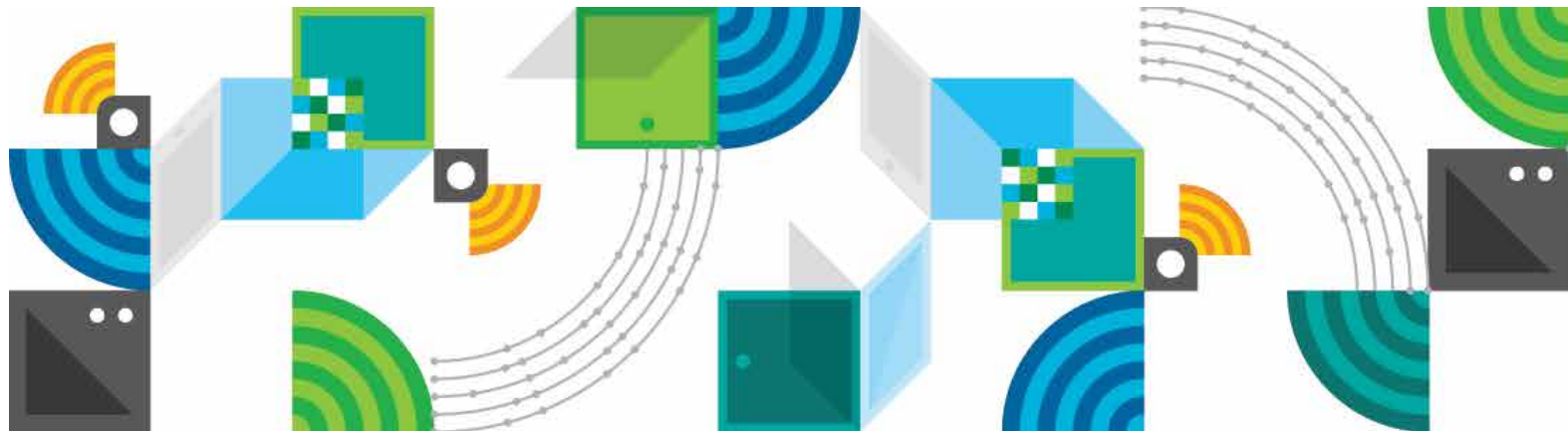


IBM MobileFirst Device Procurement and Deployment Services

Easing the process of buying, configuring and distributing mobile devices



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1. The service

Mobile computing brings new opportunities to the business ecosystem. It can boost productivity by empowering employees to work anytime they want, from virtually anywhere. By providing capabilities for instant collaboration, mobility can also help organizations more quickly respond to business opportunities or threats. But mobility comes with its own challenges, device acquisition and deployment among them. From which vendor will you purchase mobile devices? How will you handle invoices? How will you configure and deploy

your devices? How do you provide timely replacements for failed equipment?

To help in these efforts, IBM offers IBM MobileFirst Device Procurement and Deployment Services. Sold in conjunction with IBM MobileFirst Managed Mobility Services, these procurement and deployment services can help make IBM a one-stop shop for management of the entire lifecycle of corporate-owned devices — from purchase and invoice reconciliation through integration, deployment, tracking

and retirement. IBM's service includes the base deployment service with acquisition and lifecycle support options. Add-on services designed to complement these core offerings range from consulting on device selection to ongoing management and device disposal. These services can be scaled globally as needed to meet your business's requirements. To help you obtain more predictable pricing of mobile devices, IBM Global Financing can purchase them on your behalf and lease them back to you for a monthly fee.

What type of devices can be managed through IBM?

Devices covered as part of IBM MobileFirst Device Procurement and Deployment Services include:

- Smartphones
 - Tablets
 - Phablets
 - Ruggedized devices for field personnel
 - Special-purpose mobile data collection devices such as mobile scanners
-

While these capabilities are important, organizations working with IBM often most appreciate the speed with which devices can be deployed, along with improvement in the user experience.

