Let's revolutionise the way you work.

Discover the all-in-one Remote Device Management Platform transforming UK businesses

DIRECT 2 DESK

Save up to £1 million on your business' IT.

Our processes integrate directly into your systems,
so you and your teams can get back to what you do best.

Direct 2 Desk
by Novatech

Contents

Boost productivity and keep your teams happy.

Learn how we can create better business outcomes for your employees.

Direct 2 Desk
by Novatech

Our custom API

Full integration

Your existing systems

Remote employees

IT teams

HR teams

Start today.

Supply your remote workforce with ease using one simple tool. From planning, procurement and provisioning to retrieval, refurbishment and retirement, you can manage it all through D2D, increasing your productivity and efficiency.

Built by Novatech, we have over 37 years of experience in the industry. We've seen first-hand how disorganised remote working protocols can stifle productivity

and satisfaction within your business.

That's why our processes integrate directly into your systems, automating your remote device management and freeing up your IT and HR teams to work on more beneficial tasks. See increased efficiency, smoother operations and higher ROI with minimal effort on your part.

Monzo Case Study

How we helped the UK's largest digital bank.

The challenge.

Monzo were growing fast. In fact, they were onboarding 100 new hires a month, which was a lot more than their HR and IT teams could handle.

Monzo is the UK's largest digital bank, set up to be completely self-reliant and to operate without branches. Since 2015 they have seen incredible growth, with more than 7.5 million current users and tens of thousands of new accounts opened every week. 1 in every 100 Faster Payments are now processed through Monzo, and this expansion had required them to update and expand their IT operations far beyond what they had originally anticipated - including the requirements for supplying the correct technology to their staff.

It quickly became apparent that this rapid growth produced a need to find a trusted IT partner, rather than buying from a multitude of larger vendors. They also needed a streamlined method of procurement.

The solution.

By integrating our processes with their existing systems, Monzo fully automated their onboarding process, and were able to get IT equipment to their new employees on day one, fully configured and ready to use out of the box.

Our API allows new employees at Monzo to request hardware via a custom branded portal, from a set range of products in Monzo's inventory. When an employee moves on, we collect Monzo's assets directly from the leaver, refreshing them and placing them back into their inventory, ready for the next new starter.

This has helped achieve a real level of traceability for Monzo, making it simpler to manage assets. Each asset has a serial number tied to an individual, rather than being dispersed across a wider network that would have led to harder management.

The outcome.

Our solution has drastically improved Monzo's onboarding and offboarding process.

Hardware from their inventory can be selected in their custom branded app and delivered directly to new starters, ready to go from their first day. This has removed the burden of onboarding and offboarding from their HR and IT teams, as well as saving them money on purchasing new hardware, and promoting sustainable practices within their business.

Whenever Monzo requires something, we offer a response within minutes. Our technical resources, ordering processes, lead account managers, and backend system assistance are all readily available to them.

> " D2D has become pivotal in supporting our IT growth, offering facilities, services and a level of support unparalleled and unrivalled in the industry. From deep API integration to bespoke services that are helping us achieve our rapid growth, Novatech has always been on hand to support us in any way they can. "
>
> *Chris Hyder,*
> *Technical Operations Specialist*

Remote Working Solutions

Streamline your remote onboarding and offboarding.

Home-based work is proven to increase engagement, productivity and wellbeing within your business. Our processes simplify and automate your remote onboarding process, so your new hires have the equipment they need from their first day.

Our customisable employee self-service portal will allow your staff to select hardware from a pre-defined list, and conveniently ship it straight to their home office. All devices will be ready to go, out of the box.

We understand that accidents can happen, or that sometimes employees feel their productivity would be boosted with new equipment. Our efficient processes mean employees can send for a quick replacement with minimal delays to their workflow. We'll take care of any repairs, upgrades and inventory management for you.

When an employee leaves, we'll collect their equipment and refurbish it, ready to be sent out to your next new starter. Or, at end of useful life, we'll securely and sustainably dispose of the equipment with full audit reporting.

> **Supply your remote workforce with ease using one simple tool.**

The benefits.

Simplified remote working.

Remote working can increase employee engagement, job satisfaction and wellbeing within your business. Our services will conveniently ship hardware straight to your employees' home office.

Employee satisfaction.

Good onboarding can improve employee retention by 82% - yet only 12% of employees are satisfied by the onboarding they receive. A streamlined JML process will help you make a great first impression on new hires.

Circular Remote Device Lifecycle

Repairs & maintenance

Refreshes & upgrades

+ Add-ons

Employee outfitting

Retrieval and reuse

Cost-effectiveness.

When a business replaces an employee, it costs 6 to 9 months of their salary on average - so you should look to save cost where you can. Redeploying hardware rather than buying fresh helps you make the most of your resource.

We'll also store your assets in our 60,000sqft Logistics Centre, free of charge.

Holistic Remote Device Management

Manage your remote devices in one simple place.

Learn more online!

Oversee your remote device management through a trusted partner. We can offer support with the entire device lifecycle, from easy and sustainable procurement, to critical maintenance and secure end of life disposal.

