



**WESTCOAST**

**SERVICES**  
**OVERVIEW**





# WESTCOAST

**PREPARE**

**DEPLOY**

**DISPOSE**

Strategic guidance and planning. Technology is expertly configured for the end user's environment.

Efficient delivery, staging, installation and set up for enhanced productivity, security and manageability.

Secure and environmentally sound technology retirement in preparation for refresh.

# PREPARE

## Configuration Services

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| <b>Hardware Installations –</b><br>Additional Memory,<br>Hard Drives, Graphic<br>Cards | Keep your customers' business moving forward with the latest hardware upgrades. From additional memory to hard drives and graphic cards, Westcoast can provide a wide range of hardware upgrades on client devices. All of our configuration services are guaranteed and will not affect the customer manufacturer's warranty. This service also allows you to eliminate faulty equipment arrivals, dramatically reduce installation times and ensure that your customers receive a plug and play product configured to their needs on arrival.  |
| <b>Software Installations – Office, Virus Protection</b>                               | Provide your customers with the pleasure of plug and play. Whether Microsoft Office installations or virus protection, Westcoast can offer a wide range of software upgrades on client devices, so they deliver exactly what your customers need, straight out of the box. All of our configuration services are guaranteed and will not affect the customer manufacturer's warