Depot Services
Outsource Complexity, Enhance Productivity

Whether you sell goods or services, widgets or wisdom, your company depends on how effectively and efficiently the employees or users you support perform their tasks.

This means that people – and, more importantly, their productivity – are critical to your success.

Productivity is enhanced by the devices – the desktops, laptops, tablets, and smartphones – you provide users and the consistent access to resources, programs, and productivity tools these devices provide.

If you're like many large organizations, the people you need to support aren't all in a single location, and neither is your IT team. The challenge, then, is how to ensure everyone has the business tools they need and how to keep those tools running properly.

Supporting a distributed workforce demands a comprehensive approach to provisioning, tracking, and maintaining your IT assets as well as an effective way to retrieve and process equipment when a user's requirements change or a user leaves your company. At a minimum, this will require staff expertise in logistics / reverse logistics, inventory and spares management, and technical repair.

This is where a depot services program can help.

Why Choose Depot Services?

Predictable Program Costs
- Blended cost model eliminates surprises

Effective Service Levels
- 95%+ SLA achievement
- Next-day emergency service option

Customization Options
- Software imaging
- File restoration
- Company mandated upgrades

Convenient Client Portal
- 24/7 monitoring and tracking

Collaborative Process
- Proactive issue resolution
- Consultative approach to eliminating barriers and improving program results

Complete Approach
- Fully integrated ITAD program
- Additional Lifecycle Support Services available

Depot Services are part of a comprehensive suite of tailored, interconnected offerings designed to keep a national or global team of contributors productive. In addition to asset fulfillment, processing, and repair – e.g., build, configure, kitting, data recovery, migration, repair, and refurbishment - asset, vendor, and lease management is available. Depot Services also feed naturally into an ITAD program, supporting full lifecycle productivity.

New Users

When a new user comes on board you need to get the right equipment and the right software into their hands. If your Depot Services program includes deployment, a New User kit that includes a system preloaded with your designated software image; all specific accessories (e.g., chargers, docks, or peripherals); tablets or smartphones, can be sent to them.

Active Users

It's an unfortunate fact of life that computers malfunction or break. Depot management and repair services keep users productive with two service options for replacement units:

- Field Support

  When your goal is to repair and return an assigned device, Field Support provides an effective repair option. A prepaid RMA label can be sent to the user and, once the unit arrives at our repair facility, a technical team repairs the unit then returns it to the user.

  If the asset cannot be repaired it can be replaced with one that has the end user data restored from your network backup or, if possible from the returned unit.

- Advanced Exchange

  The Advanced Exchange program is even faster: A replacement unit – loaded with the company image and any end-user files backed up to the server is dispatched based on the speed you specify. Once the user receives the replacement unit, they return the damaged system.

  Once the returned unit arrives, all data is erased then the system is repaired or decommissioned - based on warranty status, age, condition, and established refresh cycle. When a unit is repaired it's returned to stock for reuse.

Departing Users

Whenever users leave an organization, it's essential to quickly retrieve their assigned equipment. A box and shipping label can be dispatched as soon as a status change notification is received, and updates are provided the moment the equipment is returned. If desired, all resident data can be uploaded on your server before the drive is sanitized and the equipment is processed for reuse or retirement.

Deployment & Inventory Management

New assets can be received, prepared, imaged, deployed and delivered throughout your organization.

Each item's serial number, configuration details, and assigned inventory location is captured and tracked. Whether the asset is in stock at a depot facility or in the hands of one of your users, it is easy for you to view the status and history of each asset at any time through the secure, online portal.

End-of-Life Management

Based on market experience, information can be provided around the optimum asset refresh timing for your assets: when the rising cost of ongoing maintenance, diminished performance, and a fall-off in potential resale reach the tipping point.

Of course, as an experienced global ITAD provider, our team can handle all aspects of asset disposition, with a focus on data destruction, reuse, and environmentally responsible recycling.