Device Lifecycle Management

Device Lifecycle Management gives you back the time to focus on your business.
Choose a service that can take care of all your devices

When your teams use a lot of mobile devices, managing them all can be a big drain on your resources. Let us pick up the strain with a flexible, efficient system.

First, you find the right devices. Then you configure them and routinely update them to keep them secure. Once they break, you dispose of them and then you start all over again.

Staying on top of your mobile fleet can feel like you’re going round in circles. The amount of time and money businesses are spending on device management is spiralling out of control. With more and more field workers embracing new technology, something needs to be done and you need support.

Our Device Lifecycle Management can improve the way your organisation works. With centralised procurement and logistics services, we take care of everything. Ranging from managing and monitoring live devices to retiring old ones. We can help relieve the everyday pressure of managing a network of devices. So your people can concentrate on what matters most to your business.

123 million

There will be 123 million mobile workers in Western Europe by 2020 – that’ll be 65 per cent of the total workforce (Source: IDC).
Focus on what matters most

Because we manage your network of devices, your people will spend less time fixing them and more time getting on with business. You can see how your teams are using their devices and change settings remotely. And when you need to order new ones – or want to recycle old ones securely – we’ll take care of it for you.

Device management designed for you

We offer a complete end-to-end service. We’ll find the right devices for you, manage your mobile device estate and organise upgrades. We’ll recycle or dispose of unwanted devices in line with GDPR and WEEE regulations. And manage all of your live devices, keeping track of everything for you.

But that doesn’t mean that there isn’t room to customise. We’ll also work with your organisation to understand your needs. And our flexible models suit businesses big and small. When things change, we’re ready to scale up or down when your organisation needs it. We’ll build a tailored service for your business, offering a range of OpEx and CapEx models. So whatever your budget, we’ll find a solution that suits you.

Over 60 per cent

Over 60 per cent of IT professionals say the way they manage their devices drains resources from other strategic projects. (Source: IDC)

We’ll build a managed service to meet your needs

**Finding the right device**

We can buy the right devices, at the right cost, to meet your needs.

**Simplified set-up**

We’ll define and create a standard device build (Gold Build) for you, configure all your devices, and test them to meet your needs.

**Delivery that goes the extra mile**

Not only will we ship devices, we’ll train your people how to use them.

**Proactive fault management**

Our software helps you know what’s wrong with your devices. We can also provide regular servicing and device clinics to troubleshoot your teams’ problems.

**Support around the clock**

We can manage your devices day-to-day, with 24/7 support and same-day device replacements.

**Secure and sustainable disposal**

When it’s time to upgrade, we can wipe data, resell old kit or recycle it in line with WEEE and GDPR regulations.
Stay secure and connected

Our experts will manage your system at every stage. They’re cleared and accredited, with a proven track record of serving government agencies. They’ll follow your organisation’s security policies when configuring devices.

And with specialist engineers at the end of our support line, you’ll be able to get first and second line support when you need it. We resolve 95 per cent of queries the first time. So problems are fixed fast, minimising downtime and boosting your people’s productivity.

A smarter choice for the future

If you’ve got teams out in the field or working in tough environments, they need a device that can keep up no matter what the day throws at them. We’re an independent vendor so you can choose from a wide range of devices – including rugged models.

And because we partner with leading hardware manufacturers, you’ll be able to roll out new products to your teams as soon as they’re on the market – including the UK’s best range of 5G phones.

Our network was voted the UK’s number one for 5 consecutive years. With superfast 4G in more places nationwide, your people can get more done on the go. And now that we’re switching on 5G in 16 cities in 2019, it’s getting even better.

We know that our service works. We use it ourselves.

We already use our Device Lifecycle Management service to run the UK’s largest and most complex mobile engineering team – our own.

With millions of customers to support, getting the right engineer with the right skills to the right location has always been a management challenge. We needed a way to combine everything into one easy-to-use, up-to-the-minute device.

By designing a successful automation system and a full range of mobile apps, we’ve improved mobility for our 30,000 field workers. And because they can work more efficiently, it’s helped engineers save an average of 40 minutes per day.

Our experience of working with thousands of our engineers every day has helped us develop Device Lifecycle Management to suit the needs of our customers. We’ve transformed our business. And we can do the same for you.

To find out more and create a solution that works for you, contact ffa@bt.com