

Enable, Manage & Deliver Workplace Services



Empower your Workforce to **Work from Anywhere**with Secure Access to the Right Data from the Right Devices





Delivering Enterprise Deployments, Hybrid Working and a Great User Experience





















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EUC Services

Spanning the entire device life-cycle, Capito's EUC services range from:

- Procuring devices
- Provisioning and deploying equipment
- Providing on-site professional services
- Managing the customer and user experience
- Pre and post-attack security solutions
- Managed and support services
- Reintegration of workplace services (return to the office)
- Compliant and secure repurposing or recycling of legacy equipment to achieve sustainability targets

Across the UK

Whether your IT user estate numbers a few hundred or many thousands, Capito has the agility and flexibility to handle your deployments and associated managed support services from our secure, accredited centres across the UK.

In addition, Capito's own service desk and operations centre runs from our head office in Central Scotland.



Your Expert Partner in the Challenges of Inventory Management



Warehousing, Tailored Delivery & Package Removal

6 months in a fully-insured, secure environment

Equipment audited upon delivery and entered onto asset management system

Systems and processes maintained to manage equipment in storage

Equipment audit data provided from asset management system

Delivery schedule arranged directly with customer





Range of Image Load Options

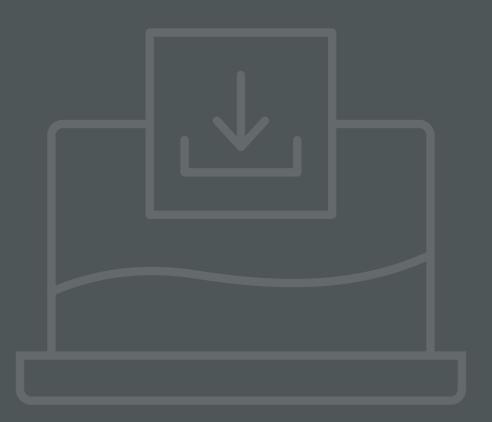
Customer-supplied image (up to 25GB) loaded onto device prior to delivery

Customer-supplied image on a test device

Extension of customer SCCM image environment into Capito secure staging centre

Autopilot pre-provisioning

Imaged device of each type provided for customer acceptance prior to remaining device rollout





Asset Tagging

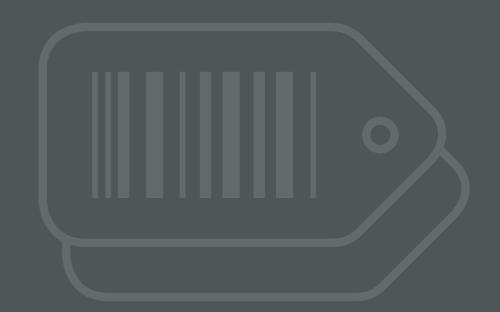
Customer-supplied or Capito-supplied asset tag applied in a position agreed with the customer

Proof provided for customer approval prior to ordering in case of Capito supplied tag

Capito-supplied asset tag is approx 50 x 30mm and 100% aluminium. Include 3-5 lines of data agreed with the customer which can include a bar code

Picture of asset tag location on device provided for customer approval prior to full rollout

Asset management report provided in customer's preferred format with asset tag number, serial number and option for MAC address



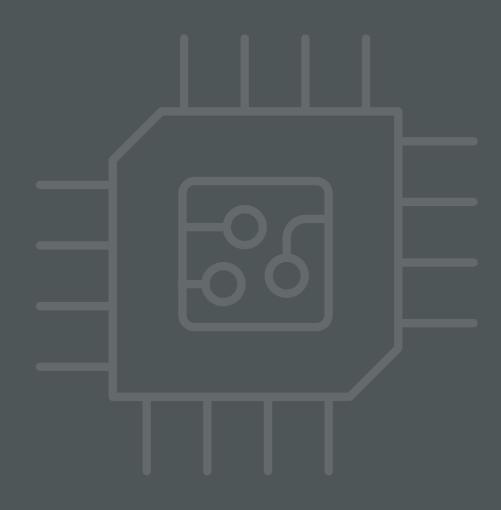


BIOS Setting

BIOS settings updated with customer's instructions for default setting changes (such as boot order)

Device provided to customer for user acceptance

Configuration applied to all devices upon customer approval





Onsite Installation

Customer device deployed to desk, Mon-Fri, 9am to 5pm (exc. Scottish Bank holidays)

