>|< **VOHKUS** ®

DESKTOP COMPUTER BUYING GUIDE FOR BUSINESS
EXPECTATION VS REALITY

Contents

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Introduction to IT hardware procurement

Selecting the right computers and IT equipment for your business these days is a hugely complicated task. Technology is advancing at such a fast rate, you need to make sure that your selections are not short-term investments, but instead, that they futureproof your business.

Decision-making and making business cases for change are made even more complicated by increasingly mobile workforces and the importance of implementing cloud-based IT systems, software and infrastructure.

Which devices and packages are suitable for your business? What vendors are the most reliable? Which solutions provide the required performance, innovation and support to meet the needs of your user base? And what devices are the most cost-effective? There are many questions, and rightly so, as IT procurement and equipment upgrades require significant investment.

If you're planning an overhaul of legacy IT equipment or embarking on a digital transformation project, it's vital to make the most informed and strategic decisions. Large-scale IT system overhauls are hugely time-consuming and come with countless logistical challenges and, of course, high costs. Your selection process and the business case must be well planned and extensively researched.

So, how do you make the right decisions? Our Desktop Computer Buying Guide for Business explores the key considerations for organisations and IT teams, the common mistakes to avoid and the best ways to approach the IT hardware procurement process.

Enjoy the guide.

TECHNOLOGY *EDGE* >|< BUSINESS *EDGE* ®

Overhauling legacy IT equipment

Legacy systems are one of the biggest problems for businesses today. When you're doing a large-scale overhaul of IT hardware, with long lead-times, you don't want to be in the same position in a couple of years.

Many businesses put off the investment in new devices due to the expense involved, but this just leads to issues and other costs in the long-run, from downtime and recurring faults to poor performance, reduced security and damage to reputation. Stop-gap maintenance and add-ons are only short-term fixes. Before long, you'll inevitably run into problems.
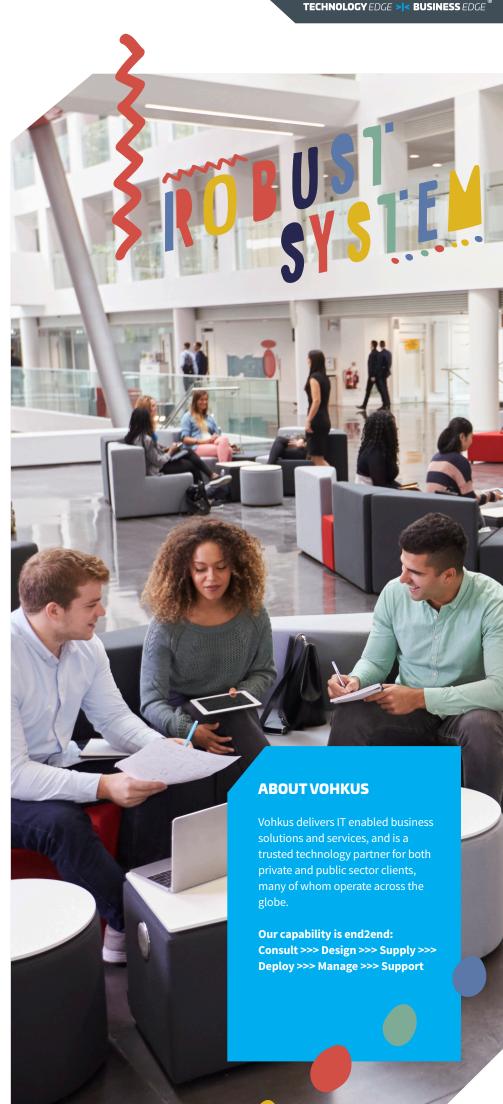
What is the answer? Investing in cutting-edge equipment and utilising the latest technology, which not only meets today's needs but the future demands of your users and customers. This requires taking a proactive approach and progressive strategy.

