Client

Large NHS trust with varied service requirements and further offerings related to another smaller trust.

Challenges

Initial challenges the trust had was a lack of detailed asset management as well as bandwidth and capacity issues when dealing with multiply supplier streams. They wanted to place orders with any supplier and give our staging facility as the primary delivery address.

The product inventory varied from the standard IT hardware such as desktops, printers and monitors with related peripheral items such as monitor arms, Kensington locks, laptop bags, smart card reader keyboards. We also received mobile workstation trolleys (COWs – Computers on Wheels) and floor standing multi-function printers (MFPs).

They also required the removal and management of their redundant E-waste which needed to be dealt within in accordance with all UK & European legislation keeping the trust in compliance with their obligations.

Further to this, the customer needed to enhance the solution to include within our reporting, the addition of another trust to whom they were cross charging the services for stock that related to them.

Solution

Once the hardware is received it is booked onto our system, with the appropriate product details including serial number, asset tag and customer PO number used with supplier.

There was a requirement for scheduled regular staged deliveries and collections of E-waste within agreed SLAs for ad-hoc deliveries. All delivery reports would include the detailed product information and E-waste reporting would include same as above with all relevant information regarding the asset destruction and disposal. We supplied the customer a single point of contact by way of a dedicated project coordinator who would liaise with the customer, schedule logistics and supply the detailed asset reporting.

As part of the whole lifecycle offering, wherever possible, our coordinators schedule a collection of legacy hardware to coincide with the delivery of new hardware to site. This satisfies both ours and the customers desire to lower the carbon footprint of the lifecycle management and ensure economic sustainability.

Microteam Delivered

- Weekly scheduled dedicated secure deliveries & collections
- Secure asset tracking
- CESG approved Data erasure with certification
- Full data destruction on any data bearing product
- Full project co-ordination and reporting
- Full asset disposal within all current UK & European legislation with certification
- A positive end-user experience