



SERVICES GUIDE

eXtraordinary solutions from XMA Services

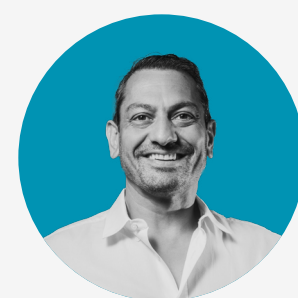
Core Services – Supply Chain and Fulfilment

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Table of contents

- 2** Contents and Foreword
- 3** Meet the XMA Services Board
- 4** XMA IT Services – our best kept secret
- 7** Strengthening our service capabilities
- 9** Supply Chain and Fulfilment Services
- 11** Pre-delivery Services
- 14** After-sales Services
- 15** Managed Services
- 16** Get in touch
- 16** Join the club

A message from our Managing Director



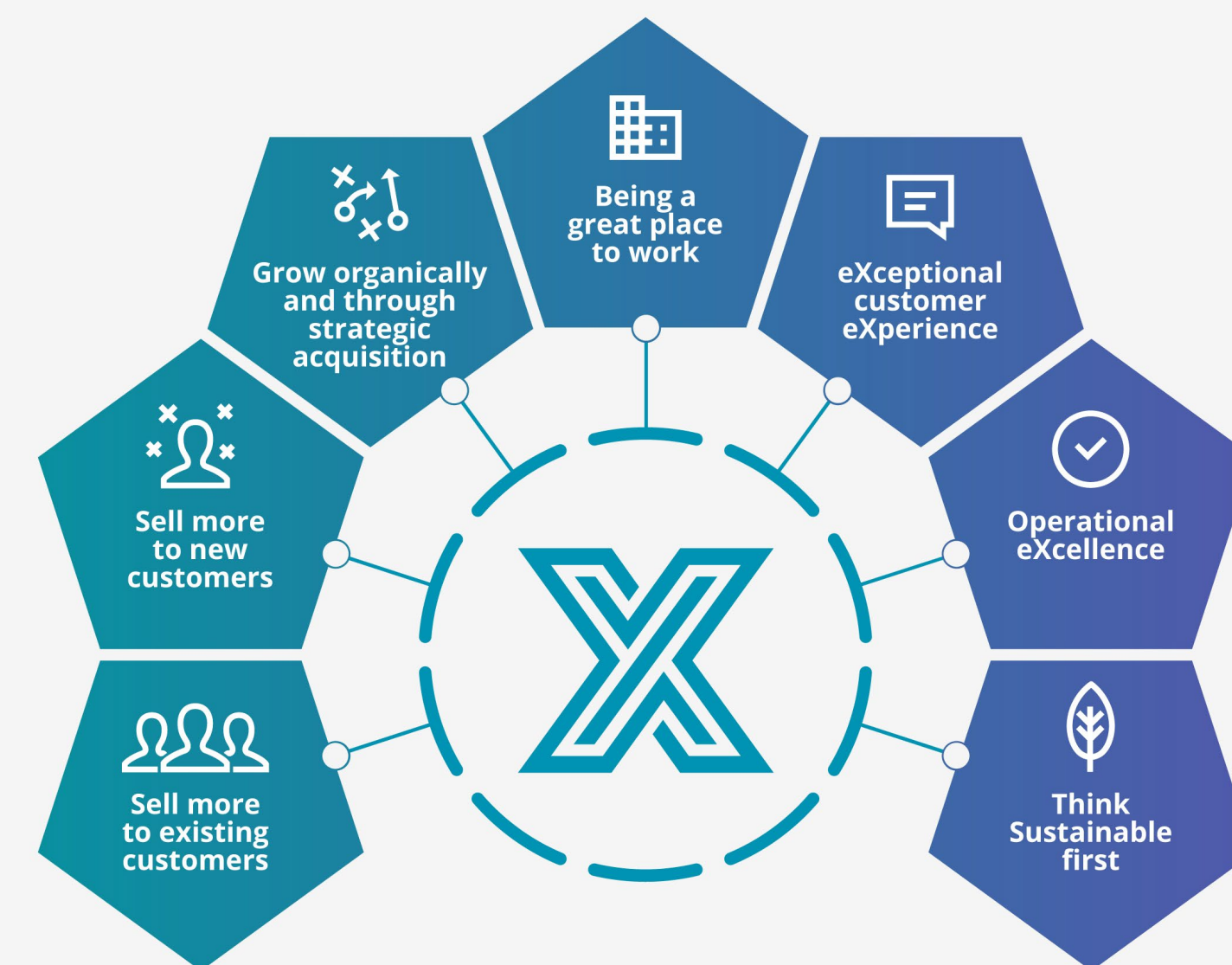
Lee Hemani
Managing Director

Over the years, XMA has gone from strength to strength, delivering transformational IT solutions and services across the public and private sector. We have taken a huge amount of pride in enhancing our customers' productivity, supporting them in embracing the modern workspace, and delivering hundreds of end-to-end IT projects and services of every size and scale. We continue to experience strong year-on-year growth, securing new business, while maintaining relationships with some of the largest organisations in the UK.

Over the past 15 years, we have continuously diversified our services to cater to every customer's unique needs. Through consistent investment in our team, we are equipped to manage projects of all sizes. Experiencing a 75% surge in our services division, we now extend our expertise to an even wider client base, offering services in supply chain and fulfilment, customer success, and professional and managed services. And our eXceptional 7 strategy helps drive our continuous growth ambitions.

XMA's values continue to be the key driver in everything we do as a business. We are passionate about the value we add and we always prioritise our customers.

Our people power everything we do, through every level of our organisation, from our Configuration Engineers and Service Delivery Managers, to our senior level executives. No matter how large or small the need, we retain that vision of transforming the way our customers do business.



