

# Workplace Lifecycle Service (WLS)

Optimize the Lifecycle  
of Your IT Workplaces –  
Efficient, Secure,  
Sustainable

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## The Challenge: Complexity in Workplace Management

Managing modern IT workplaces is complex: A heterogeneous landscape of devices and software, rapid technology cycles, hybrid work models, increasing security requirements, and cost pressures present significant challenges for IT managers. Unstructured processes in procurement, deployment, support, and recovery lead to inefficiencies, high hidden costs, security risks, and frustrated employees.

## The Solution: Workplace Lifecycle Service (WLS) – a Holistic Approach

Workplace Lifecycle Service (WLS) is a **strategic management concept** that **covers the entire lifecycle of an IT workplace** – from needs assessment and procurement through installation, operation, and support to secure retrieval and environmentally responsible disposal or refurbishment. Rather than merely reacting to problems (Break & Fix), WLS adopts a **proactive, standardized, and comprehensive approach** to optimize and manage the digital workplace.

## Your Benefits – Efficiency and Security from Start to Finish

- + Cost Control & Transparency:** Accurate calculation and management of acquisition and operating costs through standardized catalogs and processes.
- + Enhanced Efficiency:** Optimized workflows in procurement, rollout, and support reduce manual efforts and accelerate deployment.
- + Reduced Downtime & Increased Productivity:** Proactive maintenance and fast, structured support lead to satisfied employees and minimize disruptions.
- + Security & Compliance:** Defined processes for installation, updates, and, importantly, certified data deletion during recovery ensure compliance (e.g., GDPR).
- + Sustainability:** Professional refurbishing and recycling extend the lifespan of devices, conserve resources, and improve your ecological footprint.
- + Scalability & Flexibility:** Adjust your workplace infrastructure flexibly to accommodate business growth or changing requirements.

## The Core Elements of a Professional WLS:

- 1 Needs Analysis & Planning:** Identify requirements, define standards, budgeting.
- 2 Hardware Order Management & Catalog:** Standardized device selection, optimized ordering processes.
- 3 Warehousing & Logistics:** Efficient inventory management, asset management, reliable distribution.
- 4 Client Installation & Configuration:** Standardized images, software deployment, custom adaptations, onboarding.
- 5 Operation & Support:** Service desk, Break & Fix, warranty handling, onsite support, floorwalking, monitoring.
- 6 Install, Move, Add, Change (IMAC):** Management of moves, changes, and adaptations.
- 7 Hardware Retrieval & Refurbishing:** Secure dismantling, certified data deletion, refurbishment or recycling.

## Your Path to an Optimized Workplace Lifecycle – Get Started Now:

- > Analysis & Planning:** Assess your current processes, define goals and requirements (technical, budgetary, security-related).
- > Concept & Standardization:** Develop hardware catalogs, define rollout and support processes.
- > Implementation & Rollout:** Introduce new processes gradually, possibly starting with a pilot project. Utilize professional tools (e.g., asset management, scheduling).
- > Communication & Change Management:** Inform and train employees and stakeholders to foster acceptance.
- > Continuous Optimization:** Monitor KPIs (costs, downtime, satisfaction), gather feedback, and continuously adapt processes.

# Shape the Modern Workplace – Strategically and Sustainably.

Workplace Lifecycle Service is more than just hardware management. It is an integral part of a modern IT strategy that ensures productivity, optimizes costs, minimizes risks, and contributes to sustainability.

## Ready for an Efficient Workplace Lifecycle?

Would you like to find out how a **customized WLS strategy** can help your company? Our experts will be happy to advise you personally. Get in touch with us today for a no-obligation consultation!

### Your Contact



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