

ESN 'Device as a Service'

From the UK's leading supplier to the Emergency Services



Capita, the UK's leading device managed service provider for the emergency services, can provide a device agnostic, flexible ESN service solution. Operating from our secure premises in London we offer a range of support options designed to meet individual operational requirements.

We recognise that 'one-size' does not fit all and that traditional managed services do not necessarily meet the requirements of all ESN customers. However, we believe that it would be a mistake not to build upon our skills and experience obtained from being the leading managed service supplier to emergency services and sharers over the past 15 years. We also believe that the one-stop device agnostic approach to any of the service offerings provides the most cost effective and beneficial solution to all ESN customers, individually, regionally or even nationally.

Device as a service



- Multi-year device agnostic service offering
- Service, device and basic data usage included in cost
- Flexible term – tech refresh can be included if desired
- Support services can be provided for core business hours or up to 24x7
- User self-service or via the organisation's support teams
- Remote configuration, update, diagnostics, device and network monitoring – maximises availability and performance
- Self-service reporting capability on device, network, battery and data utilisation

Transition service options



- End user to be issued devices, SIM and registration instructions
 - Remote support (charged per use) to overcome registration challenges
- Ability to mix and match depending on technical confidence and ability of individual users
- Transition-only managed service
 - Full ESN device deployment. Asset register issued to organisations throughout deployment allowing existing in-life teams to provide ESN support – delivery options apply

Traditional managed service



- All devices, registered, configured and tested prior to issue
- Devices either delivered to SPOC at nominated locations for issue or given to trainers for issue at the end of classroom training
- All aspects of ESN delivery covered e.g. network faults, device provision, faulty devices, accessories, installations, special event support, Airwatch management

Bespoke service



- Customers select favoured aspects of the service options and we tailor to individual needs
- 'One-size' does not fit all so able to select service levels and delivery based upon Operational roles, individual officers and location (N.B. minimum quantities apply)



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