

# OPTIMISING CLIENT DEVICE DEPLOYMENT AT UNIVERSITY OF EAST ANGLIA



The University of East Anglia (UEA) is a world top 1% leading research institution, renowned for student experience. In 2016, UEA ranked 3rd in the National Student Survey and it has been in the top five every year since the survey began. Located in Norwich, the university is comprised of four faculties and 26 schools of study, and has a total enrolment of over 17,000 students.

## COSTLY AND TIME CONSUMING DEVICE DEPLOYMENT

Following an internal review of the costs incurred with the deployment of laptops and desktops, it became clear to the team at UEA that a large amount of budget was spent on the delivery of IT equipment to users internally, and first and second line IT staff were devoting too much time to device deployment. Based on these challenges, the University sought a new 'deliver to desk' service from an external provider that would reduce the pressures placed on its IT department and minimise costs through the standardisation of device specifications.

## WINNING A COMPETITIVE TENDER PROCESS

As an HP Platinum Partner, DTP won a competitive tender process against technology giant Dell to deliver a HP device managed service. UEA recognised the flexibility in DTP's approach, favouring a partner who placed emphasis on clear communication and could work to evolve services with them. Synergies were also identified in the forward thinking outlook of both organisations - the University is some way ahead of other institutions in terms of its strategy for client device management and operating system deployment having already rolled out MS Windows 10. As a result of these discussions, DTP was tasked with revolutionising UEA's delivery and installation of IT devices.

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## DTP'S 'DELIVER TO DESK' SOLUTION

Instead of shipping products to the onsite IT team to configure and install for the end-user, the decision was taken to enhance internal processes through implementation of a full 'delivery to desk' solution.

The service delivered by DTP bolsters the University's onsite IT support teams. Previously, staff were responsible for the deployment, configuration and recycling of IT equipment and it became apparent that these tasks were a drain on time and resources. By removing tasks such as manual imaging and tagging transport desk, DTP's 'deliver to desk' service frees up valuable time for the University, enabling support teams to focus on providing the best end user experience possible.

## THE SERVICE IN STATISTICS

Since May 2015, DTP have partnered with the University of East Anglia (UEA) to:

- **Install 1,538 devices (an increase of 43% from the previous year)**
- **Reduce the number of deliveries from 219 to 46 through consolidated deliveries**
- **Deliver 1,626 man hours of equipment installation and 1,700 hours imaging kit**
- **Recycle 1,396 pieces of hardware**
- **Save 21.9 tonnes of CO2 emissions**

## STREAMLINED, LEANER MANAGEMENT

The resources needed to support the previous client device system have now been repurposed. And when it comes to speed of delivery and support, UEA now benefits from an enhanced service. If a fault is logged, DTP support teams have the device back up and running within four hours of a ticket being raised. A more efficient installation service also means that equipment no longer sits on shelves waiting to be configured. Instead, new equipment is deployed to desk within a working week and old items are taken away to be recycled.

## RE-DEPLOYMENT TO FOCUS ON USER EXPERIENCE

The University is certainly ahead of the curve in-sector, realising the benefits of its client devices managed service provided by DTP. The collaborative approach to IT services enables the University to adopt standardised specifications and deliver a better user experience to end users. The solution also allows UEA to manage stock levels more effectively. This is important for cost savings as well as providing a foundation for enhanced front line IT services.

With DTP's 'deliver to desk' service constantly evolving, and the University's vision to continually improve the student experience, there are planned further changes to ensure that the benefits now being realised by the IT and Procurement teams are developed to improve the student experience further, helping to keep the University competitive.

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