

# DEVICE AS A SERVICE

The Device as a Service model offers the flexibility required of businesses striving to meet the needs of the modern workplace.

Take advantage of D&H's Device as a Service offering to help your Business:

**Enhance, Improve and Optimize** your IT environment, granting you the ability to reallocate IT resources to more strategic projects.

**Increase productivity** with the latest technology through a vast selection of modern devices from preferred Manufacturers.

**Control IT** cost with the flexibility to scale up or scale down based upon workplace needs at a predictable monthly price

**Make the shift** from a CapEx-based spending model of buying hardware to an OpEx-based model of provisioning hardware as a component of a managed service.

**Revolutionize modern IT processes** with an end-to-end fully managed support and device lifecycle management

**Expand Geographic Footprint** by leveraging Nationwide DaaS Field Service Technician Network.



**DaaS**  
DEVICE AS A SERVICE



## PROGRAM OVERVIEW

### Robust Selection of Devices

- All form factors: Desktops, Notebooks, Workstations, 2-in-1s, AiOs and Tablets



### Flexibility

- No Minimum Unit Quantity Requirement\*
- 24 Month & 36 Month Terms
- Single Contract/Monthly Payments
- Workforce Scaling Flex Up/Down

### Lifecycle Management

- Level 1 Support: 24/7 x 365 US Based Technical Help Desk
- Level 2 Support: On-Site Next Business Day Support
- Off-Site Break/Fix Repair Depot
- Accidental Damage Protection
- End of Term Disposition

### A La Carte & Add-Ons

#### White Glove Services

- Imaging
- Asset Tagging
- On-Site Set-Up & Decommission

#### Add-Ons

- Peripherals
- Accessories
- Non-Device Hardware
- Software/Licensing

To learn more visit [www.dandh.com/daas](http://www.dandh.com/daas) or contact [DaaS@dandh.com](mailto:DaaS@dandh.com)

**D&H**

# WINDOWS OS DEVICE HELP DESK SUPPORT

Including but not limited to Windows Desktops, Laptops & Tablets



## Troubleshooting

via Phone Support & Client Initiated Remote Access & Control

- Diagnosing hardware, troubleshooting OS errors, and default personalization settings
- Diagnosing computer boot up problems
- Troubleshooting and solving business related software problems. Excluding video, music and game software.
- Not to exceed (30) minutes; After 30 minutes, customer referred to VAR
- Recovering via manufacturer recovery disk or partition

## Peripheral Support

via Phone Support & Client Initiated Remote Access & Control

- Assistance with connecting to smartphones, printers, USB, and Bluetooth
- Set up Bluetooth headset connection or pairing with a Bluetooth device
- Troubleshooting settings with touchscreens and touchpads

## Network Connectivity

via Phone Support & Client Initiated Remote Access & Control

- Assistance with setup/configuration to existing working Wi-Fi network
- Assistance with troubleshooting and connecting to existing, known to be working, wired and wireless networks

## Performance

via Phone Support & Client Initiated Remote Access & Control

- Assistance with using/configuring OS features
- Adjust settings to conserve battery power

## Security

via Phone Support & Client Initiated Remote Access & Control

- Assistance with virus identification using security software native to the operating system supplied with the device.

## Application Setup/ Support

via Phone Support & Client Initiated Remote Access & Control

- Help with basic usage of OS software supplied with the device
- Assistance with first time setup and uploading photos to internet-based services specific to business requirements
- Support for problem backing up data to a local storage device
- Support for default browser configuration or functionality issues
- Support for issues accessing and using the Google Play Store, Apple App Store, or other app stores

To learn more visit [www.dandh.com/daas](http://www.dandh.com/daas) or contact [DaaS@dandh.com](mailto:DaaS@dandh.com)

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