

Your 6-Step Checklist for

Full Lifecycle Management in a Remote World

Learn how to build a full lifecycle management strategy that's adaptable to your team, no matter how distributed.

allwhere





Meet Oscar Mattsson

As the Founder & CEO of allwhere, I'm passionate about using technology to move distributed teams into the future of work. I'll be popping in throughout this white paper to lend my expertise and a helping hand.

Build a procurement strategy that emphasizes efficiency.

In a world plagued by supply chain issues, inefficient vendors, and delayed shipments, prioritizing efficiency can feel near-impossible. Though some aspects of your procurement strategy will remain out of your control, keep the following points in mind when building out your team's procurement strategy:



Timeliness:

Devices shipping/arriving on time



Buy-and-hold:

Create runway for future hires/deployments



Savings opportunities:

Redeploy devices when possible to maximize ROI

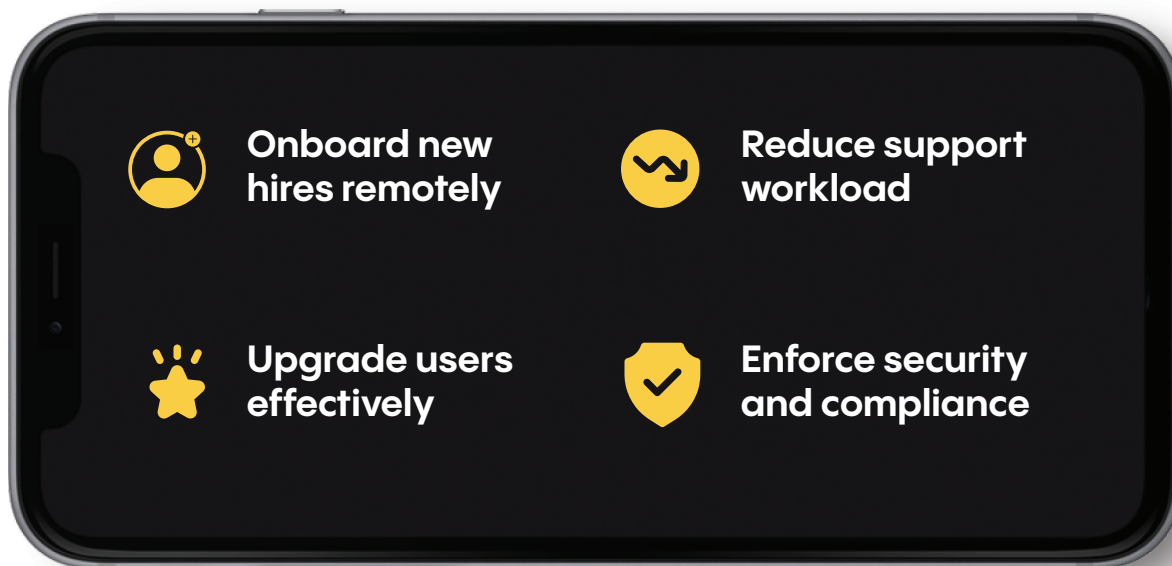


Oscar's Tip

In my experience, setting up buy-and-hold and redeployment workflows will help you stay prepared for any potential problems that might arise, and will help you manage lead times by ensuring you have inventory on-hand. Think about it like this: if your inventory strategy is strong, you may never worry about supply chain issues again.

Don't forget the importance of **zero-touch deployment** in a remote workforce.

As teams have adapted to the needs of their remote and hybrid workplaces, IT teams in particular have had to figure out solutions for essential services, from onboarding to upgrades, that can't always be done automatically. If your workplace is distributed, zero-touch deployment can act as a conduit for you to be able to provide the same level of service that you would in person. Zero-touch deployment can help you:



Oscar's Tip

Zero-touch deployment is known to help with onboarding, but it also adds tremendously to your support strategy. Imagine a scenario where an employee is experiencing widespread software issues and you've instructed them to perform an erase and install of the operating system for a clean slate. Typically, this would result in sending instructions and having the user spend hours, if not days, reconfiguring their device. With zero-touch deployment, they can be back up and running in a matter of minutes after the erase and install. This is because if a device is erased, the device is automatically enrolled and reconfigured. This also ensures the device is always secure and compliant.

Keep identity management systems up to date.

