



5 questions you should be asking your DaaS provider

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Long gone are the days of having only a handful of devices—usually desktop or laptop computers—connected to your organization’s infrastructure. Now, IT decision-makers (ITDMs) deal with devices they never imagined: smartphones, tablets, security systems, wearable devices—you name it. How can ITDMs keep up with the complexity of this quickly evolving IT landscape and the sheer amount and diversity of these mobile devices?

Device as a Service, also known as DaaS, provides ITDMs a streamlined way to manage and acquire their company’s devices. However, with a growing number of DaaS service providers available, how do you know which one is the right vendor for you?

Dealing with vendors is rarely a walk in the park for any type of service, so you need to make sure you set expectations properly before signing any contract. In other words, relationships with DaaS service providers should be more like partnerships—not contractual business deals—which means you should come prepared with the right questions to vet them.

1. Does your vendor offer personalized solutions?

According to Tom Mainelli, an analyst at IDC, “By offloading day-to-day management and other service tasks to a third-party organization that is incentivized to keep everything running smoothly, employees are likely to have a better overall experience.”¹

In other words, your best-fit **DaaS service provider** should be able to deliver personalized solutions that allow your business operations to run smoothly.

2. Is a flexible service model offered?

Every ITDM wants to see the business grow and expand, but with any type of growth comes IT growing pains. Your DaaS solution needs to be agile enough to scale alongside business growth, which may include the ability to add new devices to the service structure, work with a variety of operating systems and software, and account for fluctuations in usage.

3. What’s their pricing structure?

For every vendor you consider, you’ll want to make sure their pricing structure is fair for your needs—not just adding more money to their bottom line—so you should clarify the following: Can DaaS service providers offer a pricing structure that only charges for the services you will use, or is it a blanket charge? How will you be charged—hourly, monthly, or annually? How many devices are covered under the pricing structure? Is there a limit to the number of devices that can hook up to the service?

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4. How do they handle security and compliance concerns?

As of March, there have been more than 300 data breaches across all business sectors, with more than one million records—including customer information like Social Security numbers, medical records, and financial records—compromised in 2017 alone, according to **SC Media**. Because of this increasing threat risk, organizations need to prepare for any type of security incident.

The right service provider will be able to answer questions regarding security plans, disaster recovery options, encryption policies, and how data security is monitored. If your industry is one that must follow compliance regulations, such as PCI or HIPAA standards, you should also ask what compliance certifications the service provider has earned—and find out if they hold themselves to the same compliance standards as your business.

5. Can they roll out solutions across multiple locations and OSs?

Even small and midsize businesses are seeing more business relations on a global level. If you have offices in or regularly travel to other countries, will DaaS work as smoothly as it does in one location? An important consideration is the variety of operating systems (OSs) across your business's fleet of devices, as well. HP's DaaS offering provides support across several OSs, including Windows and Mac.

DaaS allows ITDMs improved oversight over the burgeoning number of devices at their businesses, but a successful DaaS deployment is dependent on the right vendor partnership. Asking these five general questions—along with questions more in line with your company's specific interests—will lead to a successful relationship.

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Sources:

1. Tom Mainelli, "The future of company devices may be 'as-a-Service'," Recode, (July 6, 2016).



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