

Device as a Service (DaaS) Workflow



- DaaS term renewal Marketing efforts (*< 6 months*)
- Disposition reminders and preparations
- DaaS Device decommissioning

- Reseller Device Opportunity
- Reseller obtains their D&H per device pricing
- Reseller informs D&H of End User per device cost
- D&H provides DaaS pricing options

- 24/7-365 DaaS Technical Support
- On-Site DaaS Field Support (*Next Business Day*)
- Off-Site DaaS Repair Depot (*5-Business Days*)
- Flex-Up/Down Workforce Scaling (*>12months*)
- Accidental Damage (*Fleet eligibility criteria*)

- Reseller informs D&H desired DaaS option
- D&H provides DaaS Quote to Reseller
- Reseller reviews DaaS Quote with End User

- D&H processes DaaS Order
- DaaS device serial numbers captured
- DaaS Solution sent to specified "Ship To"

- Reseller provides Credit Application to End User
- End User completes/returns Credit Application
- Finance Company determines credit worthiness
- Notification of Credit determination
- Credit approval - DaaS Agreement T/C's