We can also work around your existing business model to implement an IT strategy which works for you.

The benefits.

Lower CAPEX and OPEX costs.

Cut your upfront IT costs and increase your ROI through higher productivity and performance across your business.

Increased speed and efficiency.

Maximise your asset usage and workflow efficiency with our easy-to-use portals and 24-hour delivery.

Productive and efficient staff.

With your assets and admin being managed externally, your HR and IT teams will be free to focus on tasks which matter.

A reliable supply chain.

More than 90% of your emissions and 50-70% of your operating costs are attributable to your supply chain. We'll help you hit your Net Zero goals and ensure you get the best deal possible.

IT Operations

Lift the burden of remote device management from your IT team, so they can focus on higher-value initiatives.

Learn more online!

Get the right devices to your remote workers without limitations using automation. When a new employee starts, we'll allow them to self-serve from a predefined list of equipment and ship it directly to their home office. When they leave, we'll collect their hardware.

All your devices will be asset-tagged, offering you full visibility, whether they're with an employee or in storage. We'll also hold a live inventory of your devices, free of charge in our 60,000sqft Logistics Centre.

The benefits.

A break from the admin.

By fully automating your remote device lifecycle externally, you'll free up time and resource to work on more important and fulfilling tasks.

Simplified remote deployment processes.

We can handle all stages of the remote work process, from device provisioning and troubleshooting to delivery and collection direct to an employee's home office.

Tighter security.

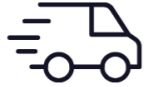Be proactive and manage security risks through thorough asset visibility, detailed asset data and configuration management, and secure data wiping during end-of-life disposal.

Increased speed and efficiency.

Maximise your asset usage and workflow efficiency with our easy-to-use portals and 24-hour delivery.

Circular Student Device Lifecycle

Devices are sent directly to the student, ready to use out of the box

Any maintenance and repairs are conducted as required

New student enrols and requests devices to support their learning experience

When the student graduates, their devices are collected and refreshed, ready to be sent to the next new student

Higher Education Solutions

Supply devices to your students with ease.

Many lessons and hand-ins take place entirely online. That's why now more than ever, your students need the right devices to support their academic journey. Find out how D2D could help you deliver an exceptional learning experience.

Build a remote device lifecycle which empowers your students from enrolment to graduation.

Onboard with ease.

In the 2023/24 academic year, over 550,000 students enrolled in universities across the UK. Organising devices for this many new starters inevitably places strain on your IT and admin departments.

Automating this process can free up your teams to work on more beneficial tasks during the start of the academic year.

Exceptional learning experiences.

Successful onboarding has been shown to have a significant effect on student retention. A smooth process boosts the overall productivity and engagement of the student across their whole academic journey, reducing attrition rates.

Cut costs.

We'll help you maximise resource and budget to guarantee remote

asset management isn't a barrier to your university's success. Cut your upfront IT costs through prioritising device reuse.

Sustainability targets.

Like many universities, you probably have sustainability targets to hit.

We'll bring reuse and circularity to the heart of your device management strategy, helping you achieve your goals.

Sustainability

Cut your costs and your emissions.

Pave the way to a greener planet by contributing to the circular economy. Reusing your existing assets through regular refreshes and redeployment will cut your emissions and prevent e-waste, helping your business to create a more sustainable IT footprint.

Hit your Net Zero targets.

Like many businesses, you're probably aiming to be Net Zero by 2030. Promoting a circular device lifecycle through a sustainable IT partner will help you prevent future lost opportunities, as buyers continue to opt for carbon neutral businesses.

Prioritise reuse.

Reuse is always our first policy. We will integrate legacy equipment into your inventory and redeploy devices as a first option, to help you make the most of your equipment.

Where possible, we will always opt to procure new devices from sustainable sources, to help the planet and save you money.

Sustainability beyond end of life.

When you no longer need a device, you have several sustainable options. We can either refresh and redeploy it to another area of your business, prepare it to be sold to another company or donated to a charity, or securely wipe and recycle it, with full audit reporting.

A clean supply chain.

Usually, more than 90% of your carbon emissions can be attributed to your supply chain. Not with us. Our A+ rated Net Zero HQ and prioritisation of reuse will ensure your business isn't left with a nasty trail.

Overview

Boost productivity and satisfy your teams with Direct 2 Desk – the all-in-one Remote Device Management Platform transforming UK businesses.

With our 37+ years of experience, we can support you with:

- Remote Working Solutions, getting the right equipment directly to your remote employees and retrieving it directly from them when they leave

- Circular Remote Device Management, from easy and sustainable procurement to critical maintenance and secure end-of-life disposal. We'll help you cut your costs and emissions, and boost your ROI

- IT Operations such as logistics, deployment and asset tracking, freeing up your internal IT teams to focus on more productive tasks

- Higher Education Solutions to supply your students with the right devices to support their studies, from enrolment to graduation

- Sustainability, helping you hit Net Zero by 2030. We'll introduce circularity to the heart of your IT strategy, cutting your emissions by up to 90%

Direct 2 Desk

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