The IBM global factory model provides these benefits by streamlining the device deployment process. First, devices are shipped to an IBM Global Customer Solution Center, where they are configured, loaded with previously-determined applications and tested for phone and web

connectivity (see Figure 1). Employees receive devices that are ready to use out of the box, helping the user become immediately more productive and providing a more satisfying user experience.

IBM MobileFirst Device Procurement and Deployment Services offerings fall into three categories: acquisition services, deployment services and lifecycle services. These services can be purchased as a group or individually.

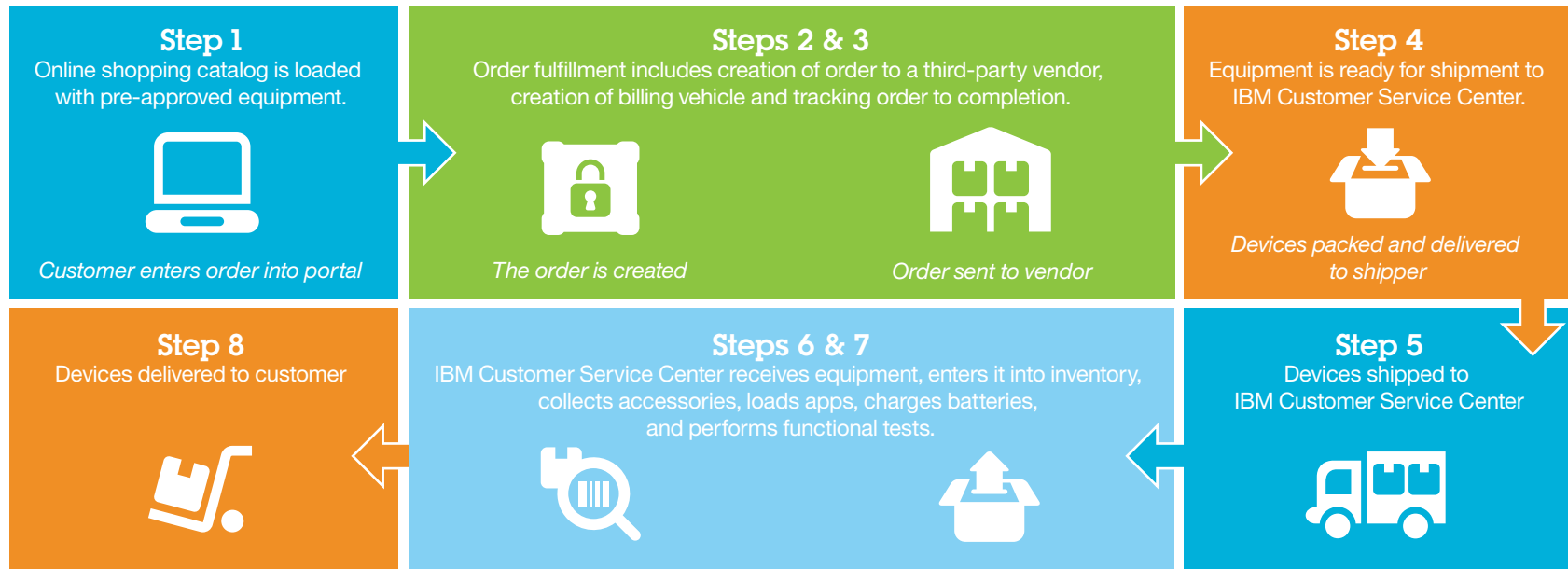


Figure 1. This image depicts the process flow of IBM MobileFirst Device Procurement and Deployment Services. The IBM global factory model is depicted in steps five through eight: devices are delivered to IBM, configured and loaded with your software, then delivered to your organization. Devices are ready to use out of the box.

