

The DecisionPoint Difference

Empowering your workforce with the best technology and the most accurate information to make the right decision at the right time...
the DecisionPoint.



DPS Lifecycle Management Services Portfolio

DecisionPoint can provide Lifecycle Management Services across your entire Technology Estate. Whether it's your corporate headquarters, remote store or office, or employee working at home, we have expertise in several key areas:

- Implementation
- Project Management
- Configuration & Provisioning
- Deployment
- Asset Management
- Reverse Logistics

Exploring Lifecycle Management Services Offerings

Implementation

IT departments don't have time to sort out deployment issues. That's why DecisionPoint's comprehensive implementation process ensures devices are ready to work right out of the box.

Every business is unique, which is why DecisionPoint's business consulting service designs customized deployment services for each customer. Using our deep domain knowledge, we help determine which systems and features are best suited to your business needs and objectives.

DecisionPoint assembles the entire system, including device configuration and testing, to deliver work-ready products that integrate seamlessly into your existing workflow. Depending on the customer's needs, we can provide both off-site and on-site deployment services.

Project Management

DecisionPoint's PMP-certified project managers are the customer's single point of contact throughout the entire lifecycle of each project. We manage all aspects of deployment and support, from the acquisition of system components, through device refreshes and final disposition.

- Coordinate project requirements with customer, DecisionPoint, & vendors
- Manage and monitor vendor performance
- Risk management assessment
- Issue escalation and resolution
- Budget management
- Project schedule management
- Project close out and lessons learned

Configuration & Provisioning

DecisionPoint provides an edge in each customer's deployment process with behind-the-scenes device configuration and provisioning to guarantee out-of-the-box readiness. EVERY TIME. If a device goes down and a spare is required, the spare is also configured for out-of-the-box readiness as well. The robust reporting features of our OnPoint Service Hub provides customers with insight and understanding of this behind-the-scenes work to allow customers to monitor DecisionPoint's work.

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Get started today!

Lifecycle Management at DecisionPoint means getting functional devices into the hands of employees, training them on their use, then supporting those devices throughout their lifecycle to guarantee functionality from deployment to retirement.

Benefits to the Enterprise:

- Drives innovation by unleashing internal IT resource
- Reduces time to market
- Provides a single view into the mobile estate
- Improves customer relations/service
- Creates internal/operational efficiencies
- Consolidates cost management

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Deployment

Implementing a program is complex with many opportunities for error. There are many people and vendors involved, and a delay can be costly. DecisionPoint project managers are experienced at running successful, on-site system deployments so that your new system is up and running with a minimum of problems.

- Nationwide coverage
- Wireless survey and installation
- Site readiness assessment
- Device and mounting rack installation
- Wiring closet refresh/cable pulls-communication and electrical
- Nationwide coverage
- Trained technicians on-site, certified and with background check
- Dispatch management—including skills routing
- Documentation and reporting
- End-user training, train the trainer, and web-based training

Asset Management

Not every device can be managed with automated mobile device management services. Some devices are powered off, in repair, in the field, or sitting in a spare pool. DecisionPoint uses asset tracking technology to help customers monitor these devices to know where they are, how long they've been there, and the device status, such as in repair, in the field or staged as a spare. Physical asset tracking gives customers complete visibility into their entire install base of mobile devices.

Reverse Logistics Management

At some point, devices will reach the end of their useful lives. These devices can also be returned to recapture their residual value. Regardless of the need, DecisionPoint makes returning devices for repair or recycling painless and friction-free.