



END-USER DEVICE MANAGEMENT SERVICES



SYSTEM INTEGRATION FACILITY



Semi-Automated Production Line



Secure Provisioning Bays



45,000 Sq ft Logistics Facility

In recent years, enterprise and government agencies have transitioned to remote and hybrid work models. This shift has become essential to attracting and retaining talent from a larger and more geographically dispersed pool of candidates, among other reasons. However, changes in workspace locations have created new challenges for IT organizations. To address these new but pressing challenges, NCS offers a suite of services to streamline the acquisition, deployment, and management of end-user devices.

Leveraging decades of experience, our expertise in the manufacturing and integration of computing devices enables us to offer our End-User Device Management (EUDM) services. Our in-house suite of services simplifies the acquisition, processing, and management of end-user devices (EUDs). Rooted in strict processes and procedures, semi-automated manufacturing systems, and a broad network of OEMs, we achieve efficiencies that allow for the cost-effective processing of EUDs at scale with superior accuracy.

Our EUDM services consist of three primary offerings: Provisioning, Managed Services, and Subscription Services. Each is optimized to deliver maximum flexibility to organizations based on outsourcing and budgeting models (CAPEX vs. OPEX).

PROVISIONING SERVICES

Properly supporting remote and hybrid workforces necessitates an infrastructure able to ensure 100% accuracy in the preparation and

delivery of devices. From the moment devices arrive at our logistics facility, NCS staff initiates the process of shepherding the devices through the various stations in our facility before they are shipped to the end user. As they flow through the stations, devices receive asset tags, hardware upgrades, accessories, and are imaged according to job function considering device type, domain access, and authorized software applications. When the end-user receives their device, they are quickly able to unpack, set up, connect, and start working.

Enterprises and Agencies can maintain ownership of their EUD assets and provide support to their users in commissioning new and decommissioning old equipment while granting NCS access to operate their existing disk imaging infrastructure to pull and deploy software remotely. NCS also offers the ability to receive, store, and deploy images locally using our own proprietary imaging system.

NCS Provisioning Services encompasses an array of ten elements designed to offer Enterprises and Agencies the maximum flexibility to choose a portfolio that best fits their needs. Our unrivaled capabilities, resources, and extensive reach within the PC ecosystem allow us to deliver these service elements with quality and precision. Operating from our modern, state-of-the-art, secure facility equipped with advanced automation and high-bandwidth internet connectivity, we handle large volumes of work entrusted to us while ensuring each individual end-user experiences a seamless onboarding process, receiving their new device with the accuracy and efficiency they expect.

Delivering plug-n-work systems to ease the adaptation of the remote and hybrid work models.

MANAGED SERVICES

IT organizations can rely on the seven elements of NCS Managed Services to enhance and expand their abilities to acquire, deploy, and manage EUDs throughout their lifecycles. By leveraging our existing Provisioning Services, organizations can rely on NCS to provide additional EUD management tasks. Our comprehensive offerings empower NCS to manage the entire EUD lifecycle, from ordering and deployment to activation and decommissioning. At the heart of this framework lies our Customer Portal, which hosts a tailored product catalog crafted to meet your organizational needs. It features an approval channel workflow for end users or managers to seamlessly order equipment. Should security requirements dictate, this portal can even be hosted on a FedRAMP platform.

To streamline and direct our execution efforts, a Program Management team consisting of a Project Manager and functional specialists in the portal, products, projects, contracts, quality, security, and knowledge base management will oversee the delivery of our managed services. Our performance will be quantifiable using SLAs, KPIs, and quality surveillance. Additionally, the Customer Portal will incorporate a real-time customer feedback function, allowing our team to react quickly to users' requests or concerns.

SUBSCRIPTION SERVICES

NCS Subscription Services assists Enterprises and Agencies in transitioning from the CAPEX to OPEX budget model. Under this approach, Enterprises and Agencies obtain EUD hardware with Provisioning and Managed Services as a complete end-to-end service with minimal start-up costs and predictable expenses. Commonly known as Device as a Service (DaaS), you will have direct input into the structure of services to match your exact requirements. We provide flexible and competitive terms, such as 36- or 48-month refresh cycles and monthly, quarterly, or annual billings. We also accept Federal fiscal year appropriation risks, making it easier for Agencies to operate under this model.

Understanding Your End-user Device Needs

Recognizing that every enterprise and Government Agency has unique requirements for acquiring, deploying, and managing end-user devices (EUDs), we leverage our decades of experience and substantial knowledge of the operational models commonly adopted by IT organizations. Combining this expertise with our

commitment to assist customers with their end-user device needs, NCS experts provide customized guidance to best address your organizational requirements. Following a proven yet flexible framework, we craft custom solutions for your specific challenges.

At NCS, we leverage our expertise to deliver industry-leading solutions. Our investment in robust, purpose-built physical and network infrastructure ensures the efficient and precise processing of EUDs prior to deployment. Our personnel are highly trained and adhere to our ISO integrated management system standards. Furthermore, to facilitate the adoption of our EUD Management Services, we have a four-phase process to guide you through every step of the transition to ensure a smooth and successful integration.