The way organisations are procuring new computer equipment is changing, largely down to the influences of cloud solutions and "as-a-service" subscription-based models. Businesses are increasingly purchasing and funding their hardware as they do with software, enabling them to scale at pace, upgrade and replace devices when required and manage their budget effectively.
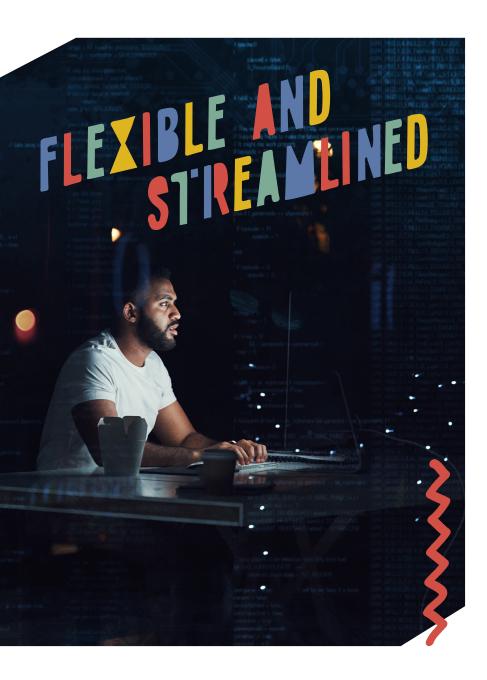
This third-party, subscription-based IT procurement model for hardware and software combined, also allows organisations to provide their workforce with the devices and technology that enables innovation and improves user experience.

Desktop-as-a-Service contracts or all-in-one contracts for hardware, software and maintenance give companies required flexibility and scalability to grow, stay ahead of the curve and build out new sites quickly and efficiently.

Overhauling legacy IT equipment needn't be the daunting prospect it once was, especially when you have procurement support and advice from an experienced IT consultancy.

ABOUT VOHKUS

Vohkus delivers IT enabled business solutions and services, and is a trusted technology partner for both private and public sector clients, many of whom operate across the globe.

**Our capability is end2end:
Consult >>> Design >>> Supply >>> Deploy >>> Manage >>> Support**

Top considerations when looking to overhaul legacy equipment

We've outlined the key considerations when planning to overhaul your legacy IT hardware and devices.

- ► **User profiling**
- ► **Change management**
- ► **Business case planning and research**
- ► **Cost analysis**
- ► **User/order configuration**
- ► **New software requirements**
- ► **Logistical planning and risk management**
- ► **Timescales for deployment**
- ► **Delivery and measurement**
- ► **Stock holding and storage**
- ► **Deployment and installations**
- ► **Ongoing asset monitoring, management and maintenance**

For all of the elements above, you should complete the required research and planning, so that you have a clear holistic view of the proposed project. All the research, data and analysis you collate will feed into your procurement strategy and decision-making.

Key desktop procurement challenges for businesses

As we mentioned, the selection and procurement process for upgrading business workstations and IT equipment, especially in an era of digitalisation and cloud computing, is not easy. There are numerous challenges to overcome. Here are some of the main challenges you may face:

Rapid and agile delivery from supply – same-day expectations from users, due to the retail experience. Can you make the supply and deployment of new equipment as seamless as possible?

Standardisation leads to user dissatisfaction – you need to match model specification to individual user needs.

Workspace standardisation can lead to "de-personalisation" of the user interface – "green screens" often puts people off, so the balance is tricky to find for businesses.

Finding a consumption model that enables the flexibility to address the above challenges – this is not an easy balance to achieve and requires careful consideration.

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Deciding whether to stick with vendors your users know or go out of your comfort zone – this may depend on the ambitions of the business and how prepared you are to manage your users through a change of vendor.

Managing change and supporting users on new devices – change management is never easy, especially when implementing new systems and devices your users are not used to. You need everyone on board with the process and the value it brings to the business.

Finding the right vendor support – do you want multi-vendor support or centralised management IT support from a consultancy, with dedicated resources for all key vendors?

Keeping costs down whilst implementing new systems – a well-planned and streamlined implementation and deployment process is key to preventing costs from escalating.

Data migration – has your in-house IT team got the capacity and expertise for efficient and secure data migration processes?

