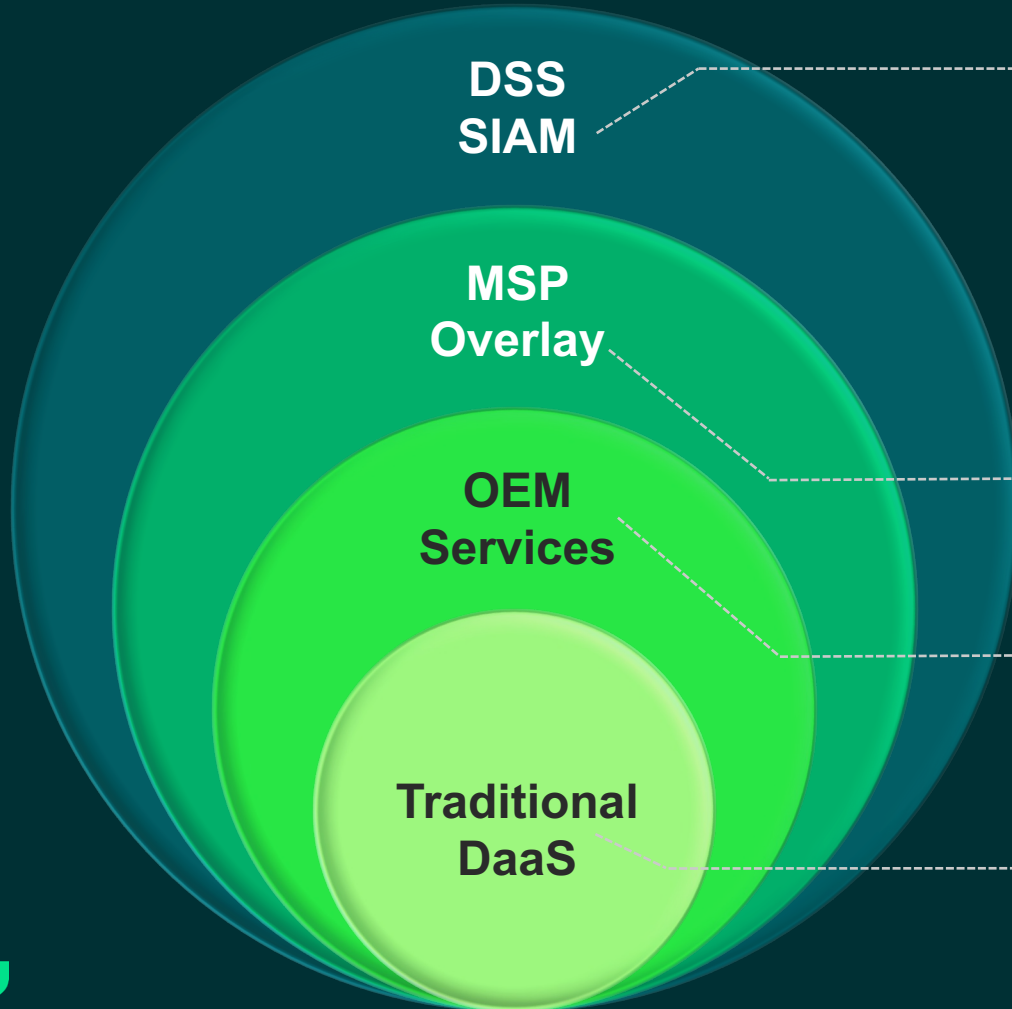Services

Support
Services

Asset
Recovery

Financing

Empower Your Workforce

DSS is also known as PC-as-a-Service (PCaaS) or Device-as-a-Service (DaaS)

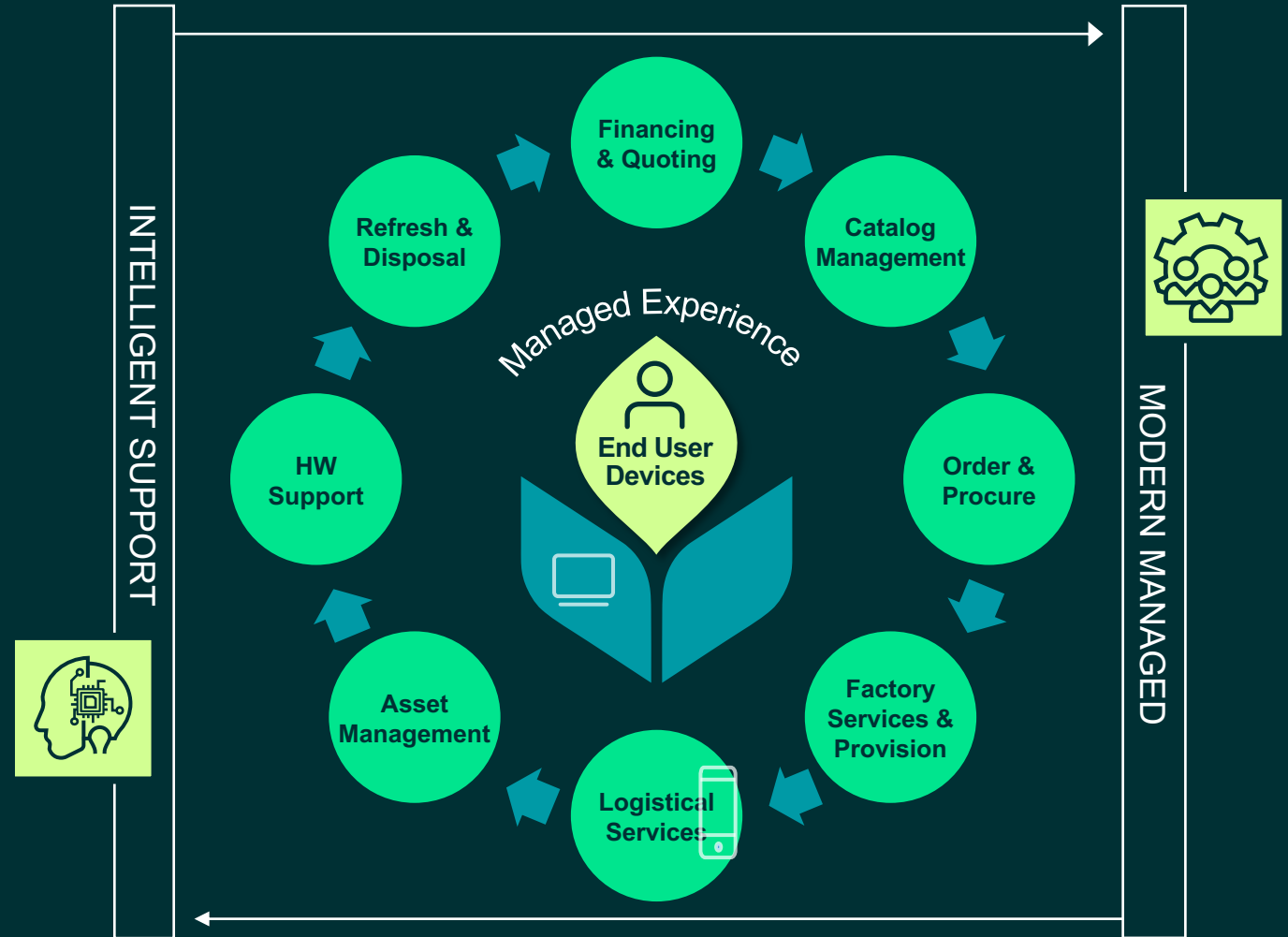# Transformation of the device lifecycle experience through DSS

