

# FUTURE TECH ENTERPRISE

12.18.23

IT Lifecycle Management Capabilities and Services

**DELL**Technologies  
TITANIUM PARTNER



# THIS IS FUTURETECH

“ Technology is an enabler to a business outcome.



– Bob Venera, President/CEO, Future Tech Enterprise, Inc.

## 360° Partners

Future Tech is an award-winning IT solutions provider with capabilities in 170 countries. We partner with companies to maximize their full range of IT investments and to provide end-to-end technology solutions that achieve their unique goals.

### 01 Expertise

With deep expertise across industries, we serve leading enterprise companies in the aerospace, defense, education, energy, financial, healthcare, and manufacturing sectors.

### 02 Relationships

Forming close working relationships, we take time to understand your situation and the specific business goals and cybersecurity requirements you have.

### 03 Innovation

Our innovative approach to products and thinking transforms the best of industry and OEM offerings to deliver the best price, value, and supply chain availability.

### 04 It Procurement

Best-in-class procurement minimizes customer supply chain challenges to ensure product availability. We configure and image nearly 300k devices/year, with logistics and warehouse services as well.

### 05 It Infrastructure

- Accelerated adoption of emerging technologies
- Internal and external Data Center solutions
- Infrastructure solutions that power hybrid workforces
- ISO 9001:2015 and AS9100D certified

### 06 Partnerships

Specializing in Federal System Integrators, we work with Fortune 500s in all industries. Delivering value in all we do, we empower customers to maximize productivity and achieve goals.



# FUTURE TECH

## Who We Are

We are a trusted partner that goes the extra mile to help you achieve your unique goals with end-to-end technology solutions.

## Our Superpowers

01

### Deep Expertise Across Industries

We serve leading enterprise companies in the aerospace, defense, education, energy, financial, healthcare, and manufacturing sectors.

02

### A Close Working Relationship

We take time to understand your situation and the specific business goals and cybersecurity requirements you have.

03

### Innovative Products And Thinking

We bring you the best of industry and OEM offerings to deliver the best price, value, and supply chain availability.

# IT LIFECYCLE MANAGEMENT

## What It Is

The process by which businesses of all sizes plan for, procure, configure, deploy and manage technology and PCs to their organizations. Future Tech Enterprise expertly handles all aspects of IT Lifecycle Management for clients, maximizing cost savings, efficiency, and transparency.

## Why It Matters

IT Lifecycle Management has the opportunity to optimize cost and asset utilization while minimizing security failures and enhancing performance, reliability, and compliance. Future Tech has five depots across the continental United States and even more global resources to procure, configure, deploy, and deliver product when and where required.

# USE CASES FOR IT LIFECYCLE MANAGEMENT

**Future Tech can support a client's IT Lifecycle Management needs across a variety of situations:**

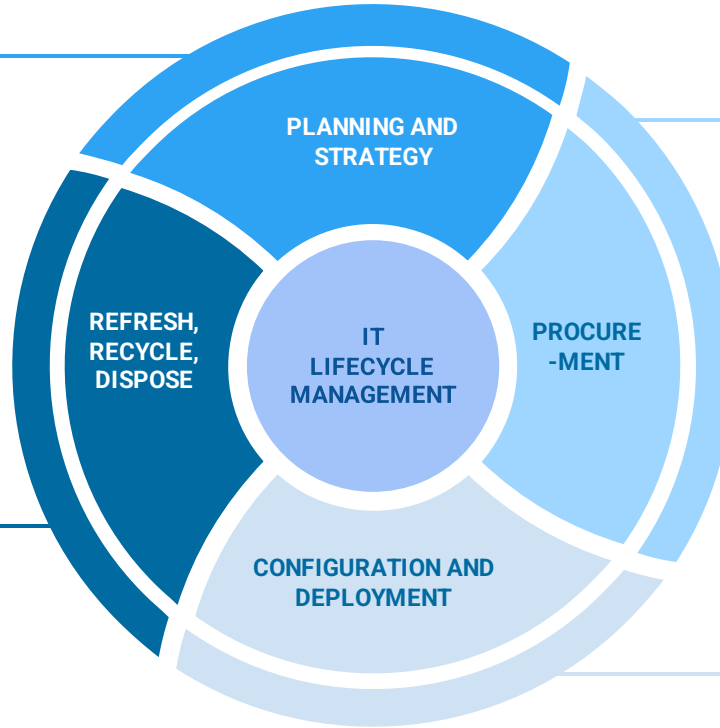
- New employee hires
- Opening of a new office/worksite
- Hardware logistics for large enterprises
- Refresh of current hardware
- Inventory management
- Hybrid and/or remote workforce capabilities
- Service-level agreements
- Reporting capabilities

# IT LIFECYCLE MANAGEMENT SERVICES

Before Future Tech can begin procuring IT equipment for clients, we prioritize understanding their needs.

The planning and strategy phase of our approach helps us understand the scope of a company's IT requirements so we can move forward quickly and efficiently.

Future Tech services do not end with equipment deployment. Our team can refresh old equipment so that it is ready for a new employee or ensure that equipment is disposed of ethically and securely.



Once our team fully understands what our clients need, we move forward procuring the ideal equipment, including hardware and software.

We have stock on hand to ensure our clients do not face issues due to the uncertainty of the supply chain.

Our team has the expertise and capacity to configure IT equipment, keeping in mind any requirements needed by our clients.

From tagging to software to imaging, each device that leaves one of our depots will meet the specifications of our clients.

# IT LIFECYCLE MANAGEMENT SERVICES

## Planning and Strategy

- IT requirement definition
- Asset management strategic planning
- Financial planning, including CapEx/OpEx strategy
- Storage solutions
- Design application
- Locker and consignment capabilities

## Procurement

- Hardware and software acquisition
- Supply chain risk avoidance
- Logistics and storage services
- Stock and inventory management
- Bundling opportunities
- E-commerce and custom catalogs
- Online ordering through customer portal

## Configuration and Deployment

- PC configuration
- Hardware installation/removal
- Application installation/updates
- Image management and security
- Asset tagging
- Installation/testing of software
- Global distribution network
- DoD - secure facilities
- BIOS version updates
- Labeling
- Quality control
- Reporting
- Bundling
- Custom Solutions
- Physical onsite services, brick and mortar staging

## Configuration and Deployment

- Refresh of aging equipment
- B-Stock refresh and storage
- Asset disposition service
- Data removal
- Ethical hardware disposal

# IT LIFECYCLE MANAGEMENT SERVICES

While we provide seamless end-to-end IT solutions for our clients, we also offer the flexibility to partner for just a portion of IT Lifecycle Management needs across your organization.

## Example Opportunities for Customized Partnerships\*

### End-to-End IT Lifecycle Management Services

This partnership would include the entirety of Future Tech's IT lifecycle management service offering.

This may benefit organizations who:

- Are in need of strategy and planning relating to IT.
- Do not have the on-site ability to configure and deploy IT hardware.
- Want to optimize their refreshing and recycling of IT hardware.

### Define Your Needs and Procure Your Product

This partnership would include Future Tech's planning and strategy services, as well as procurement services.

This may benefit organizations who:

- Need industry expert IT strategy.
- Have faced supply chain setbacks in the past.
- Are looking for a third-party vendor to work with to analyze hardware options.

### Procure and Configure Your IT Hardware

This partnership would include Future Tech's procurement, configuration, and deployment services.

This may benefit organizations who:

- Have faced supply chain setbacks in the past.
- Need support in configuring and deploying large amounts of products.
- Do not have the in-house capacity for activities such as tagging and imaging.

### Manage Your Aging and Existing Hardware

This partnership would just include the services offered in the last phase: Refresh, Recycle, Dispose.

This may benefit organizations who:

- Do not have internal capacity to ethically and securely dispose of hardware.
- Want to refresh used hardware rather than dispose of it.
- Need expert support in securely managing outdated data and information.

*\*While these service combinations are for example only, our sales team is willing and able to partner with you to understand the scope of your needs and settle on a service plan.*





# IT LIFECYCLE MANAGEMENT SERVICES

## Key Partnerships

- Dell Technologies Global Titanium Partner
- HP Elite Partner
- Apple Value Added Reseller Partner
- VMware Elite Partner
- Lenovo Global Platinum
- Microsoft Gold Partner
- Nutanix Preferred Partner
- NVIDIA Partner of the Year

## Certifications

- ISO 9001: 2015 certified
- AS9100:2016 certified
- D.O.D Secret cleared facility
- NIST and HIPAA certified
- Multiple Counterfeit Parts Police (CPP) certifications

## Awards

- Northrop Grumman Global Supplier of the Year (2022)
- Winner of HP's Federal Partner in 3D
- Print Premier Program Award
- CRN Solution Provider 500 List (#76 in 2023)
- NVIDIA Partner of the Year (2019 and 2021)



**2023 Federal Partner of the Year**  
**2020 Federal Growth Partner of the Year**

**From planning to asset retirement, we work to maximize the value and efficiency of IT assets while minimizing risks and costs.**

# PLANNING & STRATEGY

## Challenges in Planning and Strategy

When it comes to IT procurement, it is imperative to understand our clients' goals and objectives while protecting security and data. Clients may have industry-specific requirements, OEM preferences, or other nuanced specifications that make proper planning a key element of success.

## Future Tech's Approach to Planning and Strategy

We approach the planning and strategy phase of IT Lifecycle Management by learning about our clients and integrating ourselves into their processes to fully understand the scope of their unique needs. We act as a trusted advisor to our clients, walking step by step with them and ensuring they receive well-rounded and holistic IT solutions with ultimate cybersecurity and protection.



FutureTech integrates into a company and becomes a part of their team, working together toward their goals.

We provide transparent reporting throughout the client relationship to drive efficiency and cost savings.

Our flexible planning allows for enterprise requirements, timeline optimization, and PC-level personalization.

Future Tech's service-level agreements drive service excellence and a better customer experience.

# PLANNING & STRATEGY

## Case Study



### Challenge

A large school district had challenges with maintaining technical support staff across a large area of the state.

Between finding suitable, skillful, and certified talent to support a variety of systems; and the restrictions / procedural difficulty in removing technicians who lacked skills to meet new and evolving standards across the district, **IT was consistently under-staffed, with technicians that could not fully support the mission.**



### Impact

Inefficiencies in:

- Workforce: There was a lack of full support staff resulting in **delayed repairs.**
- Skills: The support staff could not keep up, resulting in **slower, delayed, or failed technology upgrades.**
- Human Resources: Inability to efficiently manage the support staff **consumed costs, slowed the hiring process, and increased time spent on staffing issues** versus supporting the District's IT needs.



### Solution

**Step 1** – Worked with the District to draft RFP for services, identifying different skill levels to support hiring the right person for the specific jobs.

**Step 2** – Assumed management and oversight of IT support staff, not only relieving the District of the burden, but also streamlining the process.

**Step 3** – Used industry contacts and presence to recruit top talent in the area, enhanced by clearly defined requirements.

**Step 4** – Provided ongoing IT management oversight to ensure continued, shared success for the district.



### Benefits

- End-user IT support across the District improved significantly.
- Open positions were filled with experts that met the required standards, resulting in a better-equipped IT solution workforce.
- Resolved support staff that did not meet new standards.
- Employee accountability and efficiency improved.
- More efficient use of labor dollars better supported staff.
- The district now enjoys the benefits of a fully staffed, appropriately managed IT support workforce.

# PROCUREMENT

## Challenges in Procurement

Ongoing complications relating to supply chain and logistics can make procurement challenging, but our clients have confidence that Future Tech can meet their IT procurement needs.

## Future Tech's Approach to Procurement

Each year, Future Tech configures hundreds of thousands of devices for our clients, focusing on readily available equipment and convenient and secure storage. Once equipment is procured, Future Tech can not only manage our clients' stock on their behalf, but can also deliver products to clients quickly and securely, meeting necessary timelines and business requirements.



Future Tech's secure inventory storage is available for clients with limited storage options on-site.

We maintain an existing stock of equipment that allows for evasion of supply chain roadblocks.

Our OEM-agnosticism ensures companies receive the right product at the right price point while understanding all options.

Future Tech's quality control ensures each device is ready to be deployed and puts the client's best face forward.



# PROCUREMENT

## Case Study

### Challenge

A premiere research university had challenges in coordinating IT procurements.

The ordering process was handled individually by college, or, in some cases, by department and project.

While a negotiated OEM agreement offered price discounts, many groups did not use them and ended up managing their own IT systems in a bubble.

**IT staff could not fully support the variety of systems, configurations, equipment.**

### Impact

Inefficiencies in:

- Procurement: The university had **duplicate efforts in ordering equipment**, multiple vendors to manage, and no comprehensive warranty or license tracking.
- Negotiated Cost: Pre-negotiated best prices were not realized, making overall **IT spend higher than necessary**, with no visibility into the total spend.
- Support: **Lack of even standards** caused IT support to manage everything.
- Process: There was also a **lack of insight** into IT spend, IT support effort, lack of HW standards (to streamline support, repairs, sw apps, etc.).

### Solution

**Step 1** – Worked with the university's procurement to identify baseline models/packages and variations requested by departments.

**Step 2** – Worked with OEM to develop a bespoke portal unique to the university to allow individual departments to order/customize from pre-defined standards.

**Step 3** – Integrated the ordering process into the university's ERP system to automate several steps, improving efficiency and accuracy.

**Step 4** – Maintained an ongoing partnership to ensure continuity of operations.

### Benefits

- Reduced variety of hardware are procurement with little to no impact to customer satisfaction.
- Use of negotiated pricing increased dramatically, resulting in baseline cost savings.
- Integrated portal/ERP systems allowed for faster, more efficient ordering and faster delivery.
- IT support staff is better equipped to support streamlined portfolio.
- Better visibility into the university's IT procurement allows for trend analysis and forecasting, supporting projections at all levels.

# CONFIGURATION AND DEPLOYMENT

## Challenges in Configuration and Deployment

Every client and every IT procurement task may have different requirements that can make in-house device configuration a robust time commitment and obstacle.

## Future Tech's Approach to Configuration and Deployment

Future Tech has a comprehensive list of personalization and customization options to ensure that each device meets the needs of each end user while prioritizing security and protection. From software installation to imaging and tagging, customization options are endless. Both standard offerings and the ability to customize each device based on business requirements are available to all Future Tech clients.



Future Tech's customization options are nearly limitless, aligning to client operations and even the strictest security requirements.

Future Tech's management of IT configuration allows in-house IT teams to focus on higher-level and higher-priority issues.

We ensure that product warranty begins on the day of shipment, not on the day of purchase.

Our quick-turn shipping offers 3-5 day turnaround time.

# CONFIGURATION AND DEPLOYMENT

## Case Study

### Challenge

A Fortune 200 national defense contractor experiencing sudden growth wanted to efficiently procure, prepare, and deliver IT equipment to new employees.

- Challenge 1 was **ordering and storing** IT equipment close to the new locations.
- Challenge 2 was the **imaging of the systems** to meet unique, high-level security and corporate requirements.
- Challenge 3 was **forecasting the demand curve**.

### Impact

Inefficiencies in:

- Procurement: **Lack of visibility into the demand curve** led to multiple fire-drills, emergency procurements, expedited delivery, etc.
- Workforce: New hires often had **no equipment on day one** due to uncontrollable aspects (shipping delays, HW availability, etc.).
- Program Start-Up: The gap between IT demand and IT supply drove **negative impacts to the program**, particularly during the initial stages.

### Solution

**Step 1** – Worked with Program Directorship to identify key locations for the program across the US.

**Step 2** – Built and staffed storage depots in the areas to improve shipping/delivery times.

**Step 3** – Proactively and preemptively stocked depots with hardware to avoid/minimize impacts due to supply chain challenges.

**Step 4** – Worked with Corporate Information Security to develop an approved, secure process that allowed the depot to image and deliver straight to the end user.

### Benefits

- End-user IT hardware delivery was significantly improved.
- The speed of delivery was improved, wait times were reduced, and stocking became proactive.
- The imaging process eliminated weeks of delay in delivery by streamlining the process and doing most of the configuration work before delivery.
- Service improved across the board for each of the program's new locations.
- Ability to receive on behalf of the customer ensured timely processing of internal processes.



# REFRESH, RECYCLE, DISPOSE

## Challenges in Refresh, Recycle, Dispose

Once IT equipment has been deployed, companies are responsible for its entire lifecycle, whether it becomes outdated or must be repurposed for a new employee. Ongoing PC and device sustainment is an integral part of Future Tech's lifecycle management services.

## Future Tech's Approach to Refresh, Recycle, Dispose

Future Tech can successfully and efficiently manage this phase of lifecycle management in order to save our clients time, money, and labor. Interested clients can talk to our team about the newly implemented B-stock program, in which Future Tech will obtain, refresh, and reprogram applicable devices to save clients overhead costs in new equipment.



Future Tech's B-stock program capitalizes on refreshing existing equipment.

We emphasize ethical disposal of outdated equipment.

Security is our #1 priority, and we ensure all data is cleared to meet the highest security standards.

# REFRESH, RECYCLE, DISPOSE

## Case Study

### Challenge

A healthcare facility purchased an OEM warranty but had issues with the speed of repairs.

The warranty process was inefficient. For example, each user had to submit individual tickets and wait for a technician to be on-site.

The slow repair process resulted in a **backup of laptops in need of repair and unavailable to the workforce.**

### Impact

Inefficiencies in:

- Workforce: Employee productivity was reduced due to lengthy repairs to business-critical systems.
- Time-on-Task: Employee and staff spent too much time on submitting, tracking, and managing individual trouble tickets **instead of business-focused work activities.**
- Resources: There was an **inefficient use of procured equipment.**

### Solution

**Step 1** – Worked with OEM to review overall repair report and prioritize tickets by criticality.

**Step 2** – Negotiated with OEM to jointly fund/provide a certified, dedicated, on-site technician.

**Step 3** – Established spare parts locker, reducing turnaround time.

**Step 4** – Coordinated schedules to best support the workforce, and streamlined repair processes.

**Step 5** – Established an ongoing partnership to ensure the process continues to evolve and improve.

### Benefits

- Speed of repairs were brought down to typically one day (versus 4-5 minimum).
- **Backlog of pending repairs was eliminated.**
- Forward-looking repair analysis allows for **spare parts locker to be proactively stocked**, reducing repair turnaround.
- A dedicated technician can provide better / more efficient service to customer community.
- OEM benefits from having a more efficient warranty process (less travel/overhead time).

# PC AS A SERVICE

Services	Description of Services	PCaaS-Silver	PCaaS-Gold
Order Inventory Per Agreed Customer Forecast	Establish min/max inventory levels; Order equipment based upon OEM lead time to ensure adherence to established min/max	✓	✓
Receive and Store Inventory	Create (Logical) warehouse locations; Create required part numbers; Create finished assemblies. Receive hardware, record SN#s if applicable	✓	✓
Image Receipt and Management	Future Tech to validate proper execution of the image for each device type by following customer provided test plans	✓	✓
BIOS Update	Flash BIOS with approved BIOS; Update BIOS with barcode / asset tag ID; Validate the system BIOS level matches the approved version	✓	✓
Bundling/Re-boxing	Create finished assemblies (bundles) to include customer configuration services (i.e., image, tag)	✓	✓
Asset Tagging	Affix asset tag, record asset ID assigned to each SN	✓	✓
Asset Reporting	Provide all agreed-to asset reporting	✓	✓
Lease Management/Scheduling & Returns	Lease management (start/end); Asset movement tracking (assumes API's are created); Scheduling coordination/lease returns	✓	✓
Software Installations	Install additional software not included in customer image as may be required <b>(2hr max duration for any COTS SW installs)</b>	✓	✓
Client ITSM Administration	Ticket queue management/workflow integration	✓	✓
B-Stock Warranty Repairs	Repair hardware under manufacturer's warranty for B-Stock returned devices		✓
B-Stock/Disposal Program	Manage the receipt, repair, sanitization, and redeployment of customer-owned hardware assets and disposal coordination		✓
Refresh Coordination for PCaaS (Gold)	Manage the refresh/scheduling coordination, HW/SW requirements		✓
Refresh Remote Technical Support	Future Tech will create a remote Technical Support team to respond to all FTEI handled refresh technical issues for 3 business days after refresh.		✓

# PC AS A SERVICE

## Additional Services + Assumptions

In addition to PCaaS tier options, Future Tech provides additional add-on services as needed, including:

- **Role-Based Imaging:** Support and assist the customer on establishing role-based images (i.e., engineering, admin, intern). The RBI process allows for installation of pre-determined software based on the new employee's sector, division/location/program, and role.
- **Refresh Remote Support:** This is a technical team of resources that will be responsible for providing level 1 technical support on all refresh devices Future Tech images and ships out. The support will be available to all FTEI refreshed devices for 3 business days after the user receives his/her refreshed device.

## Our Assumptions:

- The Remote Technical Support team will consist of 2+ technical resources.
- The hours of operation will be M-F 8 AM-5 PM EST.
- The service will be available for 3 business days after the user receives his/her refreshed device.
- All support requests will be initiated via a customer ServiceNow ticket.
- FTEI will have a ticket queue created, which will be monitored during business hours.
- If the demand requires additional technical resources above & beyond what was in the solution, the customer will be charged an hourly rate for additional resources.
- The support team will be onboarded through the customer and will be given the necessary access to enable remote access for troubleshooting purposes.
- The customer will provide training material or sessions around any troubleshooting tools/processes.
- The process will only be eligible for those refreshed devices imaged and shipped by FTEI.
- Any device not imaged by FTEI will not be eligible for this service.
- The support team will not be responsible for supporting proprietary applications.
- There will be no HW/SW support outside the refreshed unit provided by FTEI.
- Any infrastructure or image issue will be escalated to the customer's technical support.
- Any technical issues because of application readiness will be escalated to customer support.

# HOW IT LIFECYCLE MANAGEMENT FITS INTO OUR SERVICE PORTFOLIO

**Let Future Tech be your trusted advisor  
across your enterprise:**

- Data Storage Solutions
- Infrastructure
- Staff Augmentation
- Cybersecurity
- Virtual Desktop Infrastructure
- iFortress
- AI/ML
- Managed Print Services

# THE IMPACT OF EFFECTIVE IT LIFECYCLE MANAGEMENT

Future Tech can attest to the outstanding impact our of services, knowing that our clients can and have seen:

**\$11M**

*in annual savings.*

**115k**

*builds annually*

**30k**

*B Stock for one customer*

# Dell has a portfolio of the world's most intelligent<sup>1</sup> and secure business PCs<sup>2</sup>.



<sup>1</sup> Based on internal analysis, April 2021. Dell Optimizer available in 2020 devices, not available on Latitude 3310 2-in-1 and Latitude Chromebook Enterprise. Feature availability and functionality vary by model. <sup>2</sup> Based on Dell analysis, January 2021



# LATITUDE

## The new age of intelligence

The world's most intelligent PCs with Dell Optimizer\*





# Why Latitude?

Work wherever and  
however you need



- + Small and light PCs to work anywhere
- + Scalable & flexible form factors; 2-in-1 option with the same image & BIOS\*\*
- + Dell Optimizer, Express features to increase productivity
- + Intelligent audio and speakerphone\* for best collaboration
- + Narrow border screens with ComfortView Plus & privacy SafeShutter, SafeScreen
- + Premium carbon fiber and aluminum
- + Choice of OS including Chrome Enterprise
- + World renown battery life, ExpressCharge & Super Low Power panels for longer run time
- + Industry's faster connectivity options Wi-Fi 6E, Wi-Fi 6, 5G, 4G LTE & eSIM†
- + Latest Gen Intel® up to Core i-7 vPro Processors
- + Evo™ design for 9000 & 7000 Series
- + Advanced thermal solutions
- + Most secure commercial PCs²
- + Rigorous MIL-STD 810H testing for durability & reliability
- + EPEAT Gold, sustainable packaging and supply chain choices

# Latitude Portfolio

LATITUDE: THE WORLD'S MOST INTELLIGENT PCs  
DESIGNED FOR BEST CONNECTIVITY & COLLABORATION



## 9000 SERIES

**Innovation meets  
ultra-premium design**

- +Ultra-premium business laptops & 2-in-1s with best innovation experiences, & design
- +Our smallest, lightest, longest battery life
- +Most secure business PCs, Unified Workspace offerings



## 7000 SERIES

**Small design, premium  
performance**

- +Premium business laptops & 2-in-1s w/ broader features for larger deployments
- +Redesigned smaller, lighter
- +All day battery life
- +Most secure business PCs, Unified Workspace offerings



## 5000 SERIES

**Built for scalability & flexibility**

- +Mainstream business laptops & 2-in-1s
- +Smallest, longest battery life in their class
- +Scalable performance: battery, memory, storage, H processor options
- +Most secure business PCs, Unified Workspace offerings



## 3000 SERIES

**Modern design for any  
business**

- +Essential business laptops & 2-in-1s
- +Modern design for any business from small to enterprise
- +Smallest, lightest in their class
- +Most secure business PCs, Unified Workspace offerings



# THANK YOU

# CUSTOM DATA CENTER SOLUTIONS

While we provide seamless end-to-end IT solutions for our clients, offering robust and custom data center solutions.

## Server and Storage

- Robust, secure server and storage infrastructure
- Hybrid cloud
- Virtualization
- Backup and Recovery

## Networking and Security

- Design and implement reliable & scalable network
- Secure data center environments including firewalls and encryption protocols
- Advance threat detection and prevention
- Disasters Recovery & Business Continuity

## Services

- Address regulatory and compliance specific to IT environments
- IT Consulting & architectural design