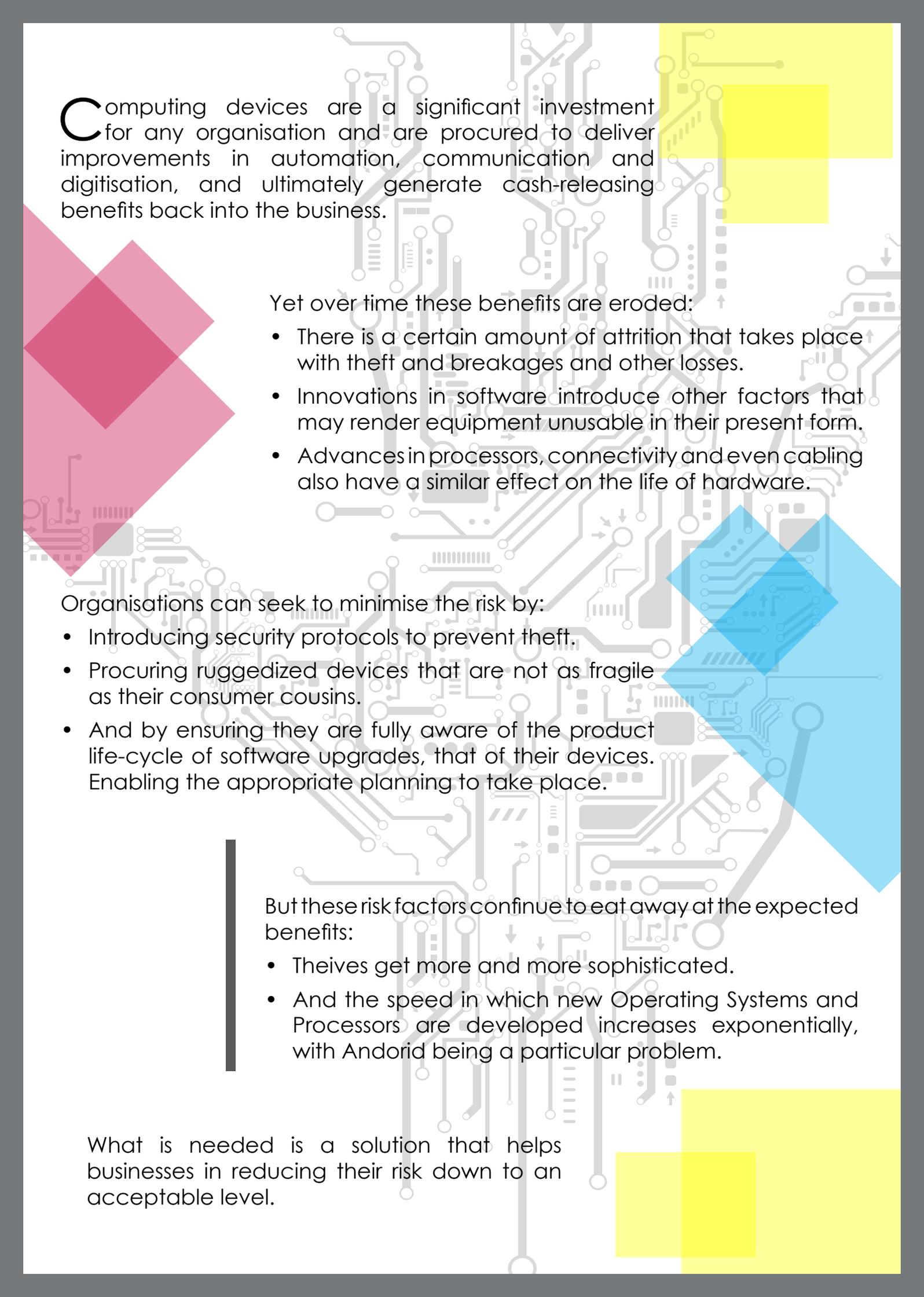


**SUMO**  
Support Products

The **SUMO**  
Advantage<sup>+</sup>

MAXIMISE YOUR HARDWARE INVESTMENT WITH

The **SUMO**  
Advantage<sup>+</sup>



Computing devices are a significant investment for any organisation and are procured to deliver improvements in automation, communication and digitisation, and ultimately generate cash-releasing benefits back into the business.

