

A person is holding a silver Chromebook laptop in a brown leather messenger bag. The laptop has the Chrome logo and the word 'chrome' on the lid. The bag has two pockets with buckles. The background is a blue gradient.

Circular Endpoint Management

Secure, sustainable, and fully circular management of the endpoint estate - all from one trusted partner.

COOLSPIRiT[™]

www.coolspirit.co.uk

Overview

Effective management of an organisation's endpoint estate is vital for ensuring seamless user experiences, boosting employee productivity, and enhancing organisational efficiency.

IT teams face the challenge of ensuring devices are properly configured, fully operational, and readily available when and where needed. And at a time when ESG and sustainability goals have never been more important, it's essential that IT is not only effective but also environmentally responsible and sustainable. Managing this effectively can place a heavy load on IT departments, especially at scale. If neglected, it can become costly and error-prone, leading to waste and security and compliance issues.

This service provides a comprehensive suite of services designed to resolve these challenges. With the service you'll be working with an IT services partner that's transparent, meticulous and committed to sustainability at every stage. All the complexities behind the scenes are handled, so organisations can focus on their core business.

A full view of the Endpoint Lifecycle

End of Life

- Secure collection
- Data erasure
- Refurbish
- Repurpose / Resale
- Recycling



Prepare

- Securely set up inventory of workforce devices
- Establish standards for device provisioning
- Define imaging processes



Maintain

- Deliver remote and on-site end user support to resolve faults
- Manage inventory
- Repairs



Deploy

- Define imaging processes
- Deliver configured system to users



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Included Service Features

Joiners, Mover & Leavers

- Deliver the joiners, movers and leavers operation at scale, so users have the fully functioning devices they need, when and where they need them.
- Joiners - Provisioning, imaging and deployment to new users.
- Movers - Recovery of asset, reimage, inventory management, deployed to new site.
- Leavers - Recovery of asset, back-up and secure wiping, triage and inventory management.

Maintenance (Break-fix)

- Fast technical support to minimise downtime when faults occur.
- UK-based Service Desk available 24/7/365 so organisations have a direct line to request support.
- Customer portal access.
- Our on-site engineers can swap-out faulty devices, provide loan devices and triage devices dependent on requirements.
- Bespoke on-site SLAs.
- Network of field and lab engineers up to NPPV3+ clearance.
- Fully-bonded Maintenance Facility.
- We can manage OEM warranties and/or provide third party.

Repair, Refurbish & Repurpose

- Repairs carried out at our in-house Repairs Centre, down component level.
- We aim to extend the life of the endpoint as the first priority, reducing the need for spending on new devices.
- We ensure that as many components as possible are repurposed through our facility.
- Deploy back into end user customer base or provide rebate scheme through resale model.

Recycling

- Secure collection, data wiping and disposal.
- All equipment is subject to a 7-pass wipe process to NIST5 standard
- In-house Recycling Facility licensed to process WEEE and hazardous waste as an Approved Authorised Treatment Facility (AATF), and is certified by the British Metals Recycling Association.
- Product processing and treatment down to raw materials to be reused in the supply chain
- Zero landfill - verified downstream for all materials.

Inventory Management

- Asset tracking. • Firmware updates. • Keep track of assets at every stage, so organisations always know what they have and where it's located ensuring compliance.

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Add-Ons Available

Accidental Damage

- Uplifted cover on Maintenance to include accidental damage.

Managed Service

- Remote monitoring. • Image management. • SCCM. • Dedicated secure team.

We can provide detailed reports that calculate the impact of CO2e avoidance through refurbishment of devices, and where that's not possible, understand the volume of material returned to the manufacturing process through recycling with a zero to landfill policy.

Suitable for you if...

- ✓ You want a reliable, single-source provider to efficiently manage all aspects of the endpoint lifecycle.
- ✓ You want to minimise downtime and ensure devices are fully operational and readily available when and where needed.
- ✓ You want to optimise budgets and reduce operational expenses throughout the IT lifecycle.
- ✓ You're not getting the best service from your provider and service level agreements are falling short of expectations.
- ✓ You need support with compliant and secure practices throughout the IT lifecycle.

Why Choose This Service?

The service is managed 100% in-house — teams, processes, and governance — ensuring smooth transitions throughout the entire lifecycle, with complete transparency and reliability. Quality is prioritised, so you can feel confident in your decision to partner with us. A service backed by full certifications including ISO 9001, ISO 14001, ICP-ATF, and Cyber Essentials Plus certifications.

With the support of our skilled engineers and deep technical expertise, we help you deliver on your high expectations while achieving ESG and sustainability goals.

Contact us today for more information:

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