

Desktop as a Service versus Device as a Service

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Biography

It all began with Andrew, and his brother Philip, creating the game 'Movie Producer' for the Dragon 32 computer in 1983. From there they started a mail order games business and then progressed to custom building PCs for their customers. Following a meeting with a local car leasing company, Andrew and Philip couldn't understand why there wasn't anyone using this concept for computers. After testing interest with an advert placed in Computer Shopper, they were inundated with enquiries from businesses who wanted to lease their computer equipment – and so HardSoft Computers (<https://www.hardsoftcomputers.co.uk/>) was born.

Around ten years ago, Andrew and Philip saw a shift towards Mac and became one of around 50 Apple Authorized Resellers in the UK. HardSoft now has a mix of Mac and PC customers and recently re-launched their custom built PCs.

Keywords Desktop as a Service (DaaS), Device as a Service (DaaS), Productivity, Asset management, IT support
Paper type Opinion

Abstract

Sharing a common acronym “DaaS” it’s not surprising that ‘Desktop as a Service’ and ‘Device as a Service’ are sometimes confused. But they are very different models, with very different benefits, and whilst Desktop as a Service is a cloud computing solution hosted by a third party provider, Device as a Service is has fast become the new model for procuring and managing in business. In this article, the author compares the options available, and discusses the benefits.

Introduction

With the range of acronyms in the IT world, it is not surprising that ‘DaaS’ is being met with confusion. While they share a common acronym ‘DaaS’ can mean ‘Desktop as a Service’ and ‘Device as a Service’. In short, Desktop as a Service is cloud computing solution hosted by a third-party provider. Whereas, Device as a Service is a paid service which solves the IT needs of a business through the outsourcing of hardware, software, and management of equipment.

So let’s compare both DaaS models and looking at the benefits each model offers to businesses.

What is Desktop as a Service (DaaS)?

Desktop as a Service (DaaS) covers the desktop software only. It is a form of virtual desktop infrastructure (VDI) in which the VDI is outsourced and handled by a third party. Also called hosted desktop services, desktop-as-a-service is a cloud

computing solution which delivers virtual desktops, along with the apps needed for use on the virtual desktop, to any device from anywhere in the world. It provides secure cloud-hosted desktops for emails and applications without the need for maintaining software.

A desktop as a service supplier will manage the deployment of the virtual desktop, as well as maintenance, updates, security, data backup and storage. This type of DaaS model is ideal for businesses who do not want to manage their own software on-premises and invest in a dedicated IT team, but rather pay a subscription fee for a third-party cloud provider.



Keep your devices in mint condition

- Three years' tech support and warranty
- A Loan Mac with next-day delivery
- Business hours support helpdesk
- Onsite or remote fault diagnosis and repair
- Accidental damage cover

What is Device as a Service (DaaS)?

Device as a Service (DaaS) is almost like leasing your IT equipment, but it also offers more benefits than just the financial kind. DaaS is all about convenience, flexibility and efficiency.

It covers actual devices, in terms of computers, laptops, smartphones, and other mobile computing devices as a paid service, as well as software. It eases the IT needs of a company by outsourcing the hardware, software, and management of the equipment to an external provider.

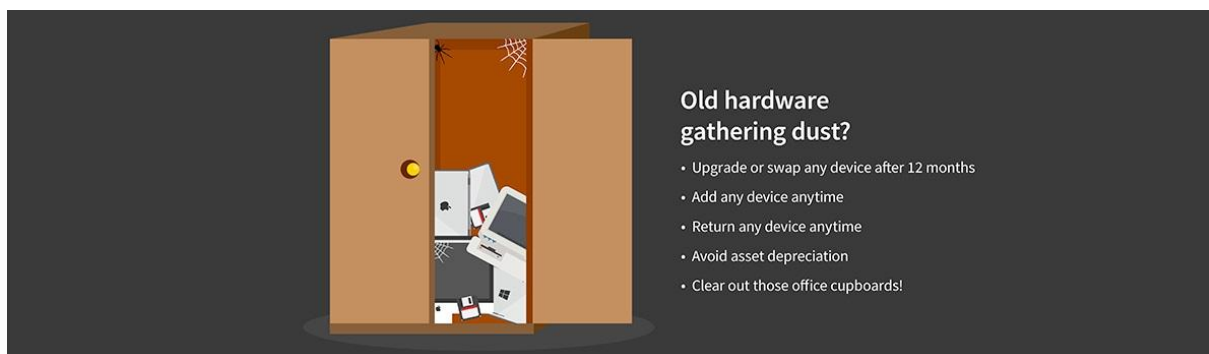
Subscribing to a Device as a Service provider allows organizations to scale up and down physical devices as needed, as well as update to newer hardware more frequently – all without a great deal of work for the organization concerned. It will deploy, manage, maintain and support your devices in a way that is suited to the needs of your business. It allows businesses to add or remove devices, upgrade technology and manage all devices from a convenient dashboard without having to worry if something goes wrong.

Desktop as a Service versus Device as a Service

When deciding which DaaS model is best for your business, it will come down to whether you need actual devices or just the software. With Desktop as a Service, you will need to supply your own devices for the third-party provider to install the cloud-based software onto, whereas Device as a Service will provide you with up-to-date devices, managed services, security and support.

Benefits of Desktop as a Service

- **Accessibility** – DaaS allows you to access your desktop anywhere at any time over the internet. Using a device of your choice, you will have the freedom to access your desktop from a PC, laptop, tablet or smartphone.
- **Improved security** – Taking the security burden off a single device, DaaS is protected by an infrastructure with the highest levels of protection. Data is held and backed up in a secure environment rather than being vulnerable on a single device.
- **Lower operating costs** – Removing the need for an in-house IT team, internal resources can be streamlined and operational costs can be lowered. There will also be a reduced need for space for power and cooling equipment.
- **Reliable and consistent** – With full security, support and automatic updates, DaaS is a service that can be consistently relied on for access and performance.




Benefits of Device as a Service

- **Flexibility** – DaaS provides the flexibility businesses need, allowing you to mix and match manufacturers and devices, add devices, take devices away and only pay for what your business really needs.
- **Efficiency** – By streamlining hardware support, businesses can enhance IT efficiency with DaaS through one central point of contact. Plus, a DaaS provider will provide everything from deployment, optimization, maintenance and disposal of devices.
- **Increase productivity** – Productivity will be boosted in a workplace with devices that are always ready, consistently maintained and supported. DaaS will also proactively monitor performance, ensuring your devices are kept running smoothly at all times.
- **Predictable costs** – By changing the way you finance IT equipment, you can increase cost efficiency and easily manage predictable costs.

Enhancing productivity

Technology is driving change in the workplace. Employees need to work in a more agile manner, sharing ideas and information to get things done. With the right devices, software and support, employees are able to collaborate more effectively, and with the use of productivity tools the modern workplace is being reshaped into one that meets the demands of customers and clients, both now and in the future, and pushes businesses to the front of the queue when it comes to securing new business.



Power your team with the best tech around.


- Equip them with the latest Apple or PC devices
- Boost productivity, morale and team spirit
- Add new devices any time, and swap or return any device after 12 months!

Apple Authorised Apple Reseller No employees with old hardware **HARDSOFT**

Scalability of technology is key, and whichever IT provider you use – flexibility is essential. Here at HardSoft, we offer Devices for Teams, to allow your business to always have the latest Apple and PC devices. Our unique and flexible DaaS (Device as a Service) subscription for multiple Apple and PC devices can be tailored to your needs in order to provide you with multiple devices for a single monthly fee. Meaning that you get the right devices, for the right project, at the right time.

Ideal for businesses with between 50-400 people and devices, our DaaS model allows for additions, renewals and device returns. By only paying for what is used, businesses can have the latest tech when they need it to help the business grow, whilst maintaining the highest levels of service for employees, projects and customers. It has many benefits for businesses; the small monthly payments are good for cash flow and are Opex tax friendly. Obsolescence is avoided, and with no more depreciating assets businesses can upgrade after 12 months and keep the latest tech. There is true flexibility, with the ability to add, subtract, and change devices as business needs change.

We also offer a 360 support wrapper and a three year inclusive support package, with a support help desk available to help with any IT issues. In addition, we provide a full imaging service, based on role types and IT requirements. HardSoft has more than 35 years' experience and are both Apple and FCA approved.



Great value tech keeps everyone happy.

- Your team benefits from the latest, greatest tech, keeping productivity and morale high
- Your finances benefit from Opex-friendly, predictable monthly payments

Apple Authorised Apple Reseller Best equipment for employee and best price for the CFO **HARDSOFT**

Conclusion

With the changing nature of work comes the need to embrace technology in all its forms in order to streamline business processes, increase transparency and efficiency. Many businesses are looking for an alternative to the traditional desktop deployment model, in which the IT department installs an operating system and applications on every employee's device, then has the time consuming task of maintaining upgrades and updates – all whilst trying to keep devices secure. This model is also a poor fit for an increasingly mobile and remote workforce whereby employees use a wide variety of devices, including desktops, laptops and mobile devices when working remotely or while travelling.

As businesses choose new approaches for delivering applications and data, deciding which DaaS model is best for your business, it will come down to whether you need actual devices or just the software.

Reference

For more information on HardSoft's DaaS service and Devices for Teams, contact Sophie Morgan on 020 7111 1643 or email sophie.m@hardsoft.co.uk, or see the website at <https://devicesforteamshardsoftcomputers.co.uk/>