



Cognizant Digital Systems & Technology

Cognizant® WorkNEXT™ Device-as-a-Service (DaaS)

Enhancing customer experience with predictable per-device monthly service model

Reduce complexity and costs of device procurement and deployment

The global Device-as-a-Service market expects to grow at approximately USD 8 billion by 2023, at 9% of CAGR between 2017 and 2023, according to Market Research Future. The adoption of PCaaS-based solutions is high among small and mid-sized enterprises owing to the benefits they offer such as increased productivity and low capital expenditure.

Some of the challenges faced by enterprises today in managing and maintaining end-user environments include:

- **Device proliferation:** The number of devices to manage and secure are growing exponentially. In addition, multi-vendor SLAs create complexity and are tedious to manage.
- **Multi-OS and device complexity:** Multiple devices and device models create challenges for asset refresh cycles. Operating system updates occur at different frequencies thereby increasing the management and support overheads to unmanageable levels.

- **IT resources management:** Support organizations within IT spend too much time on managing end points and supporting users as against spending valuable time on transformation and increasing user delight.

The key cost elements in a traditional model device procurement or device cost at about 30%, management alone contributes up to 70% of the cost per device. While procurement is just the first step in the cycle, high management costs are incurred in deployment, support and refresh for EOL devices and vendor management.

Cognizant® WorkNEXT™ DaaS, the right solution for end-to-end asset lifecycle management

Cognizant WorkNEXT™ DaaS is a Device-as-a-Service offering that is a combination of end-user hardware leasing, OEM warranty support; asset lifecycle management and BAU support services. Enterprises today are looking to avoid capex and instead get device and ongoing support in an opex model, in order to optimize their spend on end-user IT. With WorkNEXT™ DaaS, customers will pay a flat

**Cognizant
WorkNEXT™
DaaS- a single
point of contact
for end-user
environment
management**

fee on a 'per-device per-month' basis and get end-to-end asset lifecycle services from procurement to disposal combined with BAU support services for incidents and service requests.

The various phases in the WorkNEXT™ DaaS model are:

- Planning and procurement of devices.
- Deployment at site.
- In-life management and maintenance.
- Remote support and field services.
- Disposal.
- Asset refresh.

Through this offering, customers will have a single point of contact for end user environment management. Cognizant will provide devices in an opex model, ensure timely refresh and provide a stable, consistent environment for end users, ultimately enhancing user experience.

Service Catalog

Cognizant leverages its vast pool of end-user support technicians and partner ecosystem across the globe to provide BAU services:

- Onsite support – Field Services operations.
 - Dedicated staff deployed at key customer locations/campus sites.
 - These positions will be fulfilled by Cognizant resources or partner resources.
 - Non-dedicated sites will be covered through dispatch, scheduled or depot model.
- Remote desktop support.
 - An offshore team to provide BAU support through remote control.
 - Patch management will be provided using either customer tools such as SCCM or Workspace One.
 - Cognizant will also carry out image management and maintenance for custom images.

- Life cycle services.
 - Dedicated team for asset life cycle management.
 - The activities include ordering and procurement, stock maintenance, asset allocations, CMDB updates, vendor/OEM coordination for warranty support, provisioning and disposal assistance, stock audits, etc.

Delivering value with anywhere, anytime, anyhow service

Cognizant WorkNEXT™ DaaS provides a comprehensive value proposition for clients:

- **Catalog-based as-a-service model:** Customers get to choose devices of their choice, mapped to unique enterprise personas, through a catalog that they can consume in an 'as-a-service' model.
- **Scalable opex model:** Predictability in pricing due to the per-device-per-month model and helps customer avoid capex and go the opex way.
- **Competitive pricing structure:** Pricing and discounts on hardware, assured by Cognizant's strong relationships with leading Original Equipment Manufacturer (OEMs).
- **Efficient refresh:** With total ownership of end-user environment, OEM and Cognizant will run the refresh very efficiently for the customer and ensure devices are updated at all times.
- **Comprehensive end-user services:** Cognizant will be the single point of contact for all the end-user services and will liaise with OEM and our service partners for delivering all DaaS services.
- **Unified end-point management:** WorkNEXT™ UEM, Cognizant offering for continuous and contextual aware workplace, is bundled as a part of DaaS

offering. It offers a great proposition to customers in unified end-point management – for patching, compliance, software distribution, etc. across Windows, MacOS, and Android.

- **Ready-to-work experience:** WorkNEXT™ UEM shifts the time and bandwidth needs of ‘provisioning’ back into the OEM factory, freeing up IT and service providers from mundane tasks and giving end users a ready-to-work experience at first boot.
- **End-to-end device procurement and management services:** Provides procurement and management services along with end-user support such as remote desktop and field services operations.

What’s in it for the customer?

Cognizant WorkNEXT™ DaaS helps customers deploy the right assets to the right users bundled with all the necessary support services in a predictable monthly opex model.

- **For IT users,** WorkNEXT™ brings in sense of empowerment, as the devices are available in a standard catalog from which they can select their device of choice. In addition, the catalog-based system provides users the devices that are aligned to the demand of their roles.
- **For IT administrators and support staff,** IT administrators and support staff now benefit from efficient PC refresh cycles and end-to-end asset management. Provisioning at site is avoided as OEM provides automated provisioning at factory. IT can now focus on strategy and utilize their funds efficiently.

The flexibility and predictability of “as-a-service” model offers greater advantage for the client organization’s business stakeholders. Their end-user community can also become more productive due to on-time refreshes and hardware updates.

For more information, visit

<https://www.cognizant.com/WorkNEXT>

About Cognizant

Cognizant (Nasdaq-100: CTSI) is one of the world’s leading professional services companies, transforming clients’ business, operating and technology models for the digital era. Our unique industry-based, consultative approach helps clients envision, build and run more innovative and efficient businesses. Headquartered in the U.S., Cognizant is ranked 193 on the Fortune 500 and is consistently listed among the most admired companies in the world. Learn how Cognizant helps clients lead with digital at www.cognizant.com or follow us [@Cognizant](https://twitter.com/Cognizant).

Cognizant

World Headquarters

500 Frank W. Burr Blvd.
Teaneck, NJ 07666 USA
Phone: +1 201 801 0233
Fax: +1 201 801 0243
Toll Free: +1 888 937 3277

European Headquarters

1 Kingdom Street
Paddington Central
London W2 6BD England
Phone: +44 (0) 20 7297 7600
Fax: +44 (0) 20 7121 0102

India Operations Headquarters

#5/535 Old Mahabalipuram Road
Okkiyam Pettai, Thoraiyakkam
Chennai, 600 096 India
Phone: +91 (0) 44 4209 6000
Fax: +91 (0) 44 4209 6060