



Service<sup>4</sup>You



## Service4You – STAGING & ROLLOUT

Reduce costs & simplify processes through flexible, scalable services

The replacement of IT hardware is a time- and cost-intensive process. New hardware must be equipped with software that is optimally configured and personalized, as well as adjusted to the company's security requirements.

Our ICS specialists can take over this task and implement the changeover in the shortest possible time, also for a large number of workstations: Take advantage of our complete service chain from planning to logistics and timely installation.

Delivery, connection, operation – our service will save you time and money. Qualified personnel will support you along each step, from delivery to commissioning.

We will equip the hardware according to your specifications, even applying inventory stickers and other personalizations you may require.

Our adjacent Logistics Center provides sufficient capacity for the intermediate storage of the new hardware. After configuration, we deliver the hardware to all your branches. Interference in business operations is thereby reduced to a minimum.

Extra service for extra speed.

# CONFIGURATION SERVICE FOR NEW ORDERS

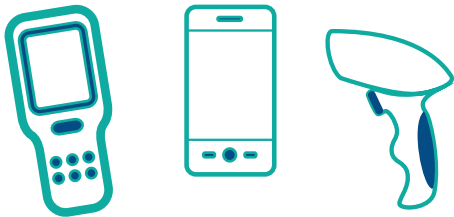
If existing hardware has to be replaced or employees need additional systems, these must be adapted to on-site requirements.

The equipment to be installed are supplied in corresponding batches directly to our Service Center and stored there. Before staging, a technical inspection is carried out to identify DOA (dead on arrivals).

Thus, RMA processes (repair or replacement of defective devices) can be triggered with the manufacturer prior to actual system commissioning.

The devices are configured by the ICS to your specifications and equipped with the appropriate software. Once installed in our Service Center, the devices are prepared for dispatch to the respective customer location.

## Exclusive service for



MDE devices

## Advantages

- + Reduction of staff workloads
- + Upstream RMA processes
- + High throughput
- + Fast commissioning of MDEs
- + Increased predictability (rollout)

## Service4You - Staging & Rollout

Requirements: The client provides an executable image. The customer is responsible for the content of the image and required licenses. Furthermore, the customer must make all information for device configuration available. Devices are delivered free of charge to the Service Center.

The ICS Group looks forward to speaking with you!

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