It can be tough to keep track of the constant stream of new hires, especially if you're working remotely. That said, IT troubles are often cited as one of the most common pain points in onboarding, and identity management is often the cause. Effective workflows surrounding identity management are important for:

- Increasing service desk efficiency
- Employee satisfaction
- Productivity for new hires
- Building and scaling enterprise-level IT management



Oscar's Tip

Onboarding from an IT perspective doesn't just start with a new hire's device: it starts with their corporate digital identity. Have a robust workflow in place to ensure your new employee's access is set up ahead of their first day, so they're ready to go on day one, not day five after submitting several IT requests (which also, it should be said, bogs down your service desk). No-code solutions like BetterCloud and Okta Workflows make this easy, too.

Be ready for any unexpected hardware issues.

Our laptops, phones, and other devices can do almost anything, but IT folks know better than anyone that they're far from foolproof. Hardware issues can arise at any time, whether through the fault of the device or the employee themselves, and they can be a headache on both sides. Here's how to be prepared:



Manage inventory effectively: Always think ahead, and make sure your team has enough readily available inventory to prepare for any sudden problems.

Educate employees: Hold training sessions training your companies on how to care for their devices — and how to handle the situation should they have a problem.



Oscar's Tip

Keeping devices on-hand, ready, and available is key to keeping employees productive. Hardware issues are extremely common, and can prevent remote employees from being able to work for days or weeks. At any company, having a strong disaster recovery plan in place will minimize this downtime as well as reduce any unneeded stress or chaos at your service desk. With on-hand inventory, teams can use solutions like allwhere to overnight replacements to employees, retrieve the affected device, facilitate the repair on said device, and then get it back into inventory for redeployment — all with one vendor.

Have a **game plan** in place for upgrades.

All devices have different lifecycles, and many start to experience issues sooner than you might expect. A lack of planning around upgrades will have your team scrambling to find new devices at the last minute, and will leave your employees frustrated and unproductive. You can stay prepared by:

Tracking all hardware: Keep a clear view of which devices have been procured, and when.

Developing a lifecycle strategy that balances budget and risk: Keep a running document of which hardware your company is using, and when each needs to be replaced. We suggest 2-3 year lifecycles for most devices.

Implementing a notification system: Set notifications ahead of time for when each batch of deployed hardware would need to be replaced. A vendor like allwhere can also notify your team when upgrades are needed and help facilitate the exchange.



Oscar's Tip

While it's hard to give an exact figure, on average, devices tend to see an increase in hardware issues after roughly 3 years. Using that ballpark, devices may reach end of life (EOL) and end of service/support life (EOSL) shortly after (typically within 5-7 years, depending on local laws). A hardware lifecycle will ensure your devices can keep up with your business and minimize your employees' downtime and support needs.

Build an **offboarding strategy** that's respectful of employee needs while emphasizing efficiency for your team.

Layoffs and terminations are undoubtedly the most uncomfortable and painful part of the employee lifecycle, and they're unfortunately not a rarity. Such events are difficult on both sides, but they can also be handled simply and professionally — and that comes down to an effective IT offboarding strategy. Here's how:

Be prepared to handle discomfort: Recently laid off employees may be slow to return equipment, or may not want to return it at all. You may need to follow up, but if you do, do so with empathy, in a way that's emblematic of your team and company values.

Use metrics to determine strategy: An up-to-date budget tracker and lifecycle strategy will help you determine the pros and cons of redeployment vs. disposal.

Manage assets effectively: Mass layoffs can leave small details lost in the shuffle. Make sure all assets are accounted for, and that you're aware of their status.



Oscar's Tip

Offboarding employees can be cumbersome. While revoking access, data transfer, and security cleanup can be mostly automated through solutions like BetterCloud, retrieving devices is a manual process. It won't always be the same scenario, either, and more often than not, the device ends up discarded in a closet at an office or home. A solution like allwhere not only organizes the actual retrieval, we also offer storage at an insured, secured, and climate-controlled depot. A good solution here will help you recoup some costs through resale, help dispose of the devices properly (including certificates of sanitization if donating, or certificates of destruction if recycling), and allow you to redeploy the device easily, if you so choose.



allwhere empowers teams to stay productive and engaged — wherever they may be.

We implement holistic remote and hybrid work solutions, manage the full lifecycle of equipment from procurement to storage, disposal, and retrieval, and provide retention and wellness programs while lowering costs.

To learn how you can empower your team

CONTACT US

or email us at hello@allwhere.co

allwhere