Yet over time these benefits are eroded:

- There is a certain amount of attrition that takes place with theft and breakages and other losses.
- Innovations in software introduce other factors that may render equipment unusable in their present form.
- Advances in processors, connectivity and even cabling also have a similar effect on the life of hardware.

Organisations can seek to minimise the risk by:

- Introducing security protocols to prevent theft.
- Procuring ruggedized devices that are not as fragile as their consumer cousins.
- And by ensuring they are fully aware of the product life-cycle of software upgrades, that of their devices. Enabling the appropriate planning to take place.

But these risk factors continue to eat away at the expected benefits:

- Thieves get more and more sophisticated.
- And the speed in which new Operating Systems and Processors are developed increases exponentially, with Android being a particular problem.

What is needed is a solution that helps businesses in reducing their risk down to an acceptable level.

Introducing

The

# SUMO

## Advantage<sup>+</sup>

A brand new approach to hardware support from Sumo Technologies.

We already supply products that mitigate some of the risk:

With IoT Enterprise as standard. Windows IoT Enterprise is the same as the standard Windows 10 Enterprise but has been designed with additional lockdown controls that allows one to force Windows to display only that which an organisation decides is required by its users.

Use of Solid State components that are designed for use in industrial products, compared to consumer devices that are produced to be used during one's leisure time and comprise of less rugged componentry.

All our tablet PC's and Smartphones are Auggedized; with military standard drop, roll, and electromagnetic interference protection, as well as resistance to water and dust. Which, alongside the use of Solid-State components results in a lower attrition rate.

# The SUMO Advantage<sup>+</sup>

Our approach to mitigating the risk

- ◇ Unlike Hardware Refresh it is not about replacing all your technology at the end of a nominal time period.
- ◇ Also, a company can adopt The Sumo Advantage<sup>+</sup> at almost any point in a product life-cycle, unlike an extended warranty or hardware refresh.
- ◇ Its about protecting your hardware investment.

## How does it work?

Sumo Technologies takes control of the health of your user devices in a proactive rather than reactive manner by taking a long-term view of product life-cycles, potential operating systems, and processor innovations, to determine their impact.

What can be planned will be planned as far in advance as is possible in conjunction with your IT team.

When a device:

- ◇ Is End of Life
- ◇ Is Made obsolete by technological innovation
- ◇ Has failed
- ◇ Is broken

The device will either be:

- ◇ Fixed
- ◇ Upgraded, or
- ◇ Replaced with an equivalent

The Sumo Advantage is a bespoke service, designed to meet your company's specific set of needs.

## The Benefits

Sumo Technologies will provide a service that is designed to maximise the life of your hardware, with obvious benefits to your business.

- ◇ The financial impact on one's business is reduced as the number of devices replaced is reduced.
- ◇ Planning the changes and managing events minimizes the disruption to your business, again reducing costs.

With fewer devices being scrapped the environmental impact is reduced, which is further positively impacted by Sumo's adoption of the Reduce, Reuse, Recycle, Recovery principle.

Reduce, Reuse, Recycle, Recovery means that Sumo Technologies will:

- ◇ Repair or upgrade equipment where possible so that scrappage is reduced, reducing the amount of waste produced.
- ◇ If devices are no longer of use to one's company, Sumo will refurbish and resell.
- ◇ We will recover and reuse individual components, and any waste we produce is recycled with Environmentally Friendly operators.

