

# Deploy-to-Desk

Save yourself time, money and trouble with this service

Total can provide you with a complete deploy-to-desk solution, built around your specific requirements. You benefit from a successful and well-managed project that achieves high levels of user satisfaction.

## Why would you want it?

Few IT teams have the capacity to manage desktop refresh programmes without seconding, often over-qualified, staff from their day jobs, bringing in expensive contractors and juggling several specialist suppliers.

Equally, you want to provide an excellent end-user experience – and that’s easier said than done.

Saving you time, money and trouble, Total’s Deploy-to-Desk service provides you with a reliable and easy to manage deployment of new desktop hardware and associated software.

With Total’s Deploy-to-Desk solution you benefit from:

- a single end-to-end solution

- a service tailored to your particular needs
- an exemplary user experience
- a proven process
- a professional and reliable delivery team
- dedicated project management
- regular updates and reporting
- an on time, on budget project
- secure, compliant and certified equipment disposal.

## What Total do

Total’s Deploy-to-Desk service can be based around any laptops, desktops and associated peripherals (docking stations, monitors, monitor arms, keyboards, mice etc) of your choice. It can include any of the elements in the table below.

## At a glance

### Service type

Project

### Prerequisites

- A management sponsor
- Relevant systems access
- Planned site access

### Key benefits

- Reliable & easy deployment
- Saves time, money & trouble
- End-to-end solution
- Tailored to your needs
- Exemplary user experience
- Proven process
- Professional & reliable delivery team
- Dedicated project management
- Regular updates & reporting
- An on time, on budget project
- Secure, compliant & certified equipment disposal

## Deploy-to-Desk Service Menu

Building end-user image(s)  
Imaging laptops and desktops  
Configuration (eg addition of extra memory)  
Asset tagging  
Updating your asset registry  
Holding bonded stock  
Timed deliveries to site(s)

Removing existing equipment  
Installing new equipment  
Transfer of local data  
Connection to the domain  
Setting up local privileges (eg printers)  
Testing  
Training

User handover  
Floor-walking and trouble-shooting support  
Surveying user satisfaction  
Obtaining user sign-off  
Destroying, refurbishing and recycling old equipment

Total follows a well-established process consisting of five key phases.

### 1 Planning

Taking the bid documentation as their starting point, Total's Project Manager will verify and clarify your requirements, draw up the deployment schedule and oversee detailed project planning, site by site.

### 2 Preparation

Execution of all pre-delivery activities such as imaging, configuration and asset tagging.

### 3 Pilot

For all but the smallest projects, Total will verify the roll-out procedure with a representative group of users at head office and at a remote site. This allows the effectiveness of the process to be tested with your users and, if necessary, fine-tuned prior to the full roll-out.

### 4 Roll-out

Working to the agreed schedule, users are migrated to their new desktops site by site, while old

equipment is securely destroyed, refurbished or recycled.

Typically, not all staff are present at all sites so this phase allows for some revisits. Throughout this phase Total's Project Manager will provide regular reports detailing completions and any issues encountered.

### 5 Project review

The final step is to provide a set of consolidated reports and conduct a formal review of the project.

### Prerequisites

A successful project requires a management sponsor and facilitator, relevant systems access and planned site access (with local point of contact).

### Why Total?

Total has the know-how and experience to provide you with a complete deploy-to-desk solution – tailored to meet your specific needs and focused on delivering an excellent end-user experience.

A proven process is combined with a skilled delivery team, comprising formal project management and polite and friendly engineers, previously SC Cleared. Secure, certified and compliant equipment disposal adheres to the Waste Electrical and Electronic Equipment (WEEE) Directive and Asset Disposal and Information Security Alliance (ADISA) standards.

Total has successfully undertaken a variety of deployment projects, ranging in scale from a handful to thousands of users and from a single site to hundreds.

### What next?

To discuss your requirement and obtain pricing, contact your account manager or email [sam@totalcomputers.co.uk](mailto:sam@totalcomputers.co.uk)