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Compugen Integrated
Device Services

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Compugen Integrated Device Services

As organizations implement modern workspace solutions and take advantage of hybrid working, having the right software and networking infrastructure is critical. Expecting the best from your employees requires them to have the right tools to do the job.

Ensuring each employee gets the hardware they need when they need it, no matter where they are, can be a logistical nightmare. Plus, you need an airtight system to track and manage all the IT assets to protect your investment, ensure data security, and meet compliance requirements.

The good news is that you don't have to go it alone. Compugen's Integrated Services help you set up and integrate all hardware into your infrastructure, removing the burden of device management. As a result, you can focus your IT resources on higher-level strategic initiatives, making operational costs more efficient.

Compugen Integrated Services

Our Integrated Services offer turnkey solutions shipped to your users directly from our state-of-the-art facilities. It helps you augment capacity, streamline logistics, eliminate additional shipping costs, and deliver a seamless employee experience with pre-configured, ready-to-perform products.

Why Use Integrated Services?

- **Streamline Operations:** Consolidate various services to simplify vendor management and improve efficiency.
- **Enhance Asset Management:** Track and record device location and status to facilitate audit and maintenance.
- **Improve Scalability:** Add devices to your fleet on a dime, whether you need to configure and deploy a single device or a thousand.
- **Customize Hardware:** Tailor each device to your specific requirements to improve user experience and ensure compliance.
- **Mitigate Risks:** Minimize asset loss, theft, or damage to protect your IT investment.

How Do Integrated Services Work?

As your IT enablement partner, we work closely with your team to cover all bases.

- We understand your business requirements and recommend the best options to support your applications and infrastructure.

- Our à la carte, per-asset pricing model allows you to mix and match the services you need without paying for those you don't use.

- You can add project planning and coordination to ensure everything goes according to plan without straining your resources.

- We handle all the logistics and shipping to ensure users get the equipment they need when they need it cost-effectively.

What Do Our Integrated Services Cover?

Our integrated services address six essential aspects of IT asset management:

Onboarding + Setup

We kick off the project by understanding your organization's IT needs and objectives and customizing a plan to meet your requirements. Our project coordinator will meet with your team to perform a comprehensive onboarding process, such as gathering design assets and setting up our systems.

Asset Tagging

This process involves labeling equipment with unique identifiers using laser etching to ensure seamless asset tracking and management. Asset tagging helps reduce the risk of loss, theft, or misplacement while fostering a sense of responsibility and accountability among employees. It also simplifies asset audits and inspections for regulatory compliance and financial reporting.

You can provide your own image, text, etc., or use Compugen-provided ones. The service includes data capture of tag information matched to the hardware, with or without configuration and unique IDs.

Configuration + Imaging

We'll configure the devices to meet your organization's specifications, install all required software, and perform rigorous testing to ensure they meet performance standards and are ready for immediate deployment. Each device is operational, tracked, and updated for delivery to help you minimize help desk calls related to new deployment.

You can choose standard enrollment to Azure through Partner Center or professional enrollment to access white-glove profile provisioning to enroll your devices.

Imaging creates a complete and exact copy of a device's hard drive to support effective backup and disaster recovery, facilitate efficient deployment of multiple computers with identical configurations, and maintain control over software versions and configurations. We can also help with post-image work or tenant build as required.

Laser Etching

Laser etching creates permanent markings on physical assets, including laptops, tablets, and smartphones. These markings often include unique identifiers, such as serial numbers, barcodes, QR codes, or other data, to facilitate efficient asset tracking and lifecycle management.
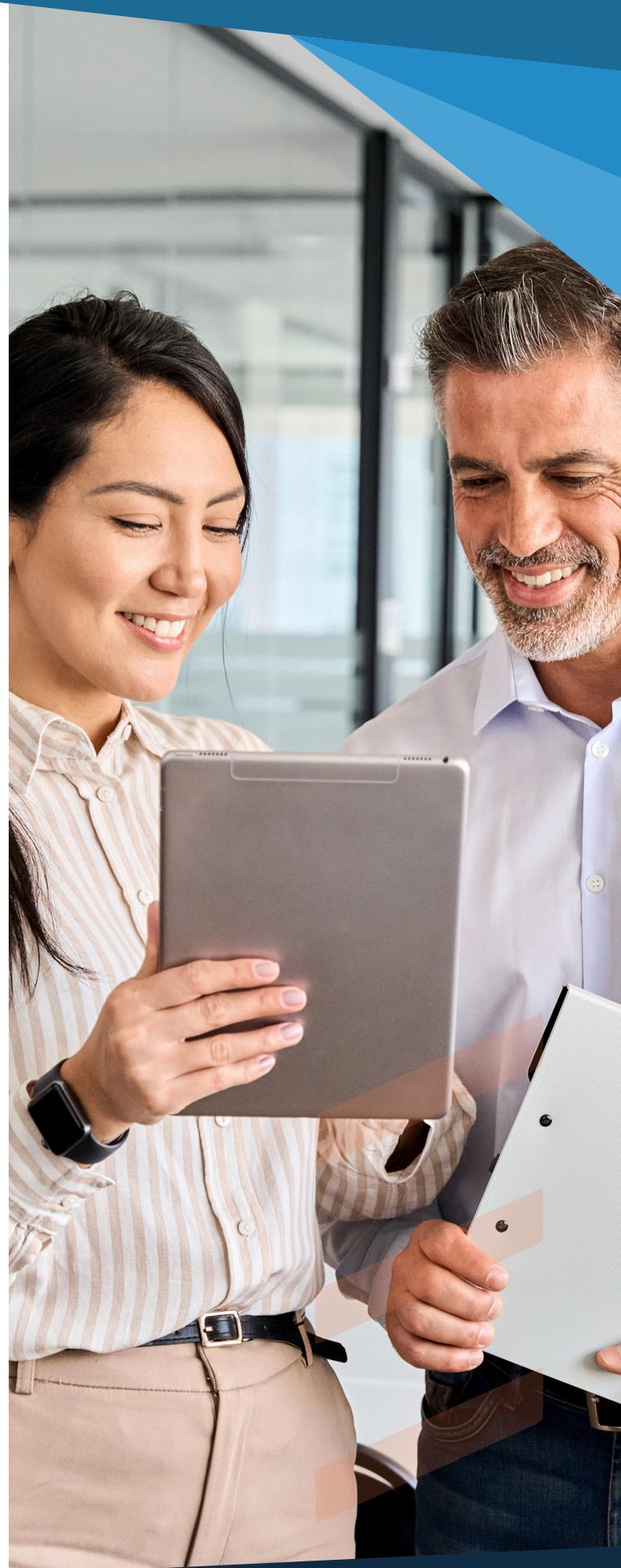
Laser-etched markings resist wear, tampering, fading, and environmental factors such as moisture, chemicals, UV radiation, and extreme temperatures while providing high precision and exceptional legibility. It also supports regulatory compliance with accurate and permanent asset identification records.

Hardware Upgrade

We help you upgrade individual hardware components like memory, hard drive, video card, etc., to enhance IT assets' performance, functionality, and longevity while reducing the frequency and costs of asset replacements. We tailor this service to meet your specific needs, e.g., focusing on processing power, storage capacity, or graphics capabilities.
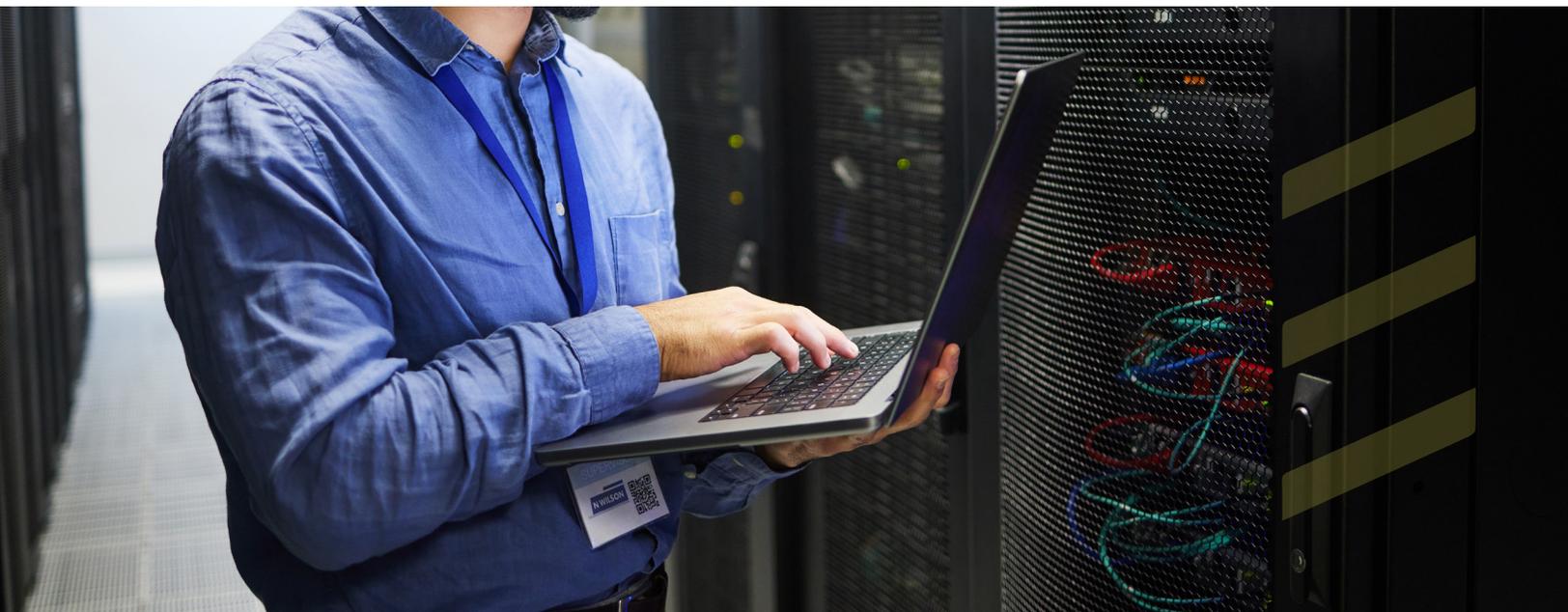
You can ensure existing hardware meets modern software requirements so assets can continue to support the latest technologies as you reduce maintenance costs and minimize downtime due to hardware failures. Additionally, modern hardware components are often more energy-efficient than their older counterparts to help you reduce costs.

Storage + Warehousing

Our temporary storage service for customer devices in Compugen's secure warehouse facilities follows ISO 9001:2008 process management standards to ensure inventory accuracy. You can gain additional storage capabilities to support staged refresh or deployment and only pay for what you need. The fee also covers utilities, inventory control, and insurance for simplicity and peace of mind.

Onboarding + Project Setup

- Initial project onboarding and setup for imaging services
- Initial project onboarding and setup for asset tagging: Label creation and one-time setup
- Project coordination and planning

Asset Tagging

- Printing of customer-provided image/text/data application on hardware purchase + data capture of tag info matched to hardware serial number without configuration and Unique ID
- Printing of customer-provided image/text/data application on hardware purchase + data capture of tag info matched to hardware serial number with configuration and Unique ID
- Design and printing of Compugen-provided image/text/data application on hardware purchase + data capture of tag info matched to hardware serial number

Configuration + Imaging

- Auto Pilot: Standard enrollment to Azure via Partner Center
- Auto Pilot: Professional enrollment with white glove profile provisioning for enrolled devices
- Image deployment with the basic image provided via SharePoint or USB
- Post-image work or image/tenant build
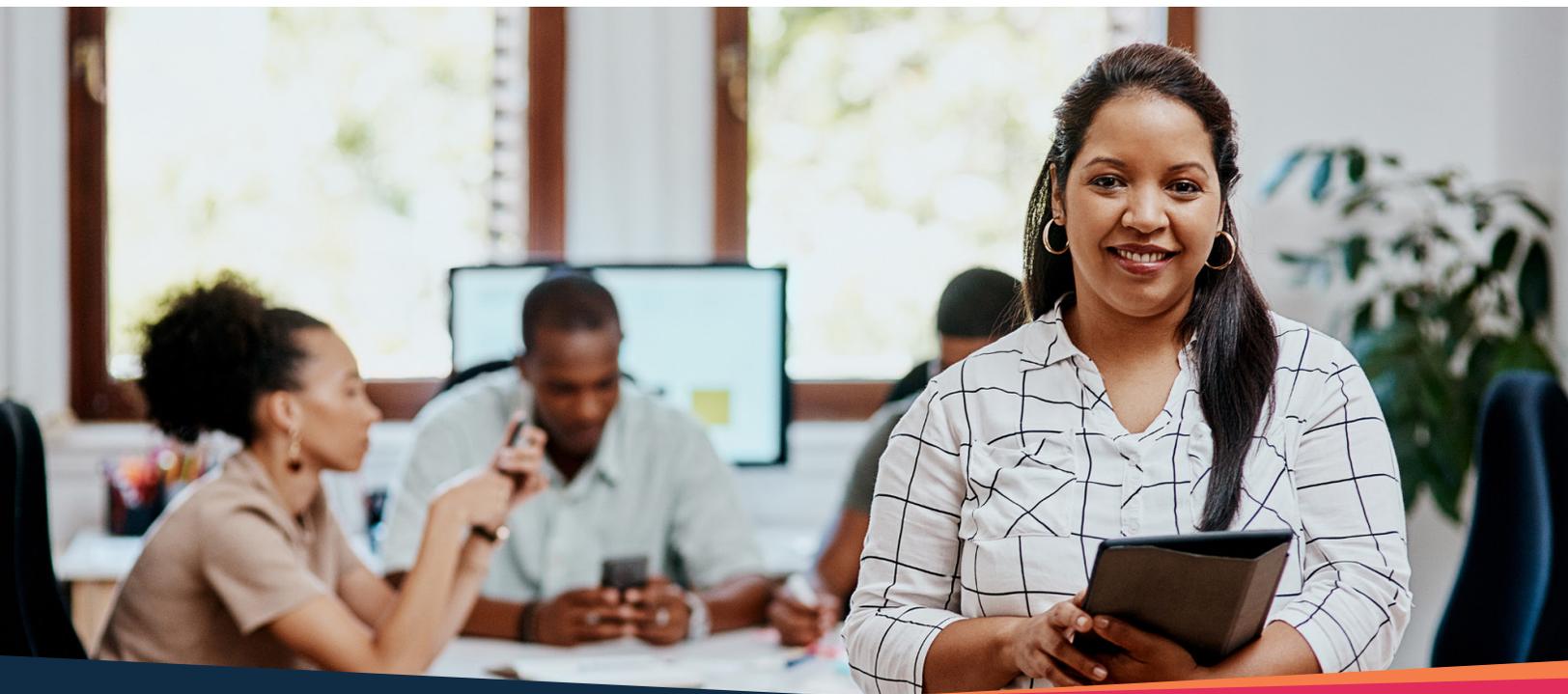
Laser Etching

- Standard 2"x3.5" etch of customer-provided image/text on combined hardware purchase
- Standard 4"x4" etch of customer-provide image/text on combined hardware purchase
- Custom laser etching

Hardware Upgrade

- PC hardware install: Single component add (e.g., memory, hard drive, video card, or equivalent) for branded laptop/desktop + hardware check to ensure quality. Min x5 per project
- RAM add: Per additional DIMM/SODIMM install beyond base service charge
- Card add: Optional installation of PCI-based cards, such as video, sound, NIC, and wireless, in conjunction with base upgrade service
- HDD add: Optional hard drive install when system space allows, in conjunction with base upgrade service *

Why Compugen?

At Compugen Systems, Inc. we're redefining the customer experience; your experience.

Through cloud-based connections and as-a-service offerings, from a modern workplace to hybrid IT, from vision to reality, and opportunity to impact, we will make a positive, rippling impact on the world around us.

Review the Rate Card

Improve your asset management efficiency with our integrated services.
Schedule a Rate Card Review to discuss our Integrated Services and reprioritize your teams today.

SCHEDULE A RATE CARD REVIEW

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