The Sumo Advantage+ is about maximising the practical life of your hardware, and by doing so:

- ◇ Maximises the investment one has made
- ◇ Minimises disruption to the business
- ◇ Is environmentally friendlier than most other options available.

## Standard Exclusions

Everything about the Sumo Advantage is negotiable, however there are some elements that Sumo Technologies cannot, or would prefer not to, include in a contract.

Damaged devices would normally be covered by your insurance. We will repair these but, on a time, and material basis

Natural disasters or acts of God, such as fire, flood, earthquake are covered but on a time, and material basis

Low-cost items such as printers, keyboards and mice are generally excluded, but we are able to repair printers and higher-value ones can be included in a contract.

Stolen or missing equipment should also be covered by your insurance. We will replace, but we will not cover the cost

Business Applications and Operating Systems would normally be managed by you due to security and the ongoing task of maintaining these.

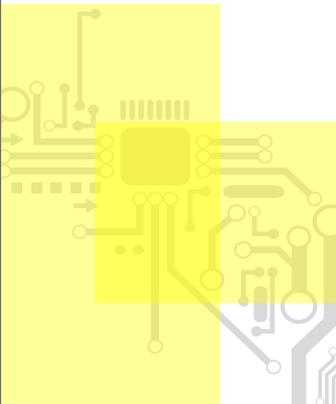
We would not normally manage installation onto your network for the same reasons we would prefer not to manage your Business Applications and Operating Systems.

Nevertheless, the Sumo Advantage<sup>+</sup> is a bespoke service and we would consider any of these and also include products we did not supply

# Getting the Advantage<sup>+</sup>

In order to implement The Sumo Advantage<sup>+</sup> there is a concise four stage process:

1. Needs Analysis
2. Equipment Survey
3. Proposal
4. Service Level Agreement

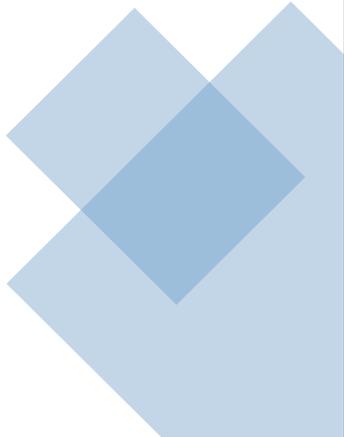


Needs analysis: we will engage with you via video conferencing to discuss your needs and how The Sumo Advantage<sup>+</sup> can meet them.

Equipment Survey: Our technicians would carry out a survey of your equipment to determine the physical and technical condition of your devices.

Proposal: Our sales team will develop a proposal in conjunction with our technical and finance teams that will include a draft Service Level Agreement.

Service Level Agreement (SLA): Once you have accepted our proposal we will finalise with you the terms of the SLA which will form the basis of a contract.



The

SUMMO

Advantage<sup>+</sup>

A dedicated, configurable support service designed to fit around the needs of your business and maximise the life of your devices.

In doing so Sumo Technologies will ensure that your company:

- ◇ Maximises the investment one has made.
- ◇ Minimises disruption to the business
- ◇ Reduces its environmental Impact.

Get the Sumo Advantage<sup>+</sup>:

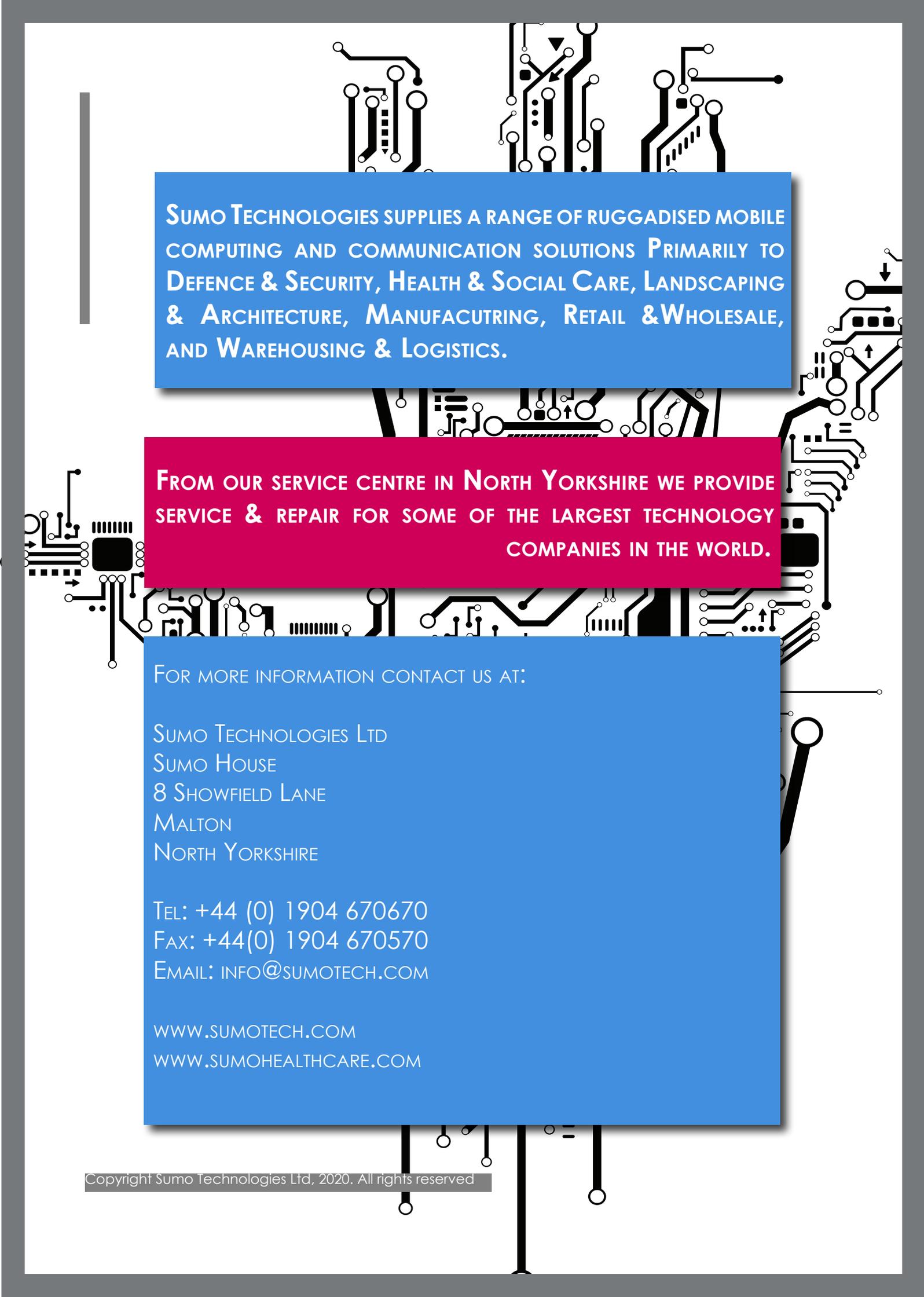
Email: [advantage@sumotech.com](mailto:advantage@sumotech.com)

Call: 01904 670670 ext 6014

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SUMO TECHNOLOGIES SUPPLIES A RANGE OF RUGGADISED MOBILE COMPUTING AND COMMUNICATION SOLUTIONS PRIMARILY TO DEFENCE & SECURITY, HEALTH & SOCIAL CARE, LANDSCAPING & ARCHITECTURE, MANUFACTURING, RETAIL & WHOLESALE, AND WAREHOUSING & LOGISTICS.

FROM OUR SERVICE CENTRE IN NORTH YORKSHIRE WE PROVIDE SERVICE & REPAIR FOR SOME OF THE LARGEST TECHNOLOGY COMPANIES IN THE WORLD.

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