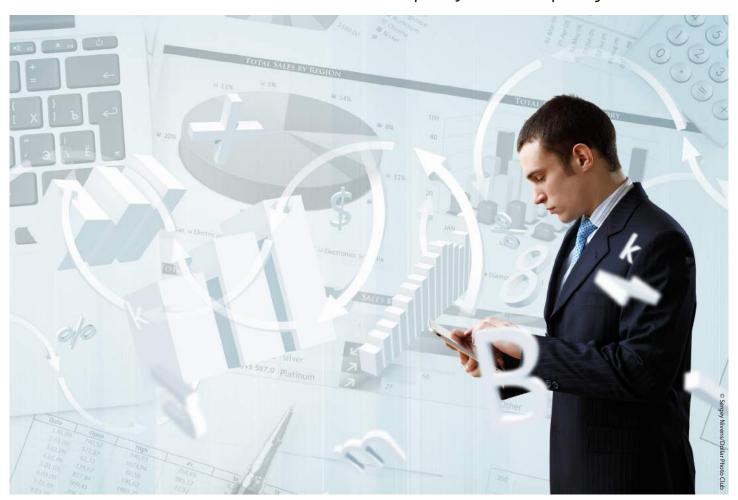# Achieving scalability and flexibility in IT hardware deployment projects

There are many acronyms and phrases used to describe on-demand IT services, from ¨device-as-a- service¨ (DaaS) to ¨everything as-a-service¨ (XaaS). What Government & Enterprise organisations are really looking for are scalable, flexible and cost-effective solutions to the problem of managing fluctuating and on-demand IT hardware requirements.

One of the challenges facing the service providers who are tasked with delivering these solutions is how to manage the resources required to pre-stage, deploy and decommission IT hardware on an on-demand basis. Many organisations perform a refresh of their IT hardware every 2-4 years, depending on their environment. These refreshes normally need to take place within a very short timeframe to ensure that all functions in the organisation are on the same platform at the same time.

This poses a challenge for service providers who need to scale up very quickly to provide the resources needed to deploy devices with limited disruption to customers during the deployment period. The customer is most likely to need the devices installed and commissioned in a variety of locations nationally, and some cases, regionally or globally.

Service organisations are faced with a couple of choices, perform as much of the device set-up as possible at a central location (pre-stage) so there is limited work left to do on site, or, have a team of technicians or engineers arrive on site to perform the majority of the device set-up on the customers premises. Pre-staging is preferable as it allows for rapid deployment of devices with minimum disruption to the customer and a lot less labour needed on site to perform the final set-up.

If pre-staging is the preferred option then this poses another challenge for the service provider in that they need to have access to adequate space, equipment and people in a pre-staging location that has the necessary capacity and capability in place. If these resources are not readily available when required then a service provider has the option to engage a partner that has the space and resources available when needed i.e. on-demand.

In some cases, customers may request pre-staging be carried out on their premises for security reasons, for example, where access to a secure or protected environment. This is a common requirement for Government departments where sensitive data will be downloaded to devices from the Departments internal network.

Another variation on pre-staging arises when a customer prefers a service provider to perform pre-staging in their warehouse or office environment because it is in in close proximity to where their products are stored. This type of pre-staging is possible if the environment is fit for purpose in terms of space, power and network access. In this case, the service provider will be responsible for setting up the pre-staging area, providing suitably skilled labour and being responsible for managing the end-to-end pre-staging process.

Foxconn Australia (foxconnaustralia.com. au), a subsidiary of the world's largest electronics manufacturer, has been operating Australia's largest computer assembly facility for more than 15 years. It has a proven track record in delivering medium to large scale pre-staging and deployment projects. The facility at Rydalmere in Sydney has 10,000 square metres of warehouse, manufacturing and

pre-staging space with capacity to process over 50,000 devices per month, all of which go through a rigorous testing and quality assurance process before being

delivered. The company is accredited to ISO 9001 (Quality Management Systems) and ISO 14001 (Environmental Management Systems).

Foxconn provides pre-staging services to top-tier IT hardware vendors and Government departments from both its existing facility at Rydalmere and on customers' premises and works with its partners to deliver end to end solutions, including;

☐ Warehousing

☐ Pre-Staging

☐ Delivery

☐ Installation

☐ Decommissioning

☐ Data Sanitisation

☐ Asset Tracking

☐ Repair

☐ Recycling

Foxconn is a member of a Government approved e-waste recycling scheme (National Television and Computer Recycling Scheme, or NTCRS) and is a strong advocate for the circular economy.

Almost every type of computing device has been pre-staged at the Sydney facility, from handheld devices right through to fully-configured data centre systems. Foxconn Australia, being a subsidiary of the largest electronics manufacturer globally, combines a local presence with global reach for those customers who also need a partner with a regional and global presence.

Foxconn is founded on three pillars of success; people, systems and processes. All three need to be scalable, flexible and cost-effective in order to be able to deliver large scale pre-staging and deployment projects, this is the Foxconn advantage.

Please contact us to discuss your requirements and we will waive the labour cost associated with pre-staging your first 10 devices at our Rydalmere facility. enquiries@anz.foxconn.com

FOXCONN® AUSTRALIA

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Foxconn: Local Presence – Global Reach