DSS SIAM

MSP Overlay

OEM Services

Traditional DaaS

Unisys single pane of glass
Outcome-based personas
End-to-end API integration
Journey-based device experience
Evergreen catalog with rolling forecast
Intelligent dynamic refresh & sustainability
Zero-touch provisioning & delivery

MSP services across workplace portfolio, e.g., endpoint mgmt., service desk & field services, etc

Additional services, e.g., factory provisioning and inventory mgmt.

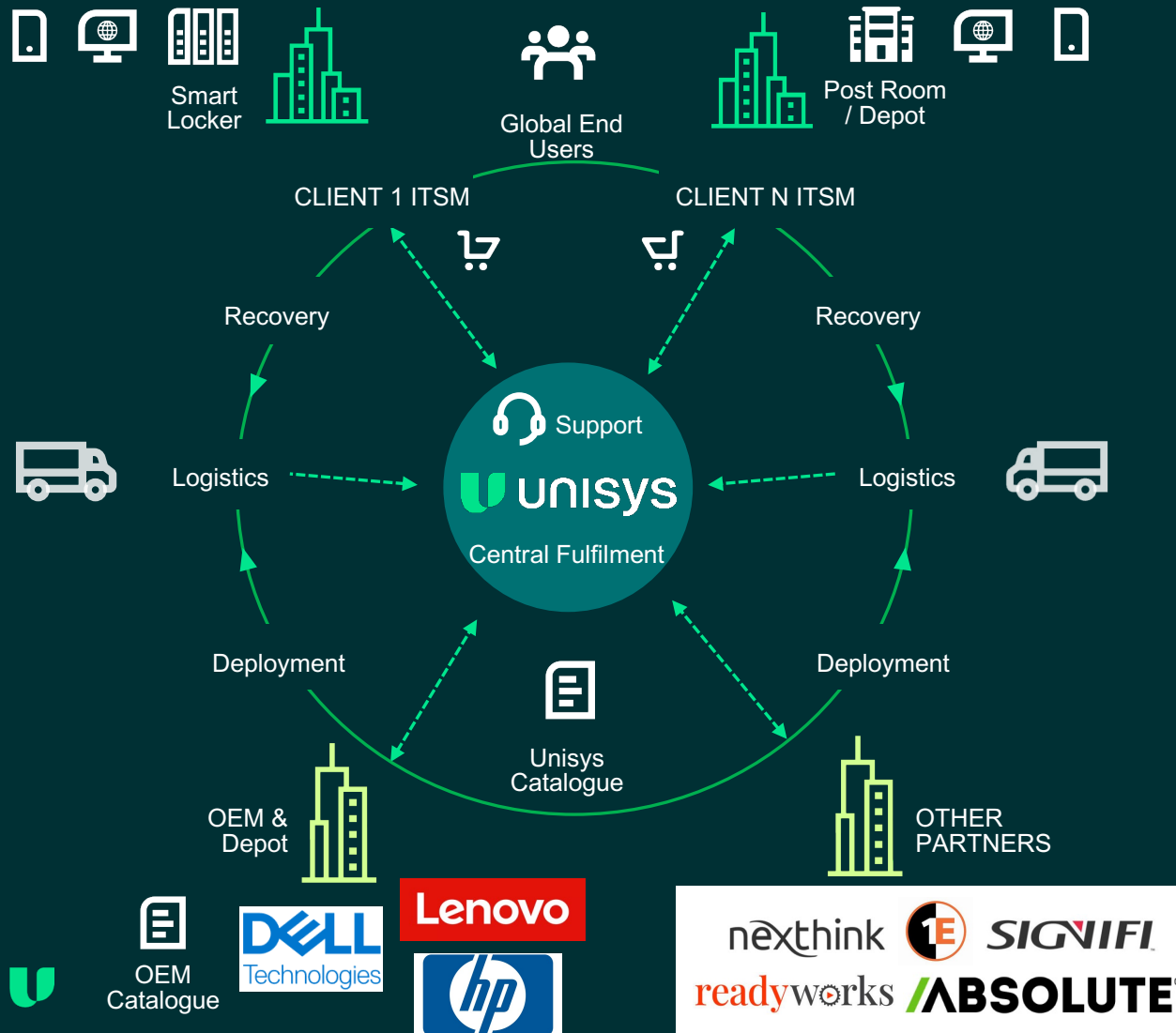Limited focus on hardware financing / leasing and warranty

Driving efficiency across the device lifecycle

Deliver a turnkey solution covering the end-to-end device lifecycle:

- Manage the end-to-end lifecycle from planning procurement and provisioning to deployment, support and retirement.

- Deliver persona-based catalog of devices with bundled accessories.

- Comply with environmental regulations, reduce carbon footprint, minimize shipments.

- Enable customer to empower its workforce to focus on core business while improving the digital workplace experience.