2. Acquisition services

Kicking off your service

Before work starts, we ask you to designate an executive as your Point of Contact. All communications regarding your services will be addressed to this person, and the Point of Contact will have the authority to act on your organization's behalf with IBM. Concurrently, we appoint an IBM Project Manager who will be your organization's contact person. We then host a kickoff meeting with your Point of Contact and other designated personnel. During this meeting we review and validate the objectives of your service, discuss roles and responsibilities for both your staff members and IBM personnel, and discuss service activities and milestones.

IBM mobile device acquisition services offer you a cost-effective way to manage the acquisition process for new devices. These services provide for the management of orders to your suppliers, from order creation through reconciliation with receipts and invoices.

We start by working with you to define and document processes for acquisition tasks. Next, IBM builds an order management dashboard. The dashboard is configured

to allow your authorized users to view and place orders for acquisition, deployment and lifecycle services. It also provides access to order status information and reports. IBM can act as your agent in order placement and management or you can perform these tasks yourself if you only need our deployment and lifecycle services.

Helping an energy company support its mobile workforce

A large European energy company wanted to transform the way its meter readers and other mobile employees worked, instituting a program that could help them improve efficiency and, ultimately, better serve the business's customers. The company needed help both in choosing which devices to buy and in procuring, deploying and managing them.

IBM MobileFirst Device Procurement and Deployment Services specialists worked with this organization to choose ruggedized hardware that met the needs of meter readers and other field workers. IBM then procured those devices, helped the organization license mobile applications and content, and delivered the equipment to the customer's work sites. To meet this business's requirements, we included a custom addition to our core services: an inventory database with our mobility dashboard to help the organization better manage its devices. As a result, the company was able to reduce procurement and deployment costs and improve customer satisfaction.

3. Deployment services

IBM deployment services include device integration and configuration services; staging and kitting; and logistics and delivery. These services help reduce deployment costs and improve the user experience by providing employees with ready-to-use devices.

Devices you order are delivered to a central warehouse at an IBM Customer Solution Center. There, we store devices and other components before configuration, kitting, and ultimate delivery to your end users. IBM receives equipment, performs visual inspections for external damage, confirms shipment quantities against manifests and

notifies you of any discrepancies. We also record the receipt of devices, components, hardware, software and consumables into an inventory database.

Next, we configure devices and integrate them with their accessories and software. Based on your requirements, we load mobile device management software and other applications. We test Internet connectivity and register devices with a mobile device management system. If any devices are defective, we segregate them in our warehouse, record the defect, change the asset status and package equipment for return to the vendor.

During our staging and kitting services, we pack the device, peripherals and accessories in preparation for use by the recipient. We then ship devices to your location, a process that includes: reviewing site requirements for delivery and packaging; scheduling delivery; arranging couriers and providing shipment tracking. Options for expedited and international orders are available.

Delivery timeframe

Timeframe for deployment varies according to the complexity of the mobile environment. Setup time typically takes between 30 and 90 days. Contract duration for asset

management or lifecycle management is typically between one and three years.

Deliverables

Deliverables include status reports provided to you at each step of your service, listing activities performed, next steps, problems to be resolved and IBM recommendations for addressing those problems. As part of the service, the client may also request a flat file from IBM Customer Service Center for importing into an asset management system (see Figure 2). However, asset management is not part of this offering. Additional custom reports are available upon request and at additional cost.

| Serial # | Description | Accessory 1 | Accessory 2 | Destination Address | Destination City | Destination State | Ship Date | Delivery Date |
|------------|-------------------|-----------------|-------------|---------------------|------------------|-------------------|-----------|---------------|
| 1ABC123456 | Apple Ipad | Protective Case | | 590 Madison Ave | New York | NY | 7/1/14 | 7/10/14 |
| 2ABC123456 | Ruggedized Device | Protective Case | Battery | 590 Madison Ave | New York | NY | 7/1/14 | 7/10/14 |
| 3ABC123456 | Lenovo Tablet | Protective Case | Battery | 590 Madison Ave | New York | NY | 7/1/14 | 7/10/14 |

Figure 2. The flat file provided by IBM can be used by organizations for import into their own asset management environments.