Meet the XMA Services Board

Our Services Board are responsible for the development and implementation of the XMA Services strategy and managing our services division, to deliver against our aspirations.



Kelvin Lee

Chief Operating Officer

"Our mission is to create a high performing managed service function with an environment where people want to work for us and customers want to work with us. We strive to drive growth, operational efficiency and innovation, to win, run and continuously improve the service levels offered to our customers whilst maximising our business through service re-design, and incremental customer business."



Lea-Ann McLean

Chief People Officer

"Our Services business has a focus on delivery excellence and over 40% of XMA's staff work within the various Services Functions. Our people are the essence of our Services success, hence the need for senior people stakeholder participation."



Jimmy Devlin

Services Director

"As Services Director working alongside the rest of the Services Board we set strategic direction with the aim of growing the XMA Services business through innovation and strategic investment. My role as Services Director is to lead the delivery and operational functions of the services business, focused on customer experience and service capability while driving efficiencies through automation and shift left."



Arlene Burnside

Services Finance Director

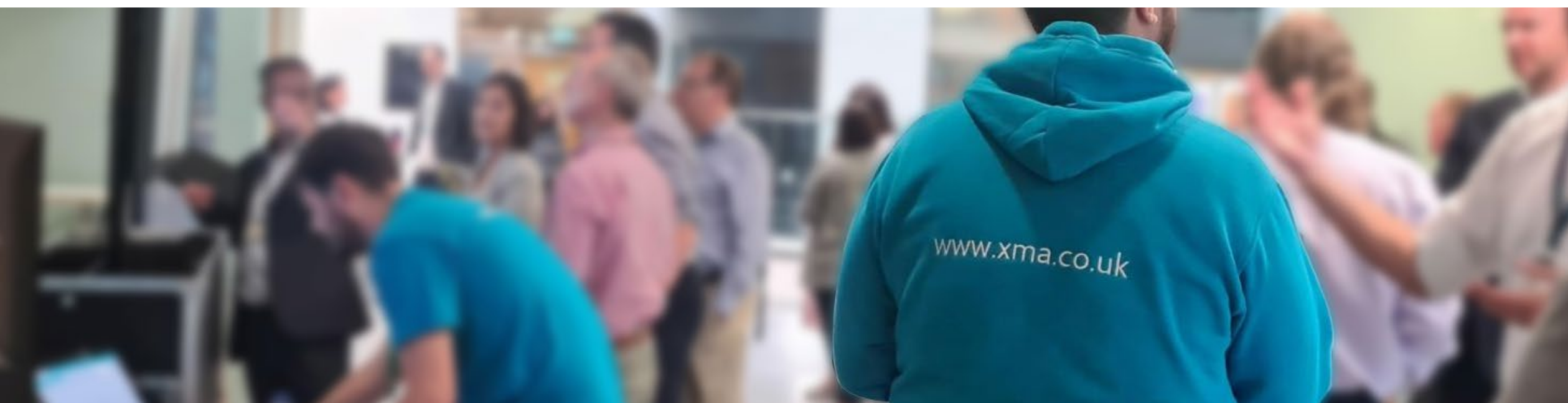
"As Services Finance Director, I'm responsible for governing the commercial and financial processes that are the backbone of our Services Business. Working together with Sales and Operations, our aim is to grow our services business through innovation and investment, expanding our services capability and creating efficiencies that will improve our customers experience."