INTELLIGENT SUPPORT

MODERN MANAGED

Managed Experience

Financing & Quoting

Catalog Management

Refresh & Disposal

Order & Procure

End User Devices

HW Support

Factory Services & Provision

Asset Management

Logistical Services

Hub and Spoke Delivery Framework

- E2E lifecycle management conceptualizes a "hub and spoke" model with Unisys at the center

- Integrated service orchestration is achieved from procurement through deployment to recovery

- ITSM platform, asset and shipping B2B2B integrations flow from our OEM/logistics partner to Unisys to the client for an "Amazon-like" experience

- Unisys responsible for tracking delivery and recovery of devices

Touchless Experience

03

A zero-touch experience with data-driven, persona-led technology

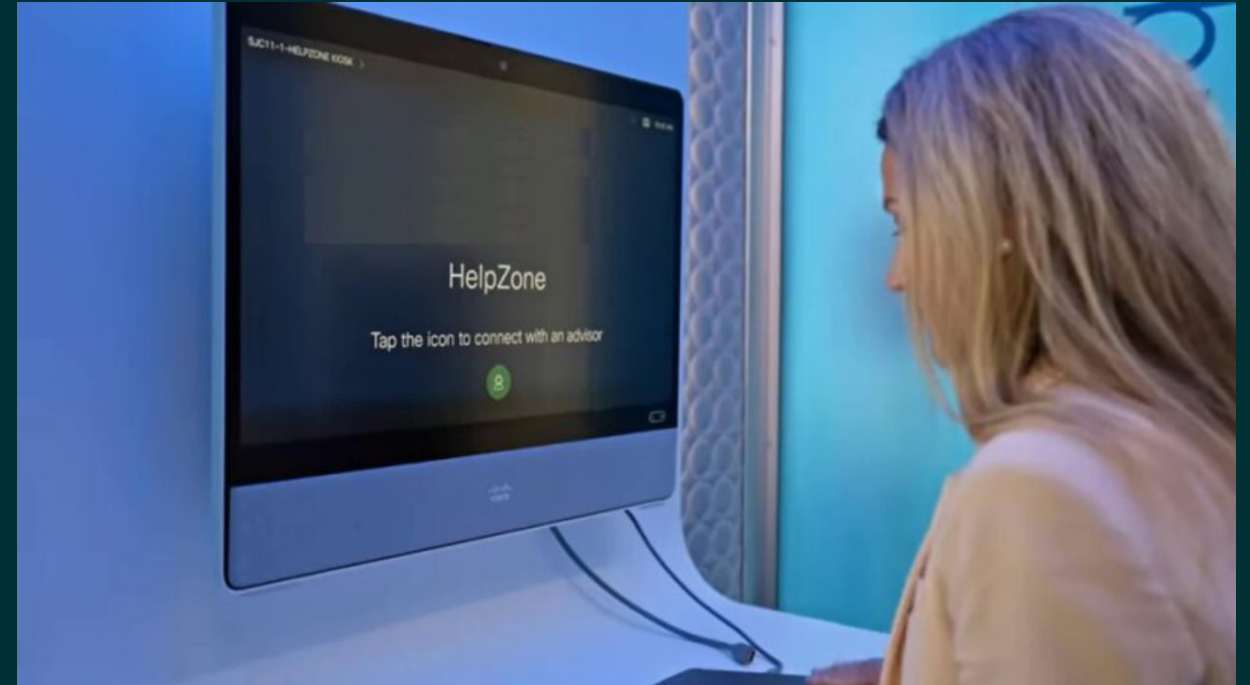We continue to push the envelope on IT user experience with next-gen technologies.

Maximize productivity by delivering seamless, modern solutions through self-serve automation.

Achieve this through thoughtful, engineered intelligent hardware and configurable software.

Example of achieving zero-touch experience

- 24x7 premium on-demand support
- Next-gen capability to deliver technical expertise anywhere, anytime
- Immediate access to devices, peripherals and non-IT commodities

Fundamentally change how the workforce engages with IT
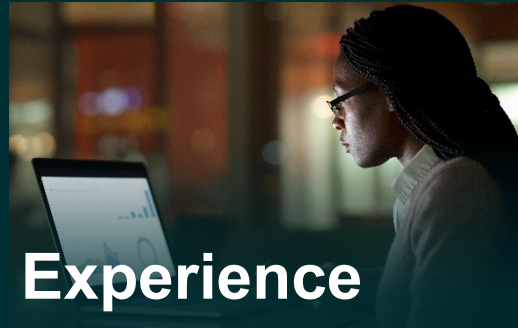
Experience

Deploy from a wide range of sites or remote locations where the workforce resides

Customize

Lego-based modular design that allows for on-the-fly planogram changes and innovation

Optimize

Streamline lifecycle processes and optimize IT support footprint

Control

Augment asset lifecycle process and personas

BENEFITS

- Deliver experience parity for all (even very remote users)
- Expand coverage beyond business hours
- Provide on-demand support

BENEFITS

- Quickly handle product or package changes
- Design is focused on a wide range of users (e.g., ADA)

BENEFITS

- Increase end-user CSAT
- Reduce IT operations costs
- Improve compliance

BENEFITS

- Control IT spend with persona-based access
- Integrate end-to-end with service & asset processes

Unlock a zero-touch experience through innovative design

- **Asset Lockers**
  - Smart, connected modular design
  - ITSM ITIL & CMDB integration
  - Remote device wipe and imaging
  - Multi-option authentication

- **Vending Machines**
  - Product utilization and forecasting
  - Highly customizable planograms
  - Accessibility focus
  - Spend control & inventory management

- **Virtual Tech Cafés**
  - Expand coverage for Live IT support
  - Reduced downtimes & higher CSAT

Revolutionizing user journeys across industries

- New Joiner
- Device Swap
- EOL & e-Waste
- Provide Loaner
- Peripheral Deploy
- BOPIS
  (buy online, pickup in store)
- Replenishment

- Parts Depot
- Remote Support
- Security Badges
- Co-working
  (check in / out)
- Rewards Program
- Parcel Delivery
- Smart Cabinet
- Curated Advertising

