

Comprehensive Workforce Device Management from Telaid



Ensure employees are equipped for optimal productivity at all times

Ensuring employees have access to the technologies they need for productivity is increasingly critical to companies' profitability. This process is more involved than it used to be in light of hybrid and remote work arrangements, frequent product upgrades, as well as the range of technologies required by employees. The importance of proper hardware allocation, configuration and user access to companies' data networks makes proper workforce device management a never-ending endeavor. While extremely important, the continual stream of requests related to employee technology management can distract IT employees from other critical revenue-generating business initiatives.

Enterprises can now turn to Telaid for comprehensive workforce device management, ensuring employees are outfitted with hardware that is properly configured, securely updated and fully functional. Capable and highly resourced for this task, Telaid offers precision and dependability when it comes to all your employee technology provisioning, whether it's preparation for day one productivity, addressing needed upgrades and repairs, or recovering assets as a part of employee offboarding.

System Features

- Telaid's Technology Solution Center (TSC) provides warehousing for hardware and is also the location where we stage, configure, kit and ship equipment.
- Telaid can integrate with your existing ticketing or workflow management system to minimize manual processes, rekeying and separate email communications.
- The workforce device management solution is available in three different packages to meet your particular needs and volume of requests.
- Telaid can customize device packaging and contents to present your employees with an optimal first day experience.

Offload workforce device management to a dependable, capable partner

Telaid is uniquely qualified to handle comprehensive workforce device management with speed and accuracy. Enjoy the benefits of offloading this important work to a dependable, capable partner.



Efficient

Ensure employees are provisioned with the proper, fully functional technologies to maximize their productivity and minimize frustration.



Dependable

Let Telaid handle logistics for even your most complicated scenarios, including remote work, package by title, disperse office locations and offboarding.



Streamlined

Reduce disruptions to your IT team by outsourcing this constant stream of IT requests.



Scalable

Telaid can support an unlimited number of employees and devices, offering scalability as your needs evolve.



Maximum Space

Maximize valuable office space by warehousing hardware in Telaid's Technology Solution Center.

Packages

We offer three different packages to meet your needs and workflow volume.

| | Tier 1 JUMPSTART | Tier 2 ADVANCED | Tier 3 ELITE |
|---------------------------------|--|---|---|
| | Just the basics for simple, one-step new employee provisioning requests. | Ideal for customized provisioning fully branded, personalized kits. | Perfect for enterprises with complex needs, extensive hardware packages or those that require reverse provisioning. |
| Asset kit | Basic | Basic + SWAG | Fully customizable |
| Asset storage | Included | Included | Included |
| Shipping* | Included | Included | Included |
| Provisioning | 1 service | 2 services | 3+ services |
| Procurement | Customer buys | Customer buys | Customizable |
| Help Desk | Basic level 2 support | Basic level 2 support | Comprehensive |
| Customer dashboard | 24/7 access | 24/7 access | Fully customizable dashboard |
| Asset management | Included | Included | + Firmware |
| Asset tracking | Included | Included | Included |
| Geographic support | North America only | North America only | Global |
| Field services | Not included | Not included | Customizable |
| Technology lifecycle management | Included | Included | Included |

* Customers may use their own carrier accounts. Next Day Air is available upon request.

Contact Us

To learn more about Telaid's workforce device management solutions, contact us for details on pricing and customizations.