
Manage devices securely, sustainably and cost effectively with
Vodafone Business Device Lifecycle Management
Together we can
vodafone
business



1/3

of full-time employees work **in a hybrid model in 2024**

The 2024 Hybrid Work Trends Report

62%

of IT professionals reported that **managing multiple devices** was their biggest challenge

TechTarget

The mobile device management market is **projected to grow** to $21.3 billion by 2029.

Fortune Business Insights



87%

of business leaders expect to **increase their organizations' investments into sustainability** over the next 24 months

Gartner

CIOs expect IT budgets to increase 5.1% on average in 2023 – lower than the projected 6.5% global inflation rate.

Gartner

COMMON CUSTOMER DEVICE MANAGEMENT CHALLENGES

COMPLEXITY

Growing device estates are becoming **more complicated, costly and time-consuming** to manage

ENVIRONMENTAL COMPLIANCE

Sustainability is an integral part of the business model and **addressing environmental issues** requires **partnerships across sectors**



FINANCIAL PRESSURE

Financial pressure means businesses are looking to **reduce Capex spend on devices** and are seeking **consistent global pricing**

HYBRID WORKING

You need the **flexibility to adapt and scale your device and security management tools**

…AND HOW DLM IS RESPONDING TO IT

SIMPLICITY

One single provider and a solution that works across 28 European markets and in the US ensuring optimal efficiency through 1 single contract

A SUSTAINABLE SERVICE

Ensuring your business is more sustainable by **giving your devices a second life, offsetting carbon emissions and a 1 for 1 recycling service**



FLEXIBILITY AND CASHFLOW MANGEMENT

A tailor-made solution designed to align with your **unique device management needs**, enabling you to stay in control of the costs

CONNECTED WORKFORCE

Facilitating your employees to **work efficiently from anywhere** with devices secured

VODAFONE BUSINESS DLM

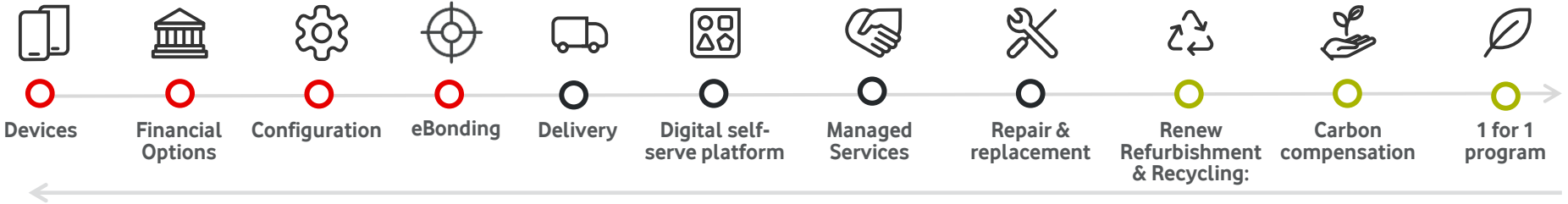
Delivering seamless flexibility, operational efficiency and sustainable practices

Vodafone Business DLM sits at the heart of your business: an end-to-end, integrated managed service **keeping your workforce securely connected with the right devices, wherever they are.**



END-TO-END SUSTAINABLE DEVICE MANAGEMENT

Vodafone is a leading contributor in helping to shape your device management landscape, empowering you to efficiently manage your staff devices



Devices

- Choose your **devices from leading vendors**
- **Maintain, migrate or trade in** your existing devices

Financial Options

- 2 financial models : **Capex or Opex**

Configuration

- **Gold Builds**
- Full support for your **existing devices** and for the **trade in program**

eBonding

- **Connect your systems with the DLM platform** through secure APIs, automating processes and reducing administrator' s workload.

Delivery

- Across **28 European countries** and **all US states**

Digital self-serve platform

- A **single online portal** for ordering, logistics, asset and inventory reporting
- **End-user self-service portal**, for employees to handle their own device needs

Managed Services

- We take care of everything **end-to-end**

Repair & replacement

- **Swap devices** sent to users while we repair your devices
- **End of rental management**

Renew Refurbishment & Recycling:

- **Rental devices redeployed and refurbished** after secure data wipe and restored to original settings

Carbon compensation

- We actively contribute to projects **aimed at reducing carbon emissions,** fostering environmental conservation, and supporting communities globally

1 for 1 program

- An equivalent number of scrap **devices destined for landfill are collected and recycled sustainably**