Service Benefits

04

Comparing DSS to traditional device planning

Pros of Device Subscription Service

- Single Pane of Glass Provider

- **Compressed pricing** for devices / services

- Opportunity to use **Flex** finance options

- Optimized asset footprint & better control

- **Free forward stockholding** in depots

- Telemetry-driven insights for device catalog and dynamic refresh planning

- **Buy & Lease Back** / Takeover opportunity

Cons Of Traditional Management

- Wider, **inefficient** provider landscape

- Pricing without economics of scale

- **Rigid** pricing & capex expenditure process

- Larger asset footprint and chance for **loss**

- **Costly** depot, staging facilities, and staff

- Limited to **no focus** on user experience

Delivering greater value to our clients through Unisys DSS

Service Feature	VAR	OEM	UNISYS & OEM
Hardware & Financing	✓	✓	✓
Factory Provisioning	✓	✓	✓
Carrier Logistics	✓	✓	✓
Warranty processing & dispatch	✓	✓	✓
Stockholding (free via DSS)	✗	✓	✓
Flex (down, forgive, pause)	✗	✓	✓
Persona-driven device catalog	✗	O	✓
Rolling Forecasting	✗	O	✓
Eliminate Supply Chain Delays	✗	O	✓
Intelligent Refresh Planning	✗	O	✓
B2B2B Seamless Integration	✗	O	✓
Next-Gen Workforce Support	✗	O	✓
Endpoint Operations & Security	✗	O	✓
Touchless Delivery Experiences	✗	O	✓
Experience Management Office	✗	O	✓
Single Pane of Glass	✗	✗	✓

Experience management ingrained in the device lifecycle

Traditional

✓ SLAs
✓ KPIs

✓ Availability
✓ Responsiveness
✓ Reactive

Reactive

Device Experience

✓ Digital Experience Indicator
✓ Toolset focused on how endpoints are working
✓ Can identify issues before users detect them

Proactive

User Experience

✓ Digital Experience Indicator
✓ User sentiment
✓ Collaboration experience
✓ Toolset focused on how users see endpoints working
✓ Focus on perception

Employee Value

Unified Experience

✓ XLAs v2.0
  • Device Experience
  • User Sentiment
  • Application Experience
  • Collaboration Experience

✓ Persona experience
✓ Multi-dimensional
✓ Focus on how user experience impacts business

Business Value

Driving sustainability across the device lifecycle

DSS directly ingrains sustainability across the entire device lifecycle.

This is achieved end-to-end from initial use through end-of-life planning and includes multiple areas:

- Insights and Planning

- Manufacturing

- Staging and Logistics
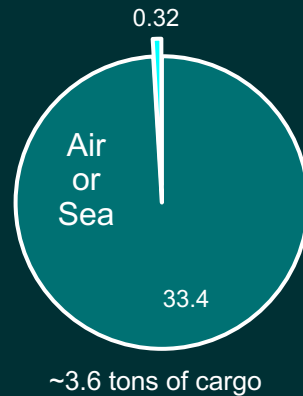
- Asset Control

- Extension
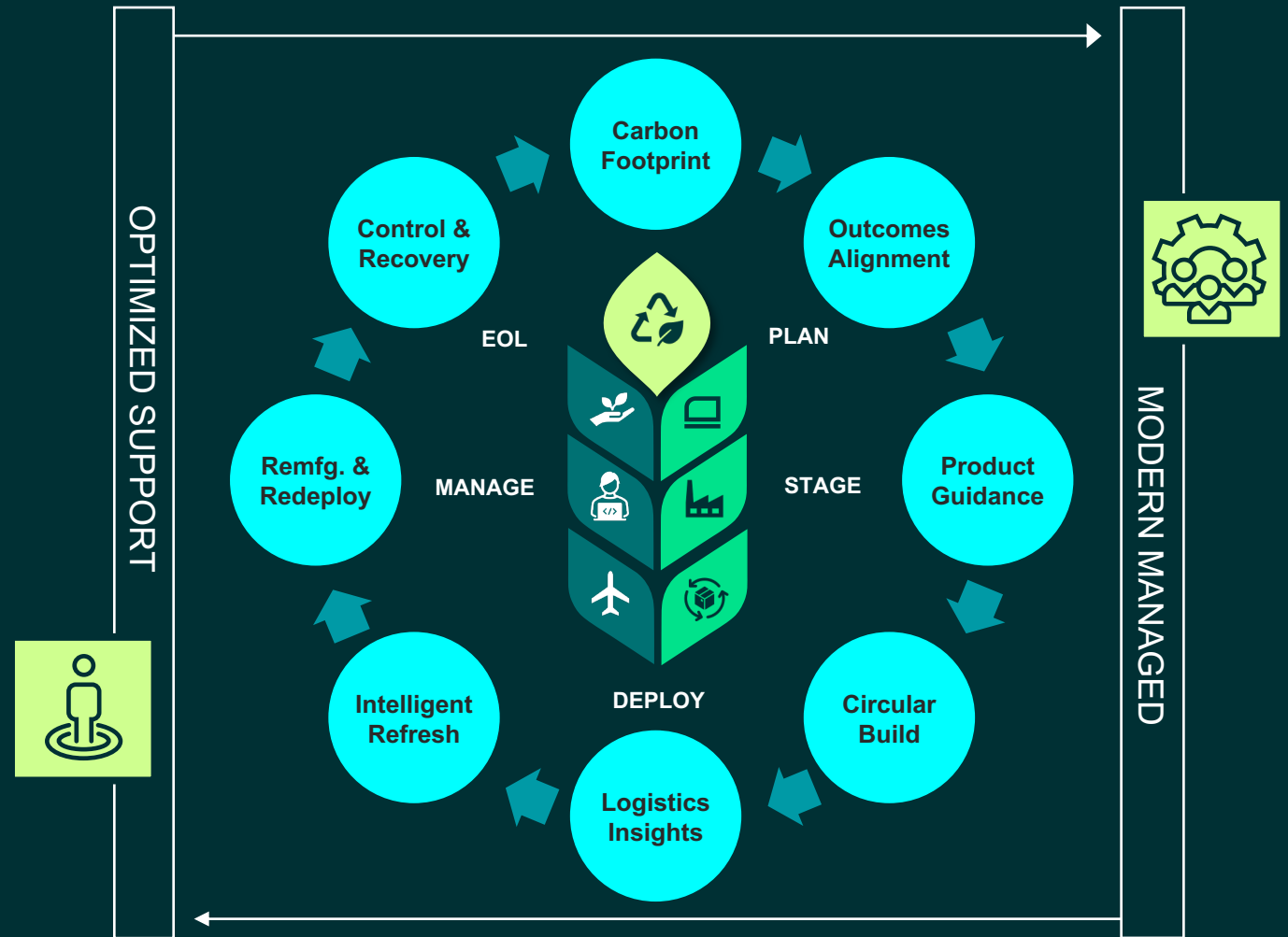
Three examples of balancing sustainability & experience

