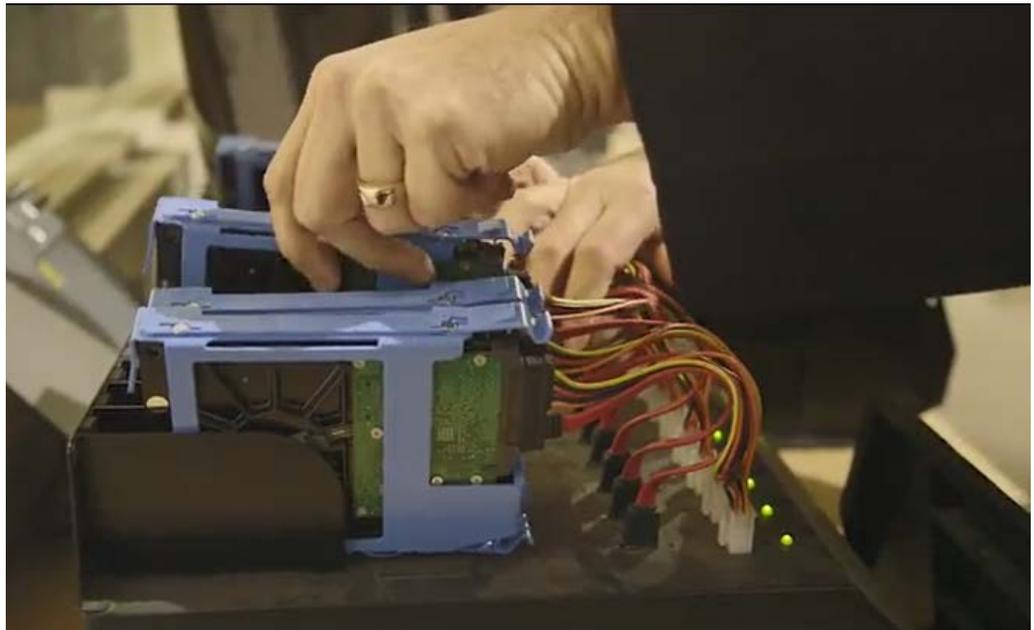# GRANITE DATA SOLUTIONS VALUE ADDED SERVICES

3/1/2017	Simplifying IT change

Specializing in the logistics of technology using a straight forward, flexible approach covering procurement to disposition - We consider all the elements that make your business unique.

Contents

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Granite Data Solutions
VALUE ADDED SERVICES

TECHNOLOGY DEPLOYMENTS

"What sets us apart is our technicians are GDS employees - the equipment that they install travels with them to ensure verified chain of custody."

One of the most crucial parts of incorporating new technology is successful deployment of the equipment. If you can't successfully get the equipment to the end user in a timely organized fashion, nothing else matters - determination of service level is important. GDS uses a customized solution approach to hardware based deployments.

We use a 'centralized warehouse model'. We receive all equipment at our secure warehouse facility - this guarantees accurate verification of the equipment. Also, since the equipment is received at a central location prior to the deployment, multiple OEM's and products can be combined. Even previously purchased parts and training paperwork can be included and custom configurations of the hardware as a deliverable is available. This also enables distribution to multiple locations on a timely, prescheduled cadence.

GDS also offers hardware installation, onsite configuration, and data transfer. What sets us apart is that our technicians are GDS employees and the equipment that they install travels with them to ensure verified chain of custody. We also limit the amount of packaging we bring into a customer environment - any pre-configuration of the equipment that can be done in advance, is. This ensures a nonintrusive customer experience.

CONFIGURATION

Managing the aspects of configurations is just as important as the deployment and in many cases, go hand in hand. Both the hardware and software configuration of a device can lead to the success or failure of a project. With the Centralized Warehouse Model, all the equipment for a given project can be ordered at one time and dispatched as necessary independent of the number of hardware configurations or the amount of software images required. GDS can provide the following solutions;

- **Hardware Configurations**
    - Kitting Services – multiple types of technology or artifacts
    - Technology Upgrades - installing of additional equipment into a pre-built system
    - Custom Build and Packaging Options – Taking multiple parts and assembling one finished device including custom packaging
    - Custom Labeling and Reporting – Creating labels (including scan-enabled barcodes) that contain information specific to a project
- **Software Configurations**
    - Device Imaging and Image Management – Using multiple types of protocols for all OEM's
    - BIOS updates and configuration

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- o Loading of Custom Configuration Files – Important for Thin Client and Printer Deployments - done prior to onsite installation.
- o Device and Chromebook Validation – Can connect devices after configuration and prior to installation to validate software.

ASSET MANAGEMENT

"By the end of the project our customers are audit ready."

One of the most overlooked aspects of a technology project is the recording of the new assets into a customer's environment. As the project grows in both size and scope, the accurate recording of new asset information is a crucial starting point that is often revisited throughout the lifetime of the equipment and most especially at the end of a lifecycle. This is a major focus of GDS with every engagement.

During the planning phase of a project, every stakeholder is considered to determine what information is needed and should be captured. During each phase of the deployment, we notate by serial number, the information requested for capture. GDS can also take possession of customer created and owned asset tags and affix them to the devices as part of the capture.

Throughout the project, additional information is "layered" on top of the device serial number. By the end of the project our customers are 'Audit Ready' - all information captured is presented back to the customer. This helps to provide up-to-date move, add, change (MAC) data and warranty reporting; this data is often used during independent audits of project accuracy.

DISPOSITION

The biggest headache of a technology deployment project is what to do with all the old, EOL (end-of-life) equipment being removed. Over the past decade there have been many reported scandals of old technology with secure information ending up in a landfill. GDS incorporates the disposition of EOL equipment with the deployment of new equipment – thus completing the process at one time.

We document the device description and locations of every piece of EOL equipment. Next, we remove all visible labels and asset tags from the device. In all cases, we conduct a DOD or NIST approved wipe on all had disks and memory. Then GDS works with multiple approved recycling companies to properly dispose of the equipment. All these activities occur at our warehouse and happen without customer involvement. Once the equipment is properly disposed of, we provide a 'Certification of Disposal' back to the customer as approval of disposal, which can be used as verification in an audit.

WHY GDS?

GDS has over 20 years' experience and successful deployment of 650,000+ devices throughout multiple types of public and private businesses throughout California and Nevada. That experience empowers GDS to constantly observe and engage best practice solutions. The wide range of our customer base requires a straight forward, flexible approach that considers all levels of stakeholders, reporting requirements, internal legacy information, security concerns, and all other types of requirements that make your business unique. Also, due to the large customer base, we also consider and work with all Original Equipment Manufacturers (OEM) and their internal processes. Bottom line, we are a value based resource that focuses on the process of technology rather than the technology itself as a solution. Above all else GDS is a logistics based company that specializes in the logistics of technology. Any type of service that requires placing a piece of technology into an environment, we can provide. Any level to that service required to support that piece of technology is also available.