FLEXIBILITY | **SIMPLICITY** | **SUSTAINABILITY**

END-TO-END SUSTAINABLE DEVICE MANAGEMENT AT A GLANCE

FLEXIBILITY

SIMPLICITY

SUSTAINABILITY



Devices

- Choose your devices (smartphones, rugged devices. Tablets and accessories) **from an extensive catalogue with a range of leading vendors** (Apple/ Samsung/ Nokia/ CAT, Android OEMs)
- **Maintain your existing device estate and migrate to new devices at your pace**
- **Trade in your old devices** and get value by reducing the overall cost of upgrading to newer technology and encouraging the recycling and refurbishment of old devices



Financial options

- **Opt for either CAPEX** if this is still your preferred route, or **OPEX model** (12, 18, 24, 30 or 36-month lease, depending on device model)



Configuration

- **We will agree the Gold Builds** you wish to order **to suit your needs** – i.e. Apple Business Manager, Screen protector, case, asset tagging.. When your device is deployed, you can be sure it's **running with the exact configuration your business-critical operations demand**
- Define the support you need for your **existing devices** and for the **trade-in programme**

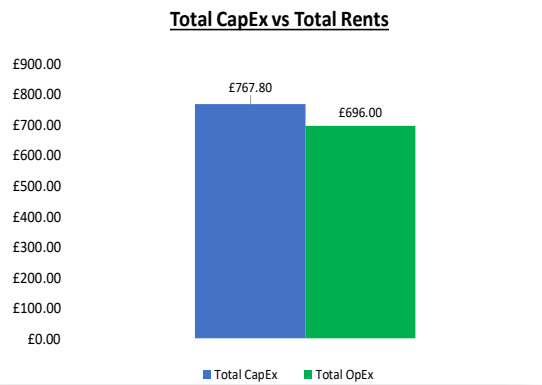


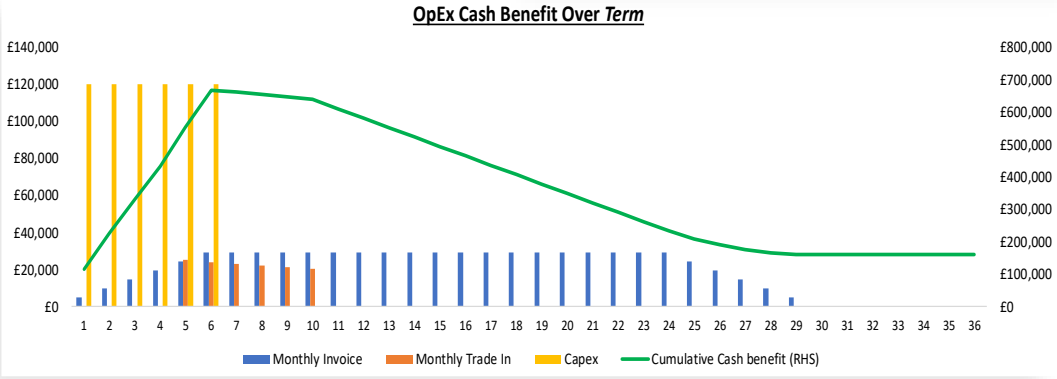
eBonding

- eBonding **enables integration** between **your existing systems and Vodafone's DLM portal** using secure APIs. This feature **automates key processes such as order placement, inventory updates, and service requests**, reducing administrative overhead and eliminating manual tasks. By streamlining workflows, eBonding enhances operational efficiency, accelerates response times, and allows your IT teams to focus on strategic priorities.

LEASING VS PURCHASE TO IMPROVE CASHFLOW USING TRADE-IN

- Use DLM to support your existing devices
- As you roll out new devices, take advantage of the DLM trade-in service
- Use trade in funds to subsidise new device rentals and improve cash flow





INPUTS	
Device	iPhone 14 128GB Black
Term (months)	24
Quantity of Devices	1000
Region:	3-Pin
Rollout (months)	6

CapEx	
OEC	£720.94
Cost of Capital(% p.a.)	6.50%

OpEx	
Monthly Rental	£29.00
Discount Rate (% p.a.)	6.75%
[**Optional**] Trade-in	£150,000.00
Trade-in Roll-out (months)	6
Trade-in Commencement	M+4