Persona-driven Device **Catalog** supported by PAIA analysis
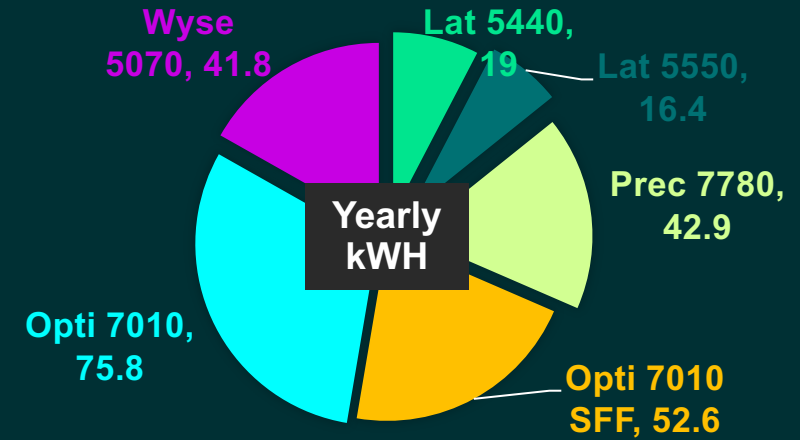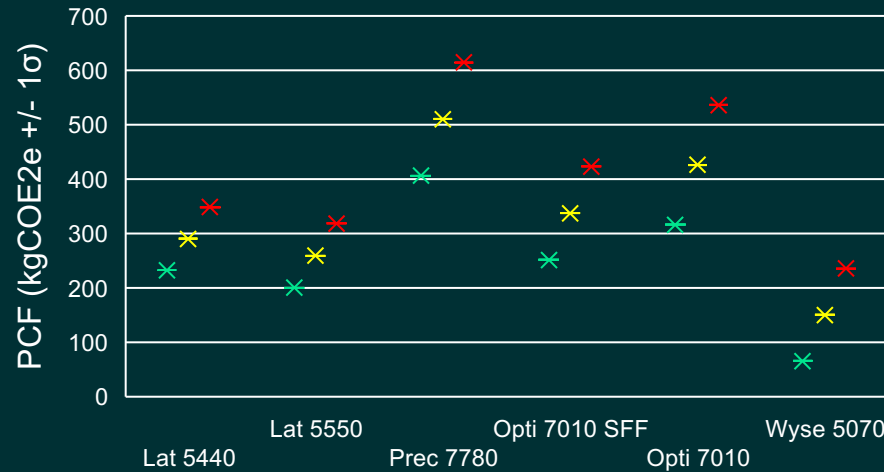
Sustainable **Build** & **Logistics** Practices (kgCo2e)

~3.6 tons of cargo
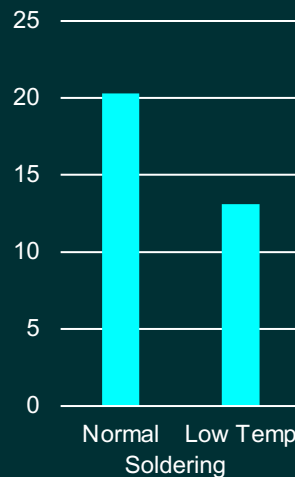
Optimized **Support** via Touchless

~60 less dispatches/week (10 sites) → -545 kgCo2e / week vs. 4.5k kgCo2e offset (6X less or 23k GHG)

N = 80K → **-529 tCo2e year**
- ✓ 10% to 5% premium (400)
- ✓ +4K sea transport (20% refresh)
- ✓ +20% less dispatch via Touchless
- ✓ Low temp soldering manufacturing

160X

Building a Business Case

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The hidden costs of the device lifecycle

40%

Hardware & Warranty
Provided by OEM, basics of DaaS, and typically largest IT digital workplace capex spend

12%

Warehousing & Inventory Management
Depot, staging and configuration center activities