Deployments carried out by service engineer

Devices moved from delivery / storage area to installation area by engineer, as directed by customer site host

Devices will be unpacked, installed and powered up

Installation script provided by customer to train the engineers, as appropriate

Devices installed, including power up test, in accordance with the installation scripts

Includes 30 minutes installation time, excluding data migration

Removal and disposal of packaging



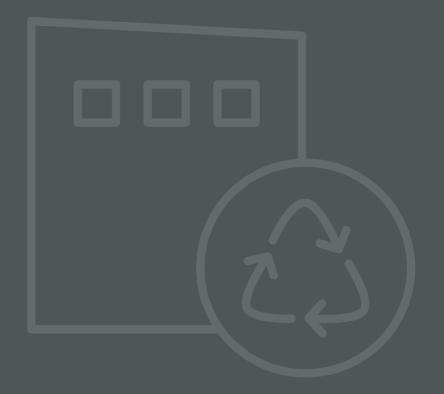


Onsite De-Installation & Recycling

Device de-installed at desk and removed from site

Products recycled with appropriate SEPA documentation provided

Complimentary with Onsite Installation service



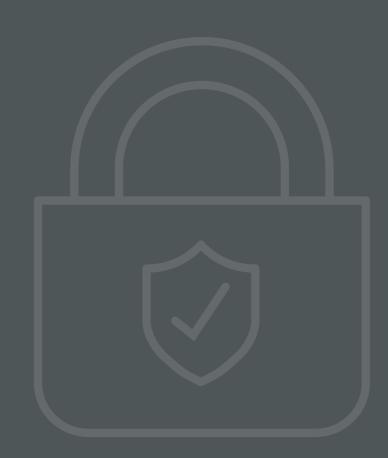


Quarantine of legacy devices

Assets recorded and devices removed from customer site

Returned to warehouse for storage period of up to 4 weeks

Returns process provided if device return to customer site is required





Secure Sanitisation of Storage Media

Device data-wiped using Blancco (certified by National Cyber Security Centre to standard CSC-TG-025)

Detailed data erasure certificate report for each drive provided to customer

Verification of data removal via a summary Blancco report





Delivery, including to Non-Business Locations

Delivery to customer central store, multiple sites or user homes

Deployment/delivery schedule agreed with customer

Customer contacted to arrange delivery – including date, site details, on-site contacts and individuals authorised to receive deliveries

Devices delivered as per customer agreement – most appropriate transport / delivery method aligned dependant on volumes and location

Confirmation calls with customer for scheduled deliveries



Agile Approach

Benefit from Capito's collaborative and agile approach

We think differently and provide flexible solutions that best meet your needs. Whether by providing scale to your existing resources to meet demand or by packaging all devices and services into a managed support offering through mechanisms such as **Device as a Service (DaaS)**, we aim to be your trusted IT partner.

We can also deliver directly to the end user's location to support home and hybrid working.