Logistical challenges around equipment storage and stock holding – does your business have the space and resource to store and configure new devices during the time between procurement and deployment? Do you need external support?

Monitor and manage assets pre-deployment and throughout their lifecycle – do you have an efficient tagging and tracking system in place to monitor and manage assets to be deployed?

Maintenance and support – is your current maintenance and support network adequate for the new assets?

Selecting the right software, licensing and warranty packages for new devices and systems – it's important to back your new IT equipment with suitable software and packages to maximise ROI.

What are the main benefits of managed desktop procurement?

We outline the benefits of procurement support from an IT consultancy for businesses.

- ▶ Flexibility aligned with users moving, changing roles, leaving & joining

- ▶ Alignment with subscription and/or contracted software licenses

- ▶ Further consolidation, measurement, service delivery and reporting of workspace technologies model – print, software, client, mobile, security and network

- ▶ It opens a very broad range on a sales roadmap but still remains a low-risk entry point for change

- ▶ Simplifies IT hardware management, relieving a lot of the pain for IT teams

- ▶ Operational cost-savings from the management and support services, plus bundled software and hardware contracts

PEACE OF MIND

How Vohkus can support your IT procurement needs

Vohkus has a dedicated team of highly-accredited subject matter experts (SMEs) across all the top vendors. Our SMEs can carry out user profiling to help you get the best computer equipment and the devices most suited to your business and its user needs. They can also assist with commercial benchmarking.

We work with industry-leading vendors to give you the best-fit seed and evaluation units, enabling your team to make the most informed decisions. Vohkus has almost 20 years of experience of working with the key vendors, across a number of verticals and technology requirements.
Vohkus offers flexible IT financing solutions and enables businesses to lease computers and other hardware, to give them the ability to scale up and make the right decisions, without the pressure of making a huge outlay upfront. This helps companies to grow and increase productivity, whilst keeping a healthy cash flow.

We can add on services such as specification (pre-sales), stock holding, tagging and imaging. Our stock and delivery services are favoured by businesses using capex, whilst many recognise the need to move to opex. We can help you to find a suitable hybrid approach.

Vohkus' IT hardware procurement services
Below are the key IT procurement services we offer businesses:

- ► **Business profiling and best-fit evaluation**
- ► **Procurement support**
- ► **Roadmap sessions**
- ► **Vendor selection consultation and advice**
- ► **Unit demos and vendor hardware trials**
- ► **RFI/RFP creation**

Contracts for procurement services can be combined with a range of other desktop lifecycle management services - we offer flexible contracts to suit business needs and to simply IT financing.

Desktop lifecycle management

Is your business currently spending too much time and resources on selecting, storing, deploying and managing IT equipment, throughout its lifecycle? Vohkus offers a range of IT desktop lifecycle management services to businesses of all types and sizes.

Desktop lifecycle management (DLM) covers asset management, stock control and deployment services, which can be outsourced to help your team unleash its full potential. Many organisations struggle with balancing their day-to-day IT support and long-term projects, whilst managing the implementation of new computer systems and the disposal of legacy IT equipment.

We offer end-to-end desktop lifecycle management solutions and bespoke service packages, depending on your business needs.

Here's a snapshot of the DLM services that we offer:

- ► IT procurement
- ► Stock holding & IT storage solutions
- ► Desktop/device configuration & deployment
- ► Asset tracking
- ► Disposal and recycling of computer equipment
- ► IT equipment leasing & financing
- ► IT support and outsourced Service Desk

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SUCCESSFUL SOLUTIONS

Get a free consultation from the Vohkus DLM team…

We'll assess your business requirements and identify the solutions to help free your IT team from time-consuming responsibilities, to focus on driving the business forward.

Consultations include:

► **Up to half a day's consulting from the Vohkus DLM team**

► **A bespoke workshop, based on your organisation's priorities**

► **A dedicated team of DLM experts matched to your focus areas**

NOTE: Consultations can be done in-person or remotely, depending on your preference and location.

REQUEST A FREE CONSULTATION

CONTACT US

Call us on 0345 647 2090 or drop us an email at dlm@vohkus.com to request a free consultation.