29%

Frontline Services & Support
IT Service Desk and Field Services functions

13%

Endpoint & Asset Management
Image, Packaging, and Asset operations

6%

Governance & Cross Functional
Account governance and service management

+?%

Device Experience Management
Telemetry-driven insights per user and device

Discovery Order

Determine your true device total cost of ownership

Hardware
Devices
Peripherals
Warranty

Services
Deployment
Support
Governance

Logistics
Warehouse
Inventory
Logistics
Recovery

Experience
Telemetry
Personas
Refresh
XLA

$32.4M + $7.4M + $27.9M + $6.8M =

$74.5M in Total Costs per year

13%+ Reduction via DSS
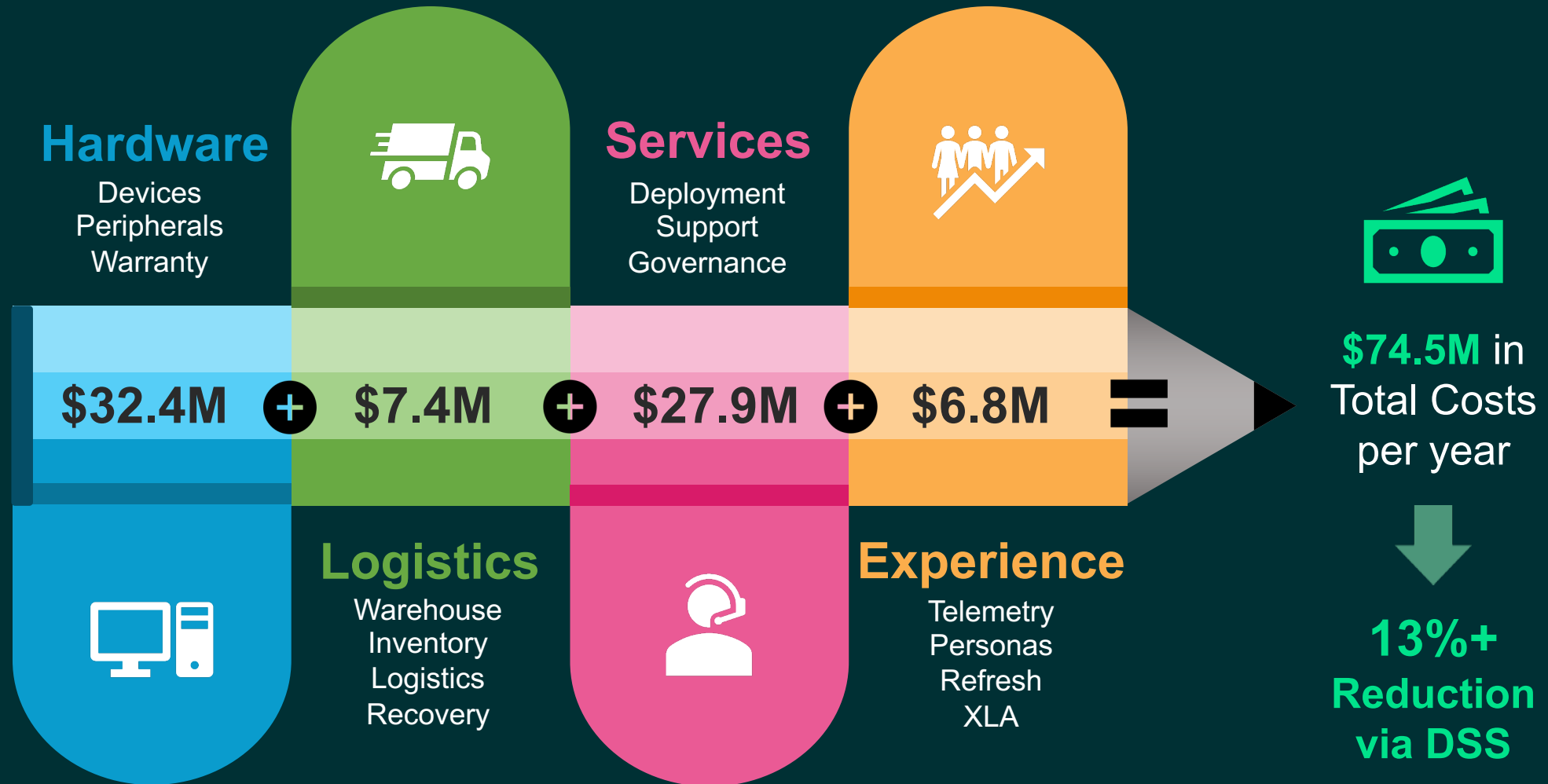
Calculating TCO for traditional solution (N = 80K)

HW (Active) costs per year		HW (Stock) costs per year		HW (Missing) costs per year		HW (Shipping) costs per year
$27.1M	+	$2.9M	+	$1.9M	+	$0.5M

$32.4M in Hardware Costs Per Year

+

$42.1M in Services Costs Per Year

Warehouse & Logistics		IT Service Support & Deployment		Service Management		Experience Management
$7.4M	+	$24.1M	+	$3.8M	+	$6.8M

$74.5M in Total Costs per year
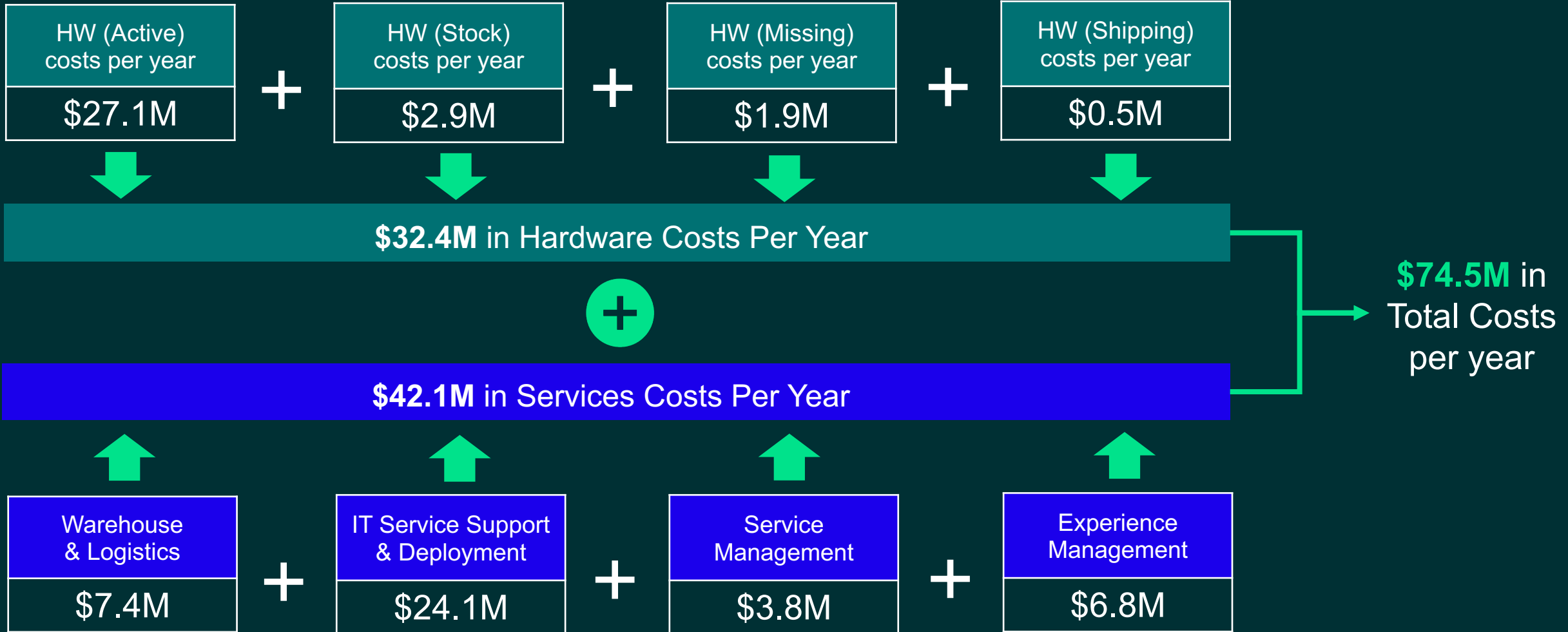
TCO comparison between DSS and traditional