De-installation services

Quarantine

Secure Certified Data Wiping

Re-use/re-deployment

Charitable Giving

WEEE Recycle

Asset Registers and Compliance paperwork

Central Scotland and Reading

Inventory Management – starters and leavers

Inventory Reporting

Secure Storage - Insured risk covered until delivery

Bespoke Delivery – wherever users are working

Packaging Management

On Stabing Sta

Vorkspace Assessment

Desktop Consultancy and Virtualisation

Installation services – device, broadband, VOIP Phones

Engineers

Floor Walking

Managed Support

Imaging, include SCCM Environments

Asset Tagging

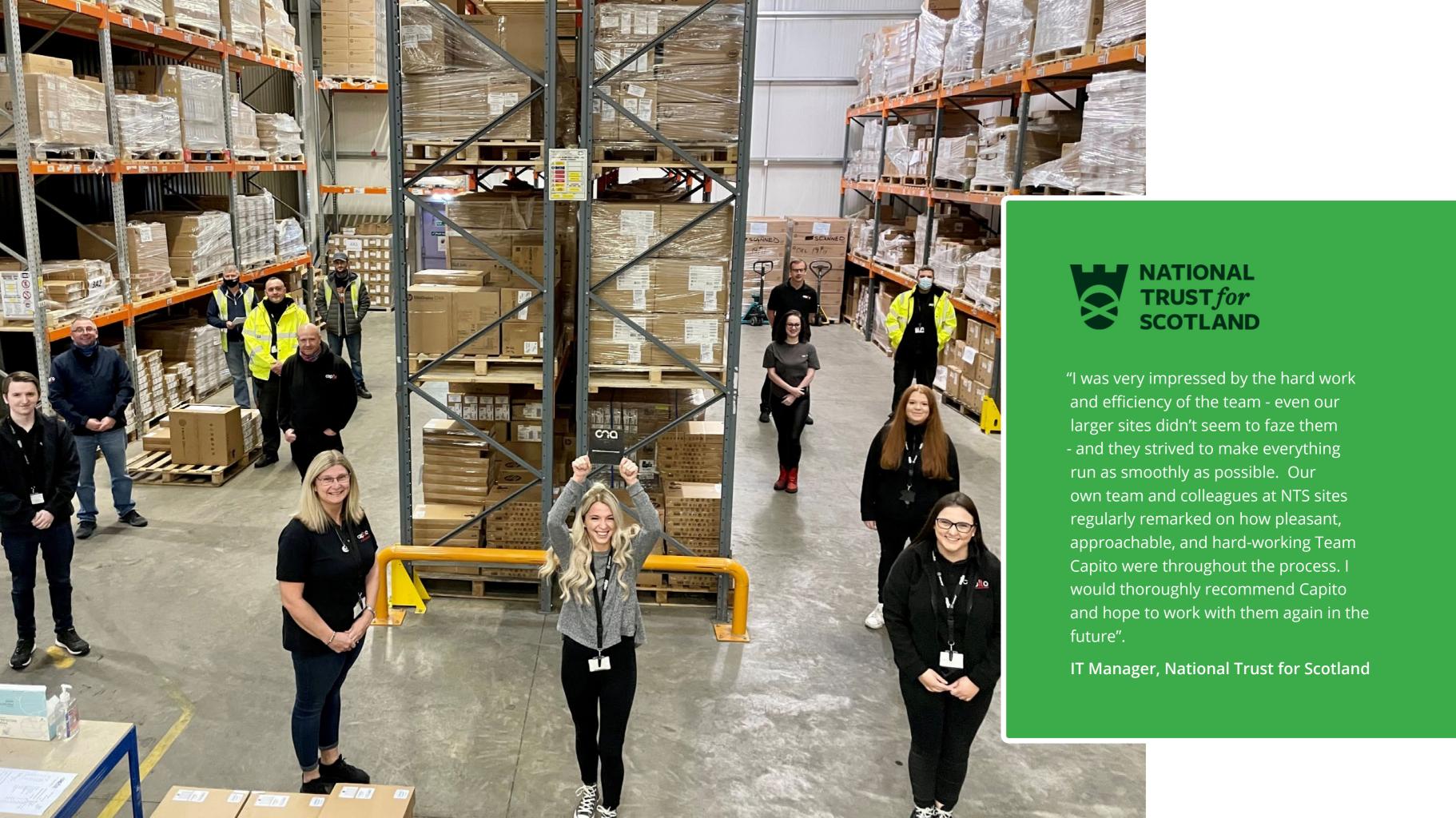
BIOS settings

Auto-Pilot Pre-Provisioning

Scheduling

User Communications and training materials

Project Management



Get in touch

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Capito has an extensive track record, knowledge and experience of implementing IT solutions

We deliver Business Continuity, Cloud Migrations and The Modern Workplace. Bringing 30+ years of continuous customer success, we offer leading partner solutions including Microsoft and Barracuda, alongside infrastructure, Cloud and IT support services.



Experience

We are a leading provider of IT services and solutions with more than 30 years' experience of successfully delivering a wide range of services to the Commercial and Public Sectors.



Gold Partner

Since becoming Scotland's first Microsoft Gold Partner back in 2000, Capito has continued to lead the implementation of Microsoft solutions, such as Microsoft 365, Teams, Dynamics and Azure.



Best-in-Class

We work with leading vendors and system integrators (SIs) to ensure that we deliver agile and flexible solutions, supported by best-in-class technologies.



Sustainable

Not only are we committed to reducing our own carbon footprint and overall environmental impact, but our business model can also help you with your sustainability targets and working towards a circular economy.



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