

Deploy user-selected devices to your mobile workforce

Highlights

- Streamlines management of mobile devices and the device lifecycle
 - Implements processes to optimize wireless telecom expense management
 - Provides a single point of contact for global device support
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Boost productivity by simplifying device lifecycle management

Smartphones, mobiles, tablets, notebooks, laptops and rugged devices are some of the growing array of equipment that enterprises must purchase and roll out in a timely manner. In addition, IT managers contend with varying rules, carriers and suppliers. To remain productive, mobile users need fast, high-quality support and always-on availability regardless of the carrier or country. They also expect consumer-type convenience in procuring, deploying and managing their devices. Consequently, organizations need seamless, cost-effective services and support to improve business agility, shorten lead times and raise reliability.

IBM Managed Mobility Services - device procurement and deployment offers enterprises a one-stop shop for more efficiently and cost-effectively managing the overall lifecycle of user devices. The solution can help:

- Make it easier to roll out new devices and reduce the cost and complexity of deployment by providing device as a service (DaaS) to the customer
- Provide device users a platform for device selection, including accessories and carrier plans, to help improve the overall user experience
- Enable faster and virtually error-free device distribution
- Reduce capital expenses (CAPEX) by providing pay per use—a per device per month model
- Support changing requirements throughout the lifecycle—not tied to the product roadmap of a single manufacturer
- Reduce costs through maintaining a competitive environment and supporting alternatives
- Support less specialized, less common devices under a single, unified DaaS structure

Manages myriad devices for employees, clients and agents more efficiently

IBM Managed Mobility Services - device procurement and deployment offers you a more streamlined way to manage the acquisition process for user devices such as smartphones, ultra-mobiles, notebooks, laptops and rugged devices. IBM specialists work with you to define and document acquisition tasks and build a device selection catalog along with organization approval workflows. The platform is configured so that authorized users can view and place orders for acquisition, deployment and lifecycle

services; track order status; and receive various reports. Here's how the service works:

- A user places an order from an online shopping catalog loaded with approved devices.
- IBM handles order procurement, fulfillment and tracking of the order to completion.
- The vendor delivers the order to one of the global network of IBM device logistics providers.
- The IBM device logistics provider receives the device, enters it into inventory, tags it, outfits it with accessories, provides device configuration including loading applications, charges batteries and performs functional tests.
- The device logistics provider arranges delivery of the device to the user.
- The customer pays IBM every month (per device per month model) by the contract terms.

Based on its experience with existing clients, IBM can help reduce your procurement and deployment time capitalizing on the centralized factory model. This also helps reduce the customer's CAPEX for end-user hardware and provides the flexibility to pay per device per month. IBM can also provide other complementary services to help ensure end-to-end lifecycle of the device.

Handles the device lifecycle

Lifecycle services cover replacement of broken devices through an advance

exchange service so that your users maintain access to the devices they need to do their jobs. The service also covers returns, data disposal and end-of-life asset disposal coordination. Specialists clean, restock and redeploy devices that are still useful. Devices ready for retirement are collected and staged for asset recovery services.

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. They also can reduce complexity of support, easing the burden on your in-house IT staff.

Optimizes your wireless telecom expenses

IBM teams with mobility services providers, and together, they maintain ongoing relationships with device suppliers, telecommunication carriers and researchers around the world, servicing devices from the leading original equipment manufacturers (OEMs). The IBM portfolio offers a platform and services to provide wireless telecom expense management. For example, IBM specialists can provide:

- Carrier expense management
- Telecom expense auditing and analytics services
- Optimization recommendation on telecom expense.

Internal IBM reviews found that the services can cut mobile carrier spending by an estimated 15 percent and reduce management costs by providing a real-time global view of mobile fleet expenses.¹

Supplies a single point of contact

IBM Managed Mobility Services - device procurement and deployment is designed to deliver a consistent administrative and user experience globally. The services provide a single point of contact for global device support. This one-stop shop works to:

- Help ensure that you receive correct discounts from device providers and the carriers.
- Manage costs by helping users select the appropriate carrier plans and devices for their job roles.
- Increase user satisfaction by providing up-to-date reporting.
- Deliver a user device-focused level support model that, based on IBM experience, can improve first-call resolution.
- Implement automation through application programming interface integration with mobile device managers (MDMs) and carriers, reducing the need for Level 2 resolver groups to act on support requests.
- Offer a depot program that meets your support requirements.

Provides device health with IBM Watson

This offering also includes IBM Services Device Health with Watson. IBM helps ensure that the device is utilized to its full potential during its life. IBM Watson continuously monitors the device performance and create a health score. Once the health score goes below the lower threshold, it's considered that the device has

reached its end of life and a notification is issued to the user on the eligibility for the new device. This process also helps reduce the downtime of the device and optimizes hardware support costs, potentially providing huge savings to customers compared to the age-based refresh of devices. Similar solutions aren't available in

the market, making the health score a differentiator for IBM.

¹ Based on IBM experience

² Gartner Magic Quadrant for Managed Mobility Services, Worldwide.” Gartner. Katja Ruud et al. Published 14 March 2018, ID G00319305.

Why IBM?

IBM has been recognized as a leader in the Gartner, Inc. Magic Quadrant for Managed Mobility Services (MMS).² IBM has more than 15 years of global mobile services experience extending the capabilities of millions of devices from Microsoft Corporation, Apple Corporation, and other OEMs globally. IBM works with dozens of global telecommunications vendors and brings together the skills and tools needed to help support the overall mobile lifecycle regardless of device type or operating system.

For more information

To learn more about IBM Managed Mobility Services - device procurement and deployment, please contact your IBM representative or visit: ibm.com/us-en/marketplace/device-procurement-and-deployment

Also, you can watch a [video](#) to learn more about how IBM can help you procure and stage mobile devices.

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