Traditional Hardware + Services Costs Over 4 Years
$298M

➡️

DSS Solution Over 4 Years
$264M

SAVINGS OVER 4 YEARS =

- Savings are realized through a combination of:
  - ✓ Compressed hardware & services bundling
  - ✓ Reduced amount of onsite stock inventory & better asset control
  - ✓ Optimized depot and onsite staffing footprint via DSS and Touchless
- Additional capital injection not factored in for Buy & Lease Back (**~$6.5M**)
- Further ROI can be realized through an expansion of Touchless

DWS Per User Cost Impact

Traditional Hardware + Services Costs
$77.60 Per Device Per Month

⬇️

Digital Workplace Costs via DSS
$68.75 Per Device Per Month

13% Reduction

Make the effort to determine your true total cost of ownership!

Our Partners

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Unisys partnership with industry-leading hardware providers

DELL Technologies

- $100B Fortune 500 company
- 165K employees
- Focused on modernizing the device experience at a predictable monthly price via PCaaS

Lenovo

- $70B Fortune 500 company
- 75K employees
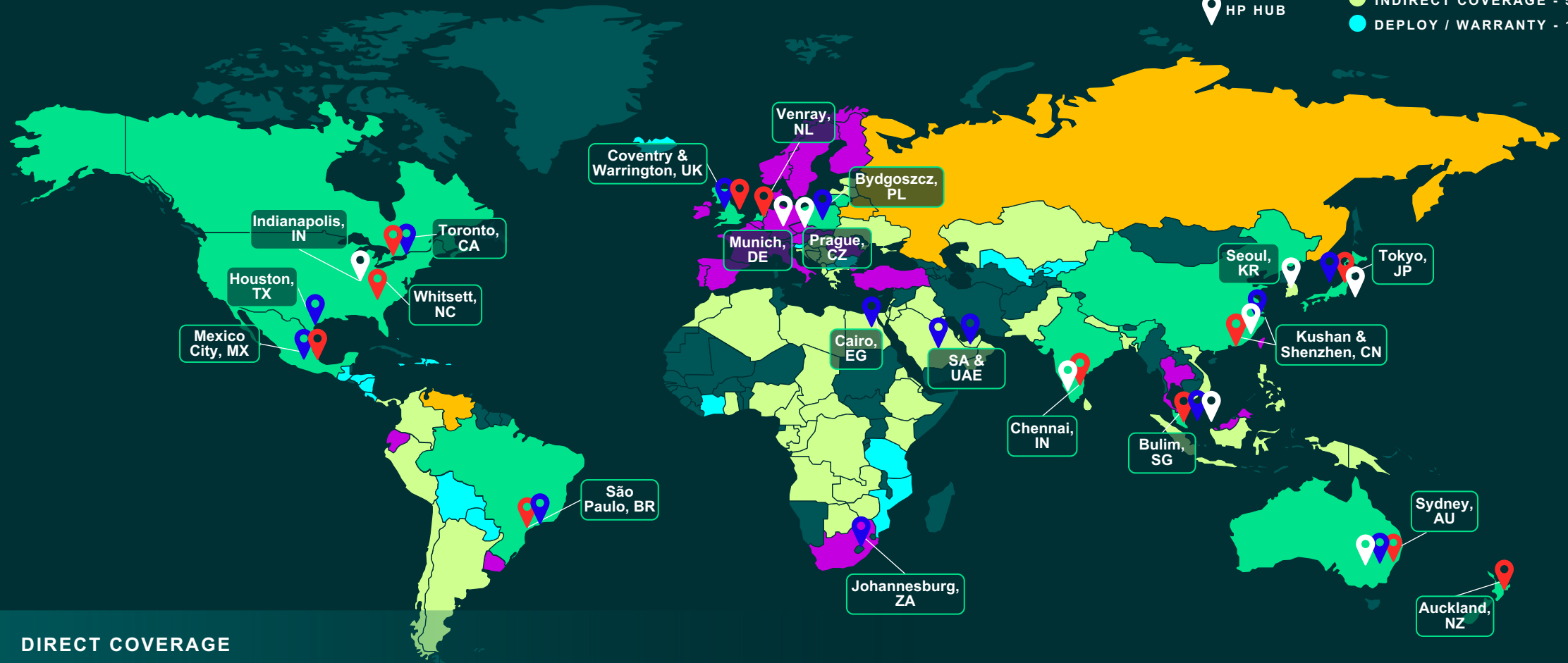- Focused on redefining the role of technology in the user experience through TruScale DaaS

Hewlett Packard Enterprise

- $54B Fortune 500 company
- 58k employees
- Focused on creating technology that makes life better for everyone, everywhere, and to create experiences that amaze.

DSS Depot & Staging Locations

OUR PARTNERS

Legend:
- DELL HUB
- LENOVO HUB
- HP HUB
- NOT COVERED COUNTRY
- DEPOT HOST COUNTRY – 13X
- DIRECT COVERAGE - 28X
- INDIRECT COVERAGE - 57X
- DEPLOY / WARRANTY - 18X

Map Locations:
- Venray, NL
- Coventry & Warrington, UK
- Bydgoszcz, PL
- Indianapolis, IN
- Toronto, CA
- Munich, DE
- Prague, CZ
- Seoul, KR
- Tokyo, JP
- Houston, TX
- Whitsett, NC
- Kushan & Shenzhen, CN
- Mexico City, MX
- Cairo, EG
- SA & UAE
- Chennai, IN
- Bulim, SG
- São Paulo, BR
- Sydney, AU
- Johannesburg, ZA
- Auckland, NZ

DIRECT COVERAGE

AMER	EMEA	APJ
Dell – 8 countries	Dell – 27 countries	Dell – 11 countries
Lenovo – 4 countries	Lenovo – 28 countries	Lenovo – 14 countries
HP – 10 countries	HP – 28 countries	HP – 11 countries

How to Get Started

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Key things to figure out to move forward

- Complete the Due Diligence Questionnaire but here's the main things to identify:

  - What services are in the scope?

