

ADVANCED LIFECYCLE SERVICES

Optimizing IT Lifecycle Management

PIVOT'S UNIFIED PORTFOLIO OFFERING

Through our Unified Portfolio, we deliver solutions across the full lifecycle of our customer's technology investments.

SERVICE CHANNELS

-  Integration
-  Professional
-  Deployment
-  Workforce
-  Managed

SOLUTION DISCIPLINES

-  Workplace
-  Digital Infrastructure
-  Security
-  Cloud
-  Emerging Technology

SERVICES VALUE STREAM



Organizations depend on technology for every aspect of business operations, and are looking to accelerate IT initiatives in order to gain competitive advantages. However, overstretched IT teams often lack the resources needed to execute these deployments and effectively manage IT assets across their lifecycle. Inefficient processes delay IT projects, and increase the costs and risks of large-scale technology rollouts.

Pivot Technology Solutions has developed a comprehensive suite of advanced IT asset lifecycle management services, including product fulfillment and management, imaging and configuration, depot and disposition, and logistics and coordination. These services incorporate well-defined methodologies and sophisticated technology tools to not only streamline but optimize technology deployments.

Pivot's best-practices approach is product-independent, and capable of managing complex configurations and device requirements across the extended enterprise. Our skilled team takes the time to understand your existing processes and pain points before creating highly customized solutions that precisely meet your business needs. We then leverage the capabilities of our Advanced Integration Centers and Deployment Manager software to enable highly accurate and efficient asset management processes.

More importantly, Pivot applies process engineering techniques to reduce costs and minimize business impacts, with complete transparency as to how well we are performing. By defining, mapping, measuring and continuously improving asset management throughout the IT lifecycle, we help you minimize disruption, end-user downtime and loss of productivity while increasing the time-to-value of your technology investments.



DEPLOYMENT MANAGER

Pivot's Deployment Manager is a web-based platform that creates a workflow-driven system of record. We track each deployment from initial request to delivery to the end-user, site or location, with an emphasis on the readiness of each asset. Integration with our internal configuration and warehousing systems provides status checks and accountability throughout our workflows.

We can customize Deployment Manager with additional fields, custom reports, and alerts and notifications to meet your requirements. It also can be integrated with your ITSM systems to automate and reduce the complexity of your lifecycle processes. Deployment Manager is provided at no cost to our customers for all large-scale, multi-touchpoint projects requiring an elevated level of coordination.

ADVANCED INTEGRATION CENTERS

Pivot's Advanced Integration Centers serve as hubs for equipment staging, configuration, logistics and inventory. While these facilities are highly automated and designed to facilitate our streamlined processes, they also enable a high level of customization. They should be viewed as "your factory," an extension of your organization for all your IT assets.

Through our Advanced Integration Centers, we provide the following services:

- **Product fulfillment and management** includes the maintenance of product standards along with warehousing, managed inventory and release services. Our B2B e-commerce platform enables users to order equipment through one customized catalog.
- **Imaging and configuration** ensures that assets are ready to use when delivered. These services can range from basic asset tagging, burn-ins, and bundling and kitting, to complex configurations of server racks housing dozens of devices. Our 1:1 configurations enable end-user devices to be customized for a particular individual.
- **Depot and disposition** coordinates the repair or replacement of IT assets to minimize downtime. We maintain spare equipment in sufficient volumes to meet your needs, and offer next-day replacement for devices that cannot be repaired.
- **Logistics and coordination** ensures that orders are processed and shipped where and when you need them. Advanced User Profiling helps streamline and simplify the process for the end-user while speeding time to deployment.

TRANSPARENCY & OPTIMIZATION

The Pivot team starts by gathering your custom requirements through a series of discovery meetings and questionnaires. We use a responsibility matrix to define asset management processes from end to end and estimate the time and effort required for each task based upon industry standards. We then calculate the initial price for the solution, exposing a detailed breakdown of the data used by service or transaction. We believe this level of transparency enhances our relationship and helps you better understand the true cost of IT asset management.

In some cases, we will simply shift work from your onsite resources to our facilities. Typically, however, we are able to add significant value by applying our best practices and proprietary tools. We will show you the adjusted price once our optimizations are applied, so you can see how our solution can reduce costs and drive efficiencies from day one.

We continue this process throughout the relationship using our User Experience Report Card. It provides a clear representation of the key performance indicators (KPIs) of all in-scope activities, including contractual SLAs. The data provided by the Performance Report Card helps to drive additional process engineering to address any failure to meet established baselines and to achieve any agreed upon improvements.

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