

DaaS – Device as a Service

Life cycle management for MDE devices



Change Driver

Digitalisation in retail is picking up speed. Mobile applications are becoming an important driver for more efficient processes and better marketing. Powerful MDE (Mobile Data Capture) devices support this development and are being used more and more frequently.

This presents many retailers with a key challenge: they need to efficiently procure, manage and operate these versatile devices across regions, often within a decentralised corporate IT landscape.

A large German discounter faced exactly this challenge and engaged Damovo to deliver a Device as a Service (DaaS) model for several thousand MDE devices.

The retailer had been struggling with a slow swap-and-repair process and recurring issues with the stable integration of the MDE devices into the Wi-Fi network.

Thanks to the MDE devices managed by Damovo, the core processes of merchandise management and inventory are now significantly more stable and run without delays.





Damovo Approach

Damovo provides complete life cycle management at a fixed monthly cost. This includes:

- Procurement of devices (purchase or rental)
- Staging of devices according to the zero-touch principle and certificate-based
- Shipping to branches or warehouses within defined SLAs
- Fully managed service via MobileIron, SOTI or Intune
- Protection letter including device replacement in case of defect
- Asset management
- Webshop for add-on products
- Disposal including data deletion



How the **IT team** benefits

Damovo operates various management servers (SOTI, MobileIron, Intune) in its Düsseldorf data centres.

This means that Damovo assumes full responsibility for managing the devices in the network, distributes the applications and ensures certificate-based authentication within the full managed service.

This reduces the workload on the customer's IT department, which no longer has to operate the infrastructure or carry out rollouts or updates itself.

How the **company** benefits

Damovo takes care of the entire life cycle of the MDE devices. This reduces effort and prevents bottlenecks in stores.

Mobile inventory management becomes more efficient. Error rates decrease, processes become more stable and inventories are accurate. This improves product availability and increases revenue.

Fixed monthly fees ensure clear and predictable costs.

How the **employees** benefit

Employees can record inventory faster and more easily. This frees up time for tasks on the shop floor.

Modern handheld scanners create a better working environment and increase motivation.