  - Which OEM(s) are you using today for PC hardware?

  - Are devices leased or owned today? If leased, for how long?

  - What are the typical device models in your current state? Any Persona mapping?

  - Are you currently performing traditional or modern provisioning? (e.g., SCCM, Intune, Autopilot)

  - What countries are in scope?

  - What are the device volumes per country?

  - What is the demand volume throughput per country? (e.g., joiners, refresh, break-fix, returns)

- Are you interested in an Asset Buy & Lease Back is being considered? (if yes, we need some data)

Map out the current state RACI of the device lifecycle

Current State	Traditional Procurement Traditional Management	Client	Unisys	VAR	OEM	Disposal
Phase	**Activity**					
Plan	Forecasting	X				
	Catalog management	X		X		
	Catalog validation	X		X		
Order	Procurement	X		X		
	Order process	X				
	Order approval	X				
	CMDB integration		X(Manual)	X		
	Asset management integration	X(Manual)		X		
Deploy & Configure	Device build				X	
	Factory services				X	
	Provisioning services			X	X	
	Asset tagging & bundling	X		X		
	Logistics & warehousing	X		X		
	Device shipping	X		X	X	
	Device pick-up	X	X(Project)			
	Device installation	X	X(SG/KR)			
Manage	Asset management	X	X			
	Device management	X	X			
	Device maintenance	X	X			
	Reporting	X	X	X		
	Lifecycle management	X				
Support	HW break/fix		X (w/o parts)		X	
	Warranty processing		X (w/o parts)		X	
	End-user support		X	X		
Retire	Device return	X				
	Device retirement	X				
	Device cleaning	X				X
	Device disposal	X				X

Current to future state

✓ Unisys takes over responsibility for almost all activities

✓ Client and end-user focus is shifted to business priorities instead

Future State	Device Subscription Service Modern Management	Client	Unisys	OEM
Phase	**Activity**			
Plan	Forecasting		X	
	Catalog management		X	
	Catalog validation	X		
Order	Procurement		X	
	Order process		X	
	Order approval	X		
	CMDB integration		X	
	Asset management integration		X	
Deploy & Configure	Device build			X
	Factory services			X
	Provisioning services		X	X
	Asset tagging & bundling		X	X
	Logistics & warehousing		X	X
	Device shipping			X
	Device pick-up		X	X
	Device installation		X	
Manage	Asset management		X	
	Device management		X	
	Device maintenance		X	
	Reporting		X	
	Lifecycle management		X	
Support	HW break/fix		X	
	Warranty processing		X	
	End-user support		X	
Retire	Device return		X	
	Device retirement		X	X
	Device cleaning		X	
	Device disposal		X	X

Decide on what components to include

Plan	Order	Deploy	Manage	Support	Return/Retire
Capex or Opex Finance Plan	Devices (laptop, desktop, rugged devices, tablets, etc.)	Base factory services: BIOS setting, asset tag, OEM imaging, app pre-load, encryption, Autopilot Reg	Hardware Asset Management	Regional SPOCs (leverage, onshore/offshore) to deliver efficient support to Client authorized users	Reverse Logistics & Redeploy
Catalogue management	Procurement & Order process management	Inventory management and stockholding for new devices (60-90 days) per forecast and for return stock	IT Service Management & APIs B2B2B Integration	In-Warranty Break-Fix Support	Clean and wipe w/ e-certification (NIST)
90-days rolling forecast (joiners, refresh, returns, break-fix, etc.)	Financial services for hardware & services		Governance (account governance, OCM, SMO, and reporting)	Out-of-Warranty B&F Replaced on failure by new device following IMACD process or whole unit swap if swap pool is available	Disposal with remarketing or donation facilitation
Persona development mapping	Kitting / Bundling (e.g., new joiners with accessories)	Forward Logistics & Tracking	Experience Management Office with Proactive & Predictive Analytics (Nexthink)		Sustainability ingrained in end-to-end device lifecycle
Intelligent Refresh Planning and Management (ReadyWorks)	Onsite swap pool on top of HAM planned volume in stockholding where needed	Touchless Experience (asset lockers, vending, virtual café)	Endpoint Security (Absolute)	Service Desk L1/ L2 triage and remote resolution	Legal Hold Handling
Buy & lease-back of existing devices to manage under DSS	Sealed Battery Extension	Last mile service – device onsite installation	Modern Device Management: • Device management (incl Intune tool management) • Image management for devices OSs • Application packaging • Electronic Software and patch Management • Patch validation and end-point security • Device Test Lab	Augmented / Merged Reality remote resolution	Keep your drive
Lifecycle Services take over for existing devices	Accidental Damage Coverage	White glove onsite VIP install		Data backup and restore, onsite data migration	Data backup
Hardware Peripherals (Docks, Monitor, Keyboard, Mice, Headsets, Backpack, etc.)	CO_2 offset credits	On-site hardware stock management		Front Line Services: • Install -Move-Add-Change • Deskside software support • Smart-Hand • Tech Cafes	
Finance "Flex" Options (flex down, pause, leave, forgive)					

Legend:
- Base Services included in the Base price proposal
- Recommended Services, priced separately in the proposal
- Optional Services, not included and not yet priced
- Expected to be delivered by Client, however Unisys can propose pricing to deliver this service if requested

Device Subscription Service Journey

Lite Stage 1

- Roadmap Consult
- Persona-driven Catalog
  Subscription Leasing
  Warranty Support
  Asset Mgmt. & Recovery
  Invoice Reporting
- Asset Buy Back
- Modern Provisioning

Next Stage 2

Lite +
OEM Depot / Stock
Demand Forecasting
ITSM Integration
- Telemetry Collection
- Intelligent PC Refresh
- Absolute Enablement
- Field Engineering Services

Complete Stage 3

Next +
HR System Integration
Ongoing CSI
- Touchless Experience
- Onboarding Services
- Frontline Worker
- Collab HW Subscription

Required
- Optional
- Consult

We can jointly develop a roadmap based on immediate versus ongoing needs!

Q&A

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Thank you

For more info, please visit us at:

[Digital Workplace Solutions | Unisys](#)

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