Vyta

CASE STUDY:

# Bidvest Noonan

Device Lifecycle Management Across Ireland

## Supporting Softcat with specialist IT asset lifecycle services in Ireland.

### At a Glance

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| End Customer: | Bidvest Noonan |
| Strategic technology partner: | Softcat |
| Vyta's Role: | Softcat's specialist IT asset lifecycle partner in Ireland |
| Service: | IT Asset Lifecycle Management |
| Coverage: | Ireland |
| Services: | Device preparation, storage, deployment, logistics, recovery, data sanitisation, refurbishment, reuse and recycling |

Bidvest Noonan is a leading facilities services provider operating across the UK and Ireland, with more than 27,000 people working across a large and geographically dispersed organisation.

To simplify the management of its end-user devices and support a growing, changing workforce, Bidvest Noonan works with Softcat to deliver a managed device lifecycle service across the UK and Ireland.

As Softcat's specialist IT asset lifecycle partner in Ireland, Vyta provides the infrastructure, logistics and operational expertise supporting the delivery of its managed device lifecycle service for Bidvest Noonan.

Together, the service provides a consistent approach to managing devices from initial preparation and deployment through to recovery and end-of-life processing.

## The Challenge

For an organisation operating at Bidvest Noonan's scale, managing devices across a distributed workforce brings significant operational complexity.

New starters need equipment quickly. Devices need to be prepared, stored and deployed to the right people and locations. Business growth, acquisitions, office moves and contract mobilisations can create sudden changes in demand. When equipment is no longer required, it also needs to be recovered securely and brought back under management.

Softcat needed a specialist partner with the local infrastructure and lifecycle capability to support these requirements across Ireland

## The Solution

Working in partnership with Softcat, Vyta provides the Ireland-based lifecycle operation supporting the programme.

Devices are managed through a structured process covering key stages of their lifecycle, including:

- Device receipt and inventory management
- Secure storage
- Imaging and profile preparation
- Asset tagging
- Device deployment and fulfilment
- Delivery across Ireland
- Device collection and recovery
- Asset tracking and reconciliation
- Secure data sanitisation
- Refurbishment and preparation for reuse
- Responsible recycling at end of life

Bringing these capabilities together provides Softcat with a specialist local service that can respond to Bidvest Noonan's changing device requirements while maintaining security, visibility and control.

## Built to Support Change

The service is designed around the realities of managing a large and changing workforce.

Vyta's Ireland operation provides the flexibility to support new employee onboarding, device refreshes, office relocations, contract mobilisations and equipment recovery.

This local capability forms part of Softcat's wider managed device lifecycle service, helping provide a consistent experience across the UK and Ireland while giving Bidvest Noonan the flexibility to respond quickly as its requirements change.

The wider programme has demonstrated the ability to deploy devices within three days and, during a major mobilisation, roll out 300 devices in a single day.

## Keeping Devices in Use for Longer

Recovery is an important part of the lifecycle.

When devices are returned, they can be assessed for their next appropriate use. Where suitable, equipment can be prepared for reuse or redeployment, extending its useful life and reducing the requirement for new technology.

When an asset has reached the end of its usable life, Vyta's secure IT asset disposition processes ensure data is protected and equipment is processed responsibly.

This lifecycle approach helps organisations retain control of their IT estate while maximising the useful life and residual value of their technology.

## The Outcome

Through Softcat's managed device lifecycle service, supported by Vyta's specialist lifecycle capability in Ireland, Bidvest Noonan has a scalable model for managing devices across a large and geographically dispersed workforce.

The partnership provides the infrastructure and flexibility needed to support rapid deployment, changing business requirements and effective device recovery, while maintaining a consistent approach throughout the lifecycle.

For Softcat, Vyta provides specialist local capability that extends its device lifecycle service into Ireland. For Bidvest Noonan, that means devices can be managed consistently from preparation and deployment through to recovery, reuse and responsible end of life.

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