Assessment: During this phase, we will engage in detailed discussions and exchange information to gain a comprehensive understanding of your operational model. Subsequently, we focus on integrating, adapting, enhancing, and evolving your model to optimize productivity while minimizing end-users disruptions.

Design: In this step, we unite the information gathered in the previous phase with our established framework to select the appropriate services to create a comprehensive and functional solution. The result of this phase is a tailored program, supported by a dedicated management team, which enables our customers to smoothly transition their operations to the EUD Management Services model and maintain its effectiveness over time.

Plan: Following customer approval of the design, we work collaboratively to develop the implementation process. This phase outlines the various stages of the implementation, including all relevant data exchange elements, milestones, KPIs, SLAs, security controls, quality surveillance, and reports.

Implementation: Typically, the implementation phase comprises two stages: Pilot and Transition. In the Pilot Stage, we focus on a diverse group of end users across different geographical locations to validate the findings of our assessment and test the program developed in the design phase. Our primary objective is to collect valuable feedback and data from users to refine the Transition Stage before its official launch. However, the full implementation of the program is dependent on the organization's refreshment policy for legacy equipment acquired and deployed under a pre-existing model.

The onboarding process entails selection from various services below to construct a solution tailored to meet each customer's unique requirements.

SERVICES	SCOPE	
PROVISIONING SERVICES		
Hardware Acquisition	<ul style="list-style-type: none"> Multiple system OEM brands including HP, Dell, Samsung, Zebra, Durabook, et al. Display monitors from Samsung, LG, and Philips 	<ul style="list-style-type: none"> Accessories from hundreds of OEMs including HP Poly, Kensington, Logitech, et al.
System Integration	<ul style="list-style-type: none"> Add-on hardware installation and configuration 	
BIOS Service	<ul style="list-style-type: none"> Version control or update to latest release by OEMs 	<ul style="list-style-type: none"> Individual parameter settings
Asset Labeling	<ul style="list-style-type: none"> 2D, 3D, and IUID tagging 	<ul style="list-style-type: none"> Property control information capturing
Disk Imaging	<ul style="list-style-type: none"> Local deployment Over the air deployment with WAN connection to customers' data center 	<ul style="list-style-type: none"> NCS operating customer-owned disk imaging infrastructure Multiple levels of personnel and physical security clearance to meet varying requirements
Bundling	<ul style="list-style-type: none"> Bulk packing 	<ul style="list-style-type: none"> Individual overpacking of EUD and accessories into single container for ease of distribution
Equipment Issue	<ul style="list-style-type: none"> Assigning, collecting, and reporting asset information for each end user 	
Shipping	<ul style="list-style-type: none"> Special packaging and palletizing to meet security requirements 	<ul style="list-style-type: none"> Delivery to employees' home or business addresses
Warranty Support	<ul style="list-style-type: none"> OEM warranty entitlement 	<ul style="list-style-type: none"> Central hub to reach multiple OEMs for support
Logistics	<ul style="list-style-type: none"> Receiving Storage 	<ul style="list-style-type: none"> FIFO processing and handling
MANAGED SERVICES		
Customer Portal	<ul style="list-style-type: none"> Approved catalog hosting Approval channel workflow 	<ul style="list-style-type: none"> Customer satisfaction feedback
Program Management	<ul style="list-style-type: none"> PM Manager with functional specialists in portal, products, project, contracts, quality, security, and knowledge base managers 	<ul style="list-style-type: none"> SLA and KPI management Quality surveillance Personnel, physical, and network security
New Device Activation	<ul style="list-style-type: none"> Assist end users to restore data to new EUDs 	<ul style="list-style-type: none"> Obtain indication of full operating condition of new devices
Device End of Life (EOL) Management	<ul style="list-style-type: none"> Monitor and inform End Users of devices' EOL status Assist end users to back up data 	<ul style="list-style-type: none"> Provide packaging materials for the return of decommissioned EUDs
Data Sanitization	<ul style="list-style-type: none"> Wiping of storage devices at depot or on-site by End Users 	
Disposal	<ul style="list-style-type: none"> Donation or E-cycling Refurbishment and sale to the secondary market with proceeds returned to owners 	
Test Lab	<ul style="list-style-type: none"> Compatibility testing of new EUD hardware configurations Creation of new software images 	<ul style="list-style-type: none"> Regression testing of software images on targeted hardware configurations
SUBSCRIPTION SERVICES		
Flexible Financing Arrangements	<ul style="list-style-type: none"> 36 or 48 months 	<ul style="list-style-type: none"> Directly underwritten by commercial banks
Periodic Reports and Billings	<ul style="list-style-type: none"> Subscription management reports 	<ul style="list-style-type: none"> Monthly, quarterly, or annual billing
Refresh Management	<ul style="list-style-type: none"> EOL management and replacements 	