END-TO-END SUSTAINABLE DEVICE MANAGEMENT AT A GLANCE

FLEXIBILITY
SIMPLICITY
SUSTAINABILITY



Delivery

- Deliver the devices to your location of choice, **across 28 European countries and all 50 US states.**
- **Customizable delivery solutions** enabling seamless distribution to offices, headquarters, and end-users' doorstep. **Combine various delivery options** to accommodate different scenarios



Digital self-serve platform

- **A single online portal** for your ordering, logistics, asset & inventory reporting
- **The end-user self-service portal** gives your employees the power to **independently manage device orders, service requests and rental upgrades or returns.**



Managed services

- We take care of everything **end-to-end,** so you get more time back to support strategic projects and a dedicated service team with committed SLOs is assigned



Repair & replacement

- **Ensure swap** sent to users while repairs undertaken
- We will support you to manage **leavers, joiners, and end-of-rental processes**

DLM AVAILABILITY ACROSS 28 EUROPEAN COUNTRIES & USA

DLM Mobile - Capex

Austria
Belgium
Bulgaria
Croatia
Czech*
Cyprus
Denmark
Estonia
Finland
France
Germany
Greece
Hungary
Ireland
Italy
Latvia
Lithuania
Malta
The Netherlands
Poland
Portugal
Romania
Slovakia*
Slovenia
Spain
Sweden
Switzerland
United Kingdom

Americas:
United States

1 contract to cover all EU countries. Device purchase, rental and service no multiples per country.



DLM Footprint

* Available to ship but to be contracted and invoiced in another EU country

DLM Mobile - Opex

Austria
Belgium
Czech*
Denmark
Finland
France
Germany
Hungary
Ireland
Italy
The Netherlands
Poland
Portugal
Slovakia*
Slovenia
Spain
Sweden
Switzerland
United Kingdom

Americas:
United States

Distribution centres

US – KY
Europe – UK, NL

END-TO-END SUSTAINABLE DEVICE MANAGEMENT AT A GLANCE

FLEXIBILITY

SIMPLICITY

SUSTAINABILITY



Refurbishment & recycling

- At renewal **rental devices returned and resold.** 96% of devices in DLM get a second life extending the lifecycle of the device by up to 5 years
- **Trade-in program** for your old devices once DLM has rolled out providing a cash fund in return and reducing electronic waste



Carbon compensation

- You're **supporting our investment** into the ongoing programs that reduce carbon emissions and contribute to social, economic & environmental benefits to communities
- For every device taken out on rental, we offset its carbon footprint for the rental period and provide half yearly reports to illustrate your **positive environmental contribution**



1 for 1 programme

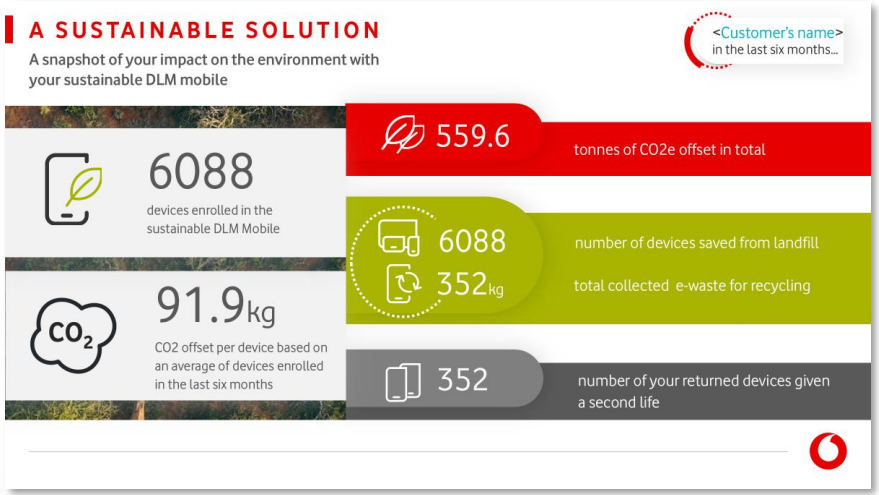
- When acquiring phones and tablets by lease, an equivalent number **of devices destined for landfill are collected and recycled sustainably**
- **A six-month report** sent making visible your environmental impact

