



Device-as-a-Service

What is DaaS?

- DaaS is a delivery model that supports enterprise hardware and delivers end-to-end lifecycle services. DaaS will be combined into the desktop rate you currently pay.
- Our DaaS solution includes typical lifecycle functions:
 - Acquisition of devices (i.e., leasing).
 - Tagging and tracking of hardware throughout the lifecycle.
 - Device refresh.
 - Break/fix support.
 - Secure end-of-life disposal.



Why implement DaaS now?

- SB 583 requires OMES to initiate an RFP for the ongoing maintenance of desktop support and management systems for all state agencies.
- OMES has partnered with NTT Data to be our DaaS provider. NTT is an industry leader in managed workplace services. They have over 2,800 employees in Oklahoma and understand the needs of the state.
- DaaS will improve support response times and enable us to better and more efficiently serve Oklahomans.



What are the benefits of DaaS?

Support

- True 24/7/365 device support.
- Tech centers for walk-up service.
- Self-service lockers.
- Delivery of new devices in 72 hours (metro) and 96 hours (non-metro).
- NTT will manage bench stock to meet the state's needs.

Flexibility

- Number of devices may be ramped up or down based on need.
- Multiple device models and configurations available.
- Devices are current due to timely hardware refreshes.

Cost effective

- DaaS costs will be included in the desktop rate agencies already pay.
- Monthly subscription model improves Total Cost of Ownership (TCO) by enabling enterprises to avoid large capital outlay.

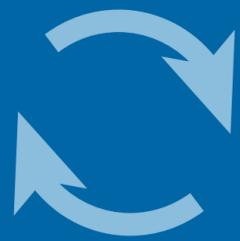
Proven

- NTT will implement a best-in-class hardware and software asset management system.
- NTT will invest in the state's innovation fund to keep moving Oklahoma forward.



What will change?

- You will go directly to NTT for device leases.
- We will be establishing tech centers for walk-up service so you can receive in-person help on your tech issue in real time.
- We will also be placing self-service tech lockers across the state so you can swap out devices at a time that is convenient for you.
- We will optimize processes for onboarding, offboarding and other support services.
- You will have better visibility into their service requests.



What will stay the same?

- You will still use the OMES Service Desk for support at 405-521-HELP or servicedesk@omes.ok.gov, or one of the many other ways we have available.
- You will continue to pay for desktop support while receiving an enhanced level of service.
- You will continue to pay the vendor directly for devices.
- We will continue to publish workstation standards. You will still need to request an exemption request for any special configuration or change in process.



What are next steps?

- Despite the impact of COVID-19, we are extending every available resource to meet our target deployment time frame of July 2020.
- We will continue sharing information and keep you updated on the status of the deployment with:
 - Town halls.
 - Monthly newsletters.
 - Lunch and Learns.



Continue to check our resource page on [OMES.ok.gov](https://omes.ok.gov) for more information.

Still have questions? [Let us know here.](#)