4. Lifecycle services

The third set of services in the IBM MobileFirst Device Procurement and Deployment Services portfolio covers the device lifecycle. These services can help you avoid the logistical challenges of exchanging or retiring mobile devices that no longer work, are no longer needed by the user, or have reached the end of their useful lives. Lifecycle services cover returns, data disposal and end-of-life asset disposal coordination. Broken devices can be replaced through an advance exchange service so that your users are not without the mobile devices they need to do their

jobs. Devices that are still useful but no longer required by a user are cleaned and restocked for deployment to others. Devices that are to be retired are collected and staged for asset recovery services.

Contract duration for lifecycle services is typically between one and three years.

Why IBM?

While other technology corporations offer point solutions for mobile device procurement and deployment, IBM brings together the skills and tools needed to

support the full mobile lifecycle regardless of device type or operating system. Our standardized processes and tools ease procurement and deployment. If you need additional mobility help, our comprehensive MobileFirst portfolio offers services to build mobile infrastructure, networks, collaborative capabilities and applications, as well as to manage your mobile devices on a day-to-day basis. These services, combined to meet your needs, can provide you with the capabilities necessary to take advantage of mobility's ability to transform business processes and open new markets.

Helping a high school go paperless

A large South American high school wanted to develop a paperless campus in part by replacing traditional textbooks with ebooks. The school also wanted to provide wireless Internet access to students. This required the purchase of tablet computers for use by each student in the school.

IBM MobileFirst Device Procurement and Deployment Services helped the school determine which types of tablets to buy. IBM then procured those tablets, preloaded them with appropriate apps and texts, programmed them to deliver other paperless material over the web, and delivered them to the school. As a result of working with IBM, the school was able to come closer to its goal of a paperless campus while providing students with best-in-class technologies for their learning.

As a result of IBM MobileFirst Device Procurement and Deployment Services, organizations often achieve:

- Reduced mobility costs
- Increased productivity and improved collaboration capabilities
- Simplified acquisition processes
- Faster deployment of devices
- Minimized business disruptions related to device deployment
- Easier integration of the device into the operating environment
- Improved user experience through devices that are ready to use out of the box
- Streamlined management of the entire mobile device lifecycle
- Reduced complexity of support, easing the burden on in-house IT staff

IBM Global Financing

IBM Global Financing can help you acquire IBM MobileFirst Device Procurement and Deployment Services and associated devices without consuming scarce capital. We work with you to customize an IT financing solution to meet your business goals, improve your total cost of ownership and speed your return on investment. You

can choose from a variety of financing options to address your requirements while preserving your cash and existing lines of credit for strategic business needs and investments. We are the world's largest technology financier, providing services to more than 125,000 clients in more than 55 countries. To learn more, visit ibm.com/financing

5. Next steps

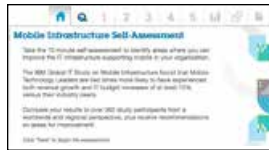
Read more about IBM MobileFirst Device Procurement and Deployment Services

For information about IBM and managed mobility that you can download to share with others in your organization, visit our [web site](#).



Watch this [video](#), “IBM MobileFirst Device Procurement and Deployment Services” to learn

more about how IBM can help you procure, stage and finance mobile devices.



Track the maturation of your mobile environment with our [mobile infrastructure self-assessment](#).



Download this [white paper](#), “Building the mobile enterprise: integrated, secure and productive” for a list of critical issues to consider

when developing and implementing a mobility solution.

Ready to talk?

IBM mobile device procurement specialists can help you create a business case for IBM MobileFirst Device Procurement and Deployment Services and associated devices so that you can optimize the return on your mobility investment.

If you’d like to speak with an IBM MobileFirst representative to discuss your procurement and deployment needs and objectives, contact us directly at 877-426-3287 (United States and Canada only). Or you can reach us via email at express@us.ibm.com



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