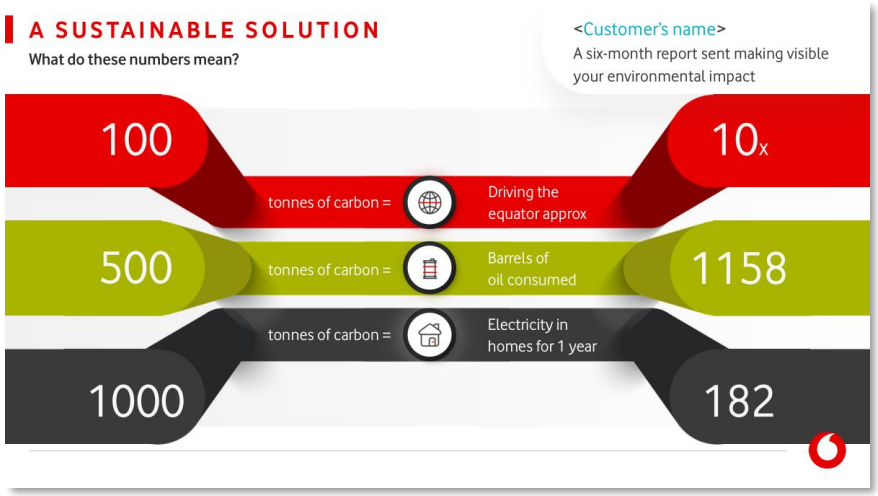
RECEIVE YOUR SUSTAINABILITY REPORT, EVERY 6 MONTHS

FLEXIBILITY

SIMPLICITY

SUSTAINABILITY





IS FULL-SERVICE DEVICE MANAGEMENT MORE THAN YOU NEED?



If you're...

- managing a hybrid or remote workforce of 250 to 2,000 employees
- want to scale efficiently with predictable costs
- looking for ways to reduce your carbon footprint

Meet DLM Essentials

A refined version of our DLM service that allows you to control costs and meet your sustainability goals with a leaner service offering.

WHAT DO YOU GET WITH DLM ESSENTIALS?

[3] Simplify device management with essential features designed to meet your core business needs across regions and teams.

Scale your business confidently with predictable costs, flexible payment options and a focused service model tailored to meet your core needs.



End-to-end support
From device procurement to retirement, ensuring operational efficiency with minimal IT burden.

Easy onboarding
With zero-touch enrolment to ensure smooth deployment across your teams.

Pay-as-you-use repairs
Pay only for the repairs you need, when you need them.

Bulk shipping
Receive all pre-ordered devices in one streamlined bulk delivery.

Standardised device models
Select from a curated list of Apple and Samsung devices to optimise your workforce's mobile estate.

Carbon off-setting and recycling
Reduce your carbon footprint with responsible recycling and carbon offsetting for leased devices.

WHY CHOOSE VODAFONE BUSINESS DLM?



One-stop shop

One single platform for full **visibility**. Place orders, track deliveries, raise service requests. Integrate DLM into your own systems via Ebonding.



Sustainability

Reduce your carbon footprint by reusing and recycling your devices and by supporting our investment into the ongoing programmes.



Out-of-the-box experience

All your devices are built to your approved design, fully staged and integrated into your MDM platform, **ensuring secure app deployment and reducing downtime**



Office anywhere

Keep your teams connected. Retain and **attract talent** with a wide range of devices and the flexibility and freedom to work wherever they are.



Spend less time on logistics

As **your single supplier**, we consolidate your device needs. We stage, deliver to end users, and manage all service requests for you.



Flexible financials

Pay for devices upfront or choose the leasing option freeing up cash flow to invest in other areas by converting the cost from a capital expenditure to an operating expense.



Standardised service across regions

Standard service and price across our European footprint providing better control over costs.

WHY VODAFONE?



Expertise

Over three decades experience in mobile



Global scale

We've distributed over 30 million devices globally and support more than 300 million mobile customers



Customers first

We continuously invest in and enhance our solution based on customer feedback



Purpose

We aim to build an inclusive digital society



Trusted partner

We take a consultative advisory approach and ensure integrity



Dedicated service team

Support through all phases of the end-to-end device lifecycle



Availability and commercials

Device and pricing flexibility



Forecasting

Proactive forecasting during quarterly business reviews



Deployment-ready

Inventory configured to your exact requirements, ready to deploy

HELPING OUR CUSTOMERS REALISE THE BENEFITS OF DLM MOBILE ACROSS ALL VERTICALS

AUTOMOTIVE

We helped **reduce 3rd party IT costs** by $84k per year, making key savings to minimise impact to Capex.

7,600 leased devices, 48-month contract

HEALTHCARE

We **combined our devices with IoT** connectivity to provide **critical point of care services** to patients.

6,500 devices across 13 countries, 24-month contract

UTILITIES

We **standardised and centralised device management** across Europe to support a streamlined workforce, recently dispersed and working from home.

44,000 leased devices across 18 countries, 48-month contract

TECHNOLOGY

We helped manage staging, in-life and repairs to give our **customer time back** to focus on their business.

3,150 leased devices in 7 countries, 24-month contract

REAL ESTATE

We fulfilled an immediate need with no upfront capital investments, **deploying devices quickly at scale**.

1,100 leased devices in the UK with EU expansion to follow, 24-month contract

MANUFACTURING

We provided **flexible terms** with cost savings and managed devices across different countries.

1000 leased devices in the UK and NL, delivered in one big rollout

DON'T JUST TAKE OUR WORD FOR IT…

MERIT AWARDS

In the 2023 **The DLM solution has been awarded in the US with the Gold Merit Awards**



LEADER

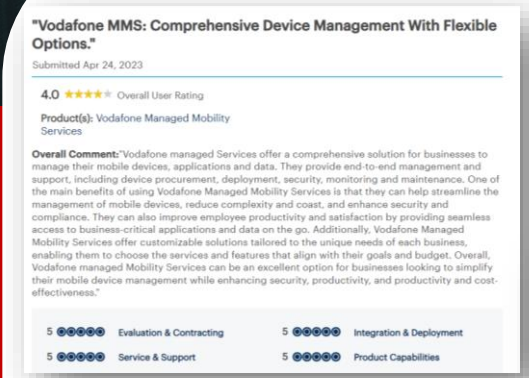
In the 2024 **GlobalData "Global Enterprise Mobility Services Competitive Landscape Assessment"** report

PEER INSIGHT

We received 161 reviews on Gartner Peer Insight: **84% would recommend** our Managed Mobility Services and **rated the service 4,3/5**

VISIONARY

In the 2023 **Gartner Magic Quadrant for Managed Mobility Services**, Global report


"Vodafone MMS: Comprehensive Device Management With Flexible Options."

Submitted Apr 24, 2023

4.0 ★★★★★ Overall User Rating

Product(s): Vodafone Managed Mobility Services

Overall Comment: "Vodafone managed Services offer a comprehensive solution for businesses to manage their mobile devices, applications and data. They provide end-to-end management and support, including device procurement, deployment, security, monitoring and maintenance. One of the main benefits of using Vodafone Managed Mobility Services is that they can help streamline the management of mobile devices, reduce complexity and coast, and enhance security and compliance. They can also improve employee productivity and satisfaction by providing seamless access to business-critical applications and data on the go. Additionally, Vodafone Managed Mobility Services offer customizable solutions tailored to the unique needs of each business, enabling them to choose the services and features that align with their goals and budget. Overall, Vodafone managed Mobility Services can be an excellent option for businesses looking to simplify their mobile device management while enhancing security, productivity, and productivity and cost-effectiveness."

5 Evaluation & Contracting
5 Integration & Deployment
5 Service & Support
5 Product Capabilities

Gartner peerinsights™

"Vodafone Managed Mobility Services Simplifies Mobile Device Management For Businesses"

Submitted Mar 22, 2023

4.0 ★★★★☆ Overall User Rating

Product(s): Vodafone Managed Mobility Services

Overall Comment: "Vodafone Managed Mobility Services is a solution that offers businesses a suite of tools to manage their mobile devices and data plans. The service includes device management, mobile application management, expense management, and help desk support. It aims to simplify the management of mobile devices and provide businesses with the ability to control and optimize their mobile usage."

4 Evaluation & Contracting
4 Integration & Deployment
4 Service & Support
4 Product Capabilities

We continuously invest in and enhance our solution based on customer feedback

They trust us

IN SUMMARY

- Managing mobile estates can be **complicated**, especially with remote working and environmental challenges increasing
- Vodafone Business DLM can help **reduce complexity** with an **end-to-end managed service** that keeps employees connected with the right devices, wherever they are
- Employees can benefit from a wide range of **smartphones**, **tablets**, **accessories** and **rugged devices**
- With our **Opex model,** we have shown **huge savings** that can benefit your business
- **We're experts** at managing mobile estates and are recognised for this by customers and the industry
- We support your **contribution to the circular economy and your ESR ambitions** by providing a sustainable solution with DLM Mobile





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business

Together we can