XMA IT Services

Our best kept secret!

We can deliver the hardware you need to enhance employee experience, and we can provide IT solutions that improve the way your organisation operates and delivers outcomes for your customers. But our best kept secret is what we do best of all – consulting, designing, coordinating and managing your IT estate.

What truly sets us apart is our tailored and customer-centric approach. The strength of our partnerships and our size and scale allow us to deliver on our promises. We offer a broad services portfolio, all of which has been built on a pedigree of knowledge by our in-house experts.



Homegrown

We are a private, family run UK-based business.



Award-winning

We are a national award-winning IT reseller.



Public sector approved

We hold status on 25+ procurement frameworks.

[VIEW OUR FRAMEWORKS](#)



Right-sized

We can provide and tailor service solutions for any size project, while maintaining a personal experience for every customer.



Established

We have served thousands of customers over 35+ years in business.



Partner accredited

We have an unrivalled partner accreditation portfolio that means customers have access to best-in-class solutions, always.

Powered by our people

We are lucky to have an eXceptional team of in-house experts who strive to deliver service eXcellence every day.

Our in-house capability includes over 80,000sqft of warehouse space across three UK sites, which we deliver over 3.5 million products from each year. Our on-site Configuration Centres allow us to configure over 3,000 devices per day to your requirements. Our on-site services even include device etching, logistics, and storage solutions. We also have an eXceptional Service Desk supporting our customers with all their needs.

We support over

1.1 million

devices today under SLA-driven maintenance contracts.

“When XMA talk about taking a One Team approach to partnerships it is more than just rhetoric, it is genuinely reflected in their behaviour. It is refreshing to work with a supplier whose claims match their actions.”

Senior Project Manager, DVSA

Setting sustainability at the heart of our organisations

XMA can enhance, manage and report upon your ESG strategy, for the good of your people, your organisation, and the planet. We strive to do everything with minimal impact on the planet. From device selection to delivery across the UK, we reduce waste wherever possible and guide you towards more sustainable choices.



Smarter ESG goals

Change your day-to-day operations for the better with ESG goals that align with wider business targets.

FIND OUT MORE



Environmental goal:
Reduce waste

Reduce e-waste, adopt sustainable processes, and save time and money.



Social goal:
Improve wellbeing

Improve customer responsiveness by developing your human capital and enhancing their digital experience.



Governance goal:
Cyber Secure

Build and sustain customer and employee trust by maintaining your cybersecurity posture.

Strengthening our service capabilities

As part of our strategic growth ambitions and efforts to continue improving our service offering across the UK, we acquired Capito Ltd. in 2022. Bringing 30+ years of continuous customer success, Capito has mastered its service delivery aligned to business continuity, cloud migration and the modern workplace.

Whether your IT user estate is a few hundred or many thousands, Capito has the agility and flexibility to handle deployments and associated managed support services from secure, accredited centres across the UK. In addition, Capito's own Service Desk and Operations Centre runs from Central Scotland, providing fantastic, localised service to our many customers in Scotland.

Capito is also a leading supplier on public sector procurement frameworks including the Scottish Government Desktop Client Devices framework (SP-19-016) and the Mobile Client Devices framework (SP-19-020).



“Capito’s acquisition by XMA was the next phase of growth for our Workspace Services business, allowing us to continue making strategic and long-term investments in recruitment and broaden our service offering. Capito’s industry leading reputation in End-User-Computing services, Business Continuity solutions and Cyber Security expertise has brought extensive value to the XMA Services portfolio. This collaboration is creating exciting opportunities for our people and customers across all of the UK.”

Arlene Burnside, Services Finance Director

Our Services Framework

Our proven service methodology, leveraged by some of the UK's largest organisations:

Supply Chain & Fulfilment Services

Unbeatable services to support your pre-delivery and after-sales experience.

Read on to find out more.

1

Customer Success Services

Remove the guesswork with unbiased advice and meaningful data.

[Find out more](#)

2

Professional Services

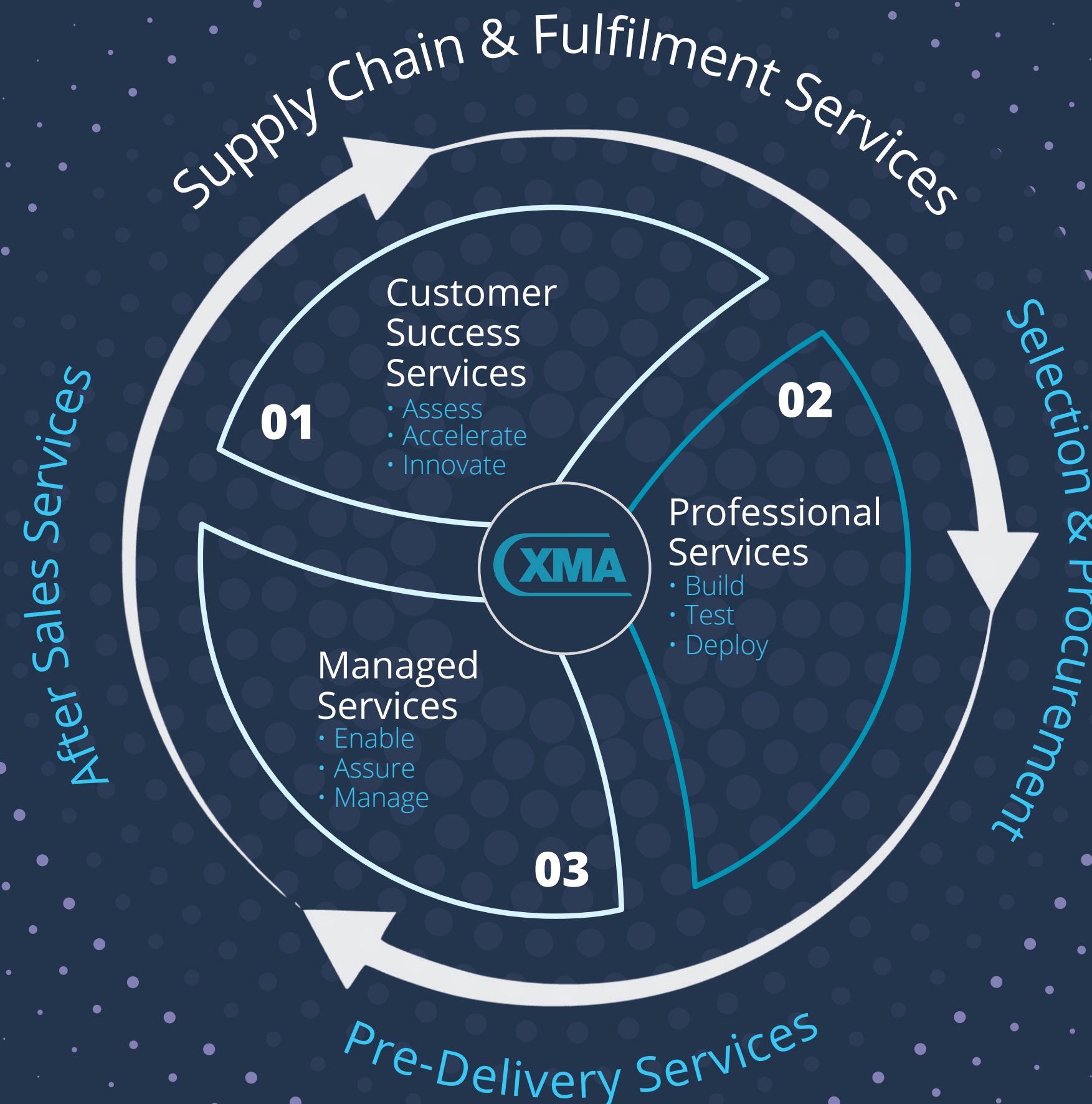
Unlock value swiftly with comprehensive design and delivery services.

[Find out more](#)

3

Managed Services

Unburden your in-house IT talent with Enable, Assure or Fully Managed Services.

[Find out more](#)




Supply Chain and Fulfilment Services

Hassle-free, sustainable and efficient services tailored to your needs.

For over 35 years, we've partnered with leading and emerging technology vendors to drive value for our public and private sector customers.



Our expertise and accreditations enable us to deliver the latest products, services, and solutions to you.



You can view a full list of our partner accreditations here:

[FIND OUT MORE](#)

“The growth and results XMA have delivered has truly been astonishing, and the impact it’s had on our wider team here at Microsoft has been significant. The knowledge they acquire and support they provide to our sales team means our success is secure, with XMA.”

Alex Smith, Microsoft, Surface UK Commercial Director

Selection and procurement

Concierge Services

Experience personalised support from our dedicated Account Managers, backed by our expert pre-sales and sales specialists. Trust us to tailor solutions that surpass expectations and elevate your buying journey.

- **Account Management:** Your key contacts, fostering relationships and catering to your unique business requirements
- **Vendor Alliances:** Acting as a liaison between our vendors and customers, they streamline product sourcing and pricing
- **Pre-sales:** Boasting a collective 86 certifications across 17 vendors, our experts eliminate uncertainty, offering impartial advice for more complex requirements

Financial Services

Alleviate financial strain and unlock hidden value from your assets with our flexible financing options. Take advantage of tailored solutions to optimise your financial resources and propel your organisation forward.

- **Single Upfront Payment (SUP):** A one-time payment made all at once
- **Operating Expense (OPEX):** Regular, recurring costs that support day-to-day operations
- **Trade-In and Buy Backs:** Programmes allowing the exchange of old items for new ones or money
- **Second Use Funding:** Financial support for repurposing used assets

E-procurement

We simplify your business transactions with 30,000+ products, real-time inventory updates, secure ordering, and seamless integration with procurement and finance platforms. You can choose the site that suits you based on your needs, from straightforward IT purchasing for businesses and consumers, to bespoke purchasing with tailored pricing.



Lucy Miller
Supply Chain Director

“XMA have worked closely with the university to tailor supply and reporting in line with our requirements. This has allowed us to easily and regularly measure XMA against their competitors. This level of collaboration also meant we were able to put secure processes in place for home delivery to remote workers.”

Purchasing Manager, University of Oxford

Pre-delivery Services

XMA offers expansive warehousing, streamlined hardware configuration, and sustainable managed logistics.

Utilise our secure storage, device configuration, swift deployment, and sustainable logistics services to enhance your business efficiency.

Over 3,000 devices
configured per day on-site

Our Configuration Service catalogue offers everything you need to configure your Windows, iOS, and Chrome devices as well as your network and servers.

Warehousing

Access our purpose-built warehouse facilities in St Albans, Nottingham, and Livingston, amassing over 80,000sqft. Reap the benefits of expert inventory management, secure storage, and the flexibility to scale based on your requirements. We hold thousands of items of stock and offer same-day domestic delivery.



“XMA have been an excellent partner during the deployment of 22,000 Chromebooks to all schools in the Highland region. The services provided include working with hardware suppliers to match pricing, specification and logistical requirements, pre-provisioning devices ready for use in schools, managing call off orders and liaising directly with schools to swiftly overcome any issues that arose. We would welcome the opportunity to work with XMA in the future.”

ICT Manager, The Highland Council

Configuration Services

Simplify your deployment process and save valuable time and effort with our hardware configuration services. Benefit from device configuration, asset tagging, testing, and seamless deployment for enhanced efficiency.



End User Compute

- Windows Autopilot for pre-provisioned deployment (device apps, settings, policies, user apps)
- Device imaging using a hosted deployment solution (SCCM, MDT)
- Android device enrolment using Android Zero Touch or Samsung Knox Mobile Enrolment
- Chrome Enterprise Enrolment and ChromeOS Flex upcycling
- Apple Business Manager (ABM) and Apple School Manager (ASM)
- Volume credit for bulk purchases and distribution of apps and books



Servers

- Hardware installation, BIOS and firmware upgrades and RAID configuration
- Server Network Operating System (NOS) installation or imaging
- Software application installation
- IP address and hostname configuration
- Remote management configuration
- Full rack configuration and cabling



Networking

- Configuring and testing of network devices to customer specifications
- Installing software/firmware updates
- Labelling devices for easier identification



Additional Services

- Component install (CPU, RAM, hard drive/SSD, GPU etc.)
- Peripheral install (screen protectors, cases etc.)
- Asset tagging, including tag creation
- Custom inserts with clear instructions for users
- Security marking
- SmartWater – clear liquid solution that carries a unique forensic code
- DNA – combining unique DNA coding with microdot technology
- Selectamark – forensic coding and asset identification
- Laser etching
- Secure and custom packing

Managed Logistics

We prioritise sustainability with packaging reduction, reuse, and recycling practices. From initial stages to product tracking, we ensure environmentally friendly handling of your IT products.

- Annually, we process over 85,000 shipments, comprising more than three million individual items
- We provide both standard and custom domestic shipping options from 10.30am to 10pm on business days
- Our package tracking system provides complete order visibility, helping pre-empt and resolve potential delays
- In the past year, we've achieved an exceptional shipment accuracy rate of 99.97%

Sustainable Shipping

	Bronze	Silver	Gold	Platinum
MOQ	20 units	20 units	45 units	45 units
Bill and Hold	Yes	Yes	Yes	Yes
Packaging type	Reduced	Reduced	Zero	Zero
Disposal of retail packaging	Yes	Yes	Yes	Yes
Courier type	Standard	Standard	Dedicated	Bespoke
Drop off type	Kerbside	Kerbside	Delivery to Room Pass to Staff	Delivery to Room Pass to Staff
Collection of like for like assets	—	Optional	Yes, Future Date	Yes, Same Day
Compliant WEEE disposal	Yes	Yes	Yes	Full WEEE Asset Report and Potential Rebate

“XMA has succeeded in enabling healthcare services in Gloucestershire to ‘go mobile’. XMA proved to be very flexible and that enables the relationship to work very well. We are extremely pleased with how XMA have managed this process”

Service Delivery Manager, NHS Gloucestershire

After-sales Services

Our Business Process Excellence Centre (BPEC) ensures a standardised, seamless customer experience across all services. Experience our post-sales support, including account servicing, optimisation services, and more – designed for your convenience.



Account Servicing

Experience hassle-free account servicing with our dedicated BPEC team. We take care of your delivery, invoicing, warranty, and other account-related needs, ensuring smooth communication and efficient resolution of requests or concerns.

- More than 53% of all orders are delivered within 24 hours, with the rest fulfilled in under five days
- Our dedicated BPEC customer support team responds to 99% of calls in under 10 seconds

Hardware Lifecycle Services

Gain peace of mind with our break-fix and secure asset retirement services. Combine with our Circular Economy or Hardware Management Service for a comprehensive managed solution.

- Delivering a broad range of in-house and OEM-backed repair services for over 1.5 million customer devices
- Certified repair facilities in Nottingham and Livingston provide flexible in-house and on-site services
- Swift hardware repair or replacement, gold stock provision, and same-day delivery of pre-configured devices
- Offering comprehensive services including collection, shredding, WEEE-compliant disposal, or upcycling for reuse
- Dependable service provider to various UK government departments, including the Ministry of Justice and Cabinet Office

Authorised Repair Partners for:



Lenovo



Join our (not so) secret club

Come see it for yourself!

Want to see our live operation?
Come on down!

We offer tours of our Warehouse and Configuration facilities so you can get to grips with how/where our teams work to deliver the best IT Services for you. See where your tech is held and serviced before it is delivered, ask any questions you may have and if you fancy it, join us for some lunch too!

With XMA's outcomes-focused philosophy we can make sure that every solution you implement is in alignment with your organisation's goals, and that you have the support you need at every stage of the process.

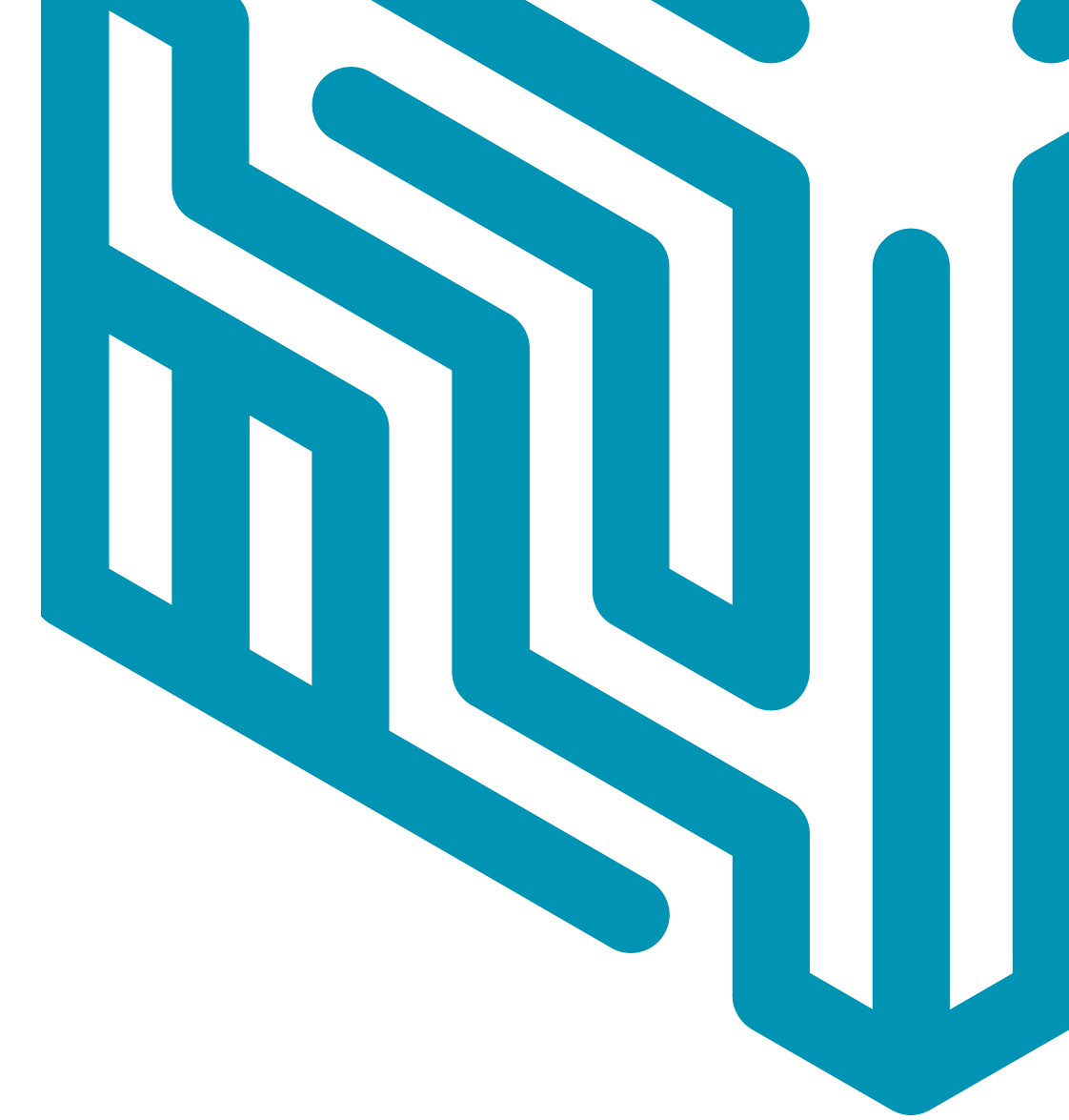
Find your headspace with XMA Services.
Let us take care of your day-to-day so you can focus on your future.

**Get in touch to discuss your IT service needs
or to book a facility visit now.**

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Crown
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INVESTORS IN PEOPLE®
We invest in people Standard

