



Servo's Approach to Desktop Lifecycle | Your Executive Guide



Liberate your IT Department,  
Optimise your Assets &  
Delight your Users with  
**Servo Cost per Seat**



## Executive Summary

There is no doubt that the current trading environment is challenging. Organisations need to have all of their resources aligned to their strategic objectives and be looking to make cost savings wherever practical. One area that Servo's customers can see huge and immediate benefit is by moving the provision and support of Personal Computers and Applications for the workforce to Servo Cost per Seat.

Servo Cost per Seat has been designed to meet the needs of today's organisations. It replaces the IT Department's "Heroic Approach" to user support with a streamlined and effective lifecycle model. It also changes the way that equipment is financed to a "cost per seat" billing that optimises asset value. By leveraging Servo's well managed infrastructure our experience shows that the quality of service provided increases, resulting in a more satisfied and effective user community.

This Servo Cost per Seat Guide helps organisations determine whether their current PC Client deployment model is the most effective way to deliver PC Client operations throughout the lifecycle: supply, support, disposal & replenishment.

### Executive Guide Contents

This Servo Cost per Seat Guide contains:

- A Definition for Servo Cost per Seat.
- The Benefits & Return on Investment.
- Compelling Reasons to Work with Servo.
- Next Steps.

## Servo Cost per Seat Definition

Servo Cost per Seat is a fully managed service that allows customers to adopt a lifecycle approach to the provision of end user operations and hardware/software procurement. It ultimately means a 'cost per seat' billing which is highly desirable for organisations: a cost to provide client computing as a fixed monthly cost per user. This service brings together a number of individual Servo Services including:

"Servo is acutely aware of the need for our customers to drive down costs and improve efficiency. Servo Cost per Seat is one of our responses to this and by taking a highly commercial approach using all available parameters we have been staggered by the savings that our early adopters have enjoyed."

Andy Jones, Chairman, Servo



Servo wraps all of the above into a single cost per seat contract for you. The variables such as IT User headcount, software profiles, mobile/desktop mix and other environment-specific are factored in.

The Servo Cost per Seat model allows for hardware and software refreshes: there is no requirement to stick with an Operating System version or hardware platform. The contract includes the flexibility to evaluate the market at agreed points so that if a customer on XP Pro wants to migrate to Windows 7 they can. Clearly as PC Manufacturers change prices and warranty levels this can be all factored in to take benefit where possible.

## Benefits & Return on Investment

Most organisations have made major strides towards efficiencies in their Data Centres including hosting, consolidation, virtualisation and management. However, the "Desktop" or client computing environment has largely been neglected. The same methodologies applied to the Data Centre can also be applied to the Desktop, through the Servo Cost per Seat solution, delivering the following benefits:

### Lower Cost

In most instances Servo is able to deliver the service more economically than organisations can. The core of this financial benefit is due to optimising the residual value of the assets, factoring in vendor service credits and the transition from a fixed cost base to a variable cost base. There are also commercial benefits to the customer when Servo negotiates hardware and software costs on its behalf.

### Predictability

Fixing a cost per seat price for the next 3 to 5 years provides a predictable cost line that is very desirable.

### Service Level Driven

The way that Servo delivers cost per seat is to offer and be measured by an agreed Service Level Agreement. This ensures a high quality of service to the end user.

### Working Capital

There is an option to transfer ownership of the installed equipment to Servo thus releasing capital and moving the cost of client computing into Operating Expenditure.

### Taxation

Leasing is more tax efficient than the amortisation of capital assets.

### Focus

IT Directors can turn their focus towards monitoring service to end users rather than executing service. Organisations that are wholly focussed on their core activities and leverage well managed infrastructure are better placed to compete in today's fiscal environment.

### Agility

Calling on other Servo services can significantly shorten project timescales. Example: deploying Servo's Application Lifecycle Service can allow new applications to be delivered more quickly (as well as the potential to save on redundant software licences).

### Productivity

Moving from the Heroic support model to a proactive, well-managed and re-standardised model reduces downtime, improves user well-being and confidence.

"With all of our competitors making claims around cost reduction I understand the natural scepticism that exists at the CFO/FD level within organisations. However, when you look in detail at the financial model that underpins the Servo Cost per Seat solution it makes total sense for all of our customers."

Stuart Dickinson, Head of Procurement, Servo

## Compelling Reasons to Work with Servo



Servo Cost per Seat takes a very commercial approach, combines it with business processes and broad engineering capabilities that emanate from its Business Recovery background. Some specific Servo differentiators:

■ **Asset sweating:** Servo uses software tools that not only audit a customer's devices but also optimise the residual value of the asset to lower the cost per seat price – from the start of the contract. Example: if Servo knows that a Desktop PC's residual value deteriorates sharply after 2.5 Years that is worked into the contract to realise higher disposal revenue.

■ **Continuous Improvement:** you and Servo share a mutual interest to create an effective and efficient service through our continuous improvement programme.

■ **Accelerate Projects:** the integration of Servo's Application Lifecycle Service into Servo Cost per Seat saves cost, through the removal of redundant software licences and the acceleration of stagnating IT projects that are 'new application dependent'.

■ **Leverage Servo:** not only Servo's commercial experience but also the range of complementary services.

## The Next Step

**"Any form of IT outsourcing that is attractive from a financial view needs to also be attractive from a quality of service view. The Servo Cost per Seat solution leverages infrastructure, people, processes and skills that Servo has built. All of our experience in Cost per Seat delivery has fundamentally improved end user satisfaction."**

Paul Russell,  
Head of Strategic Development,  
Servo

Servo's Cost per Seat can be deployed at anytime: before, during or after a desktop or notebook rollout, operating system change or major application upgrade. Our pre-consultancy engagement will help customers to understand their current costs and benchmark that against achievable costs through a cost per seat billing model.

If you are a current Servo customer please ask your Account Manager to arrange a pre-consultancy engagement.

If you are new to Servo please email: [info@servo.co.uk](mailto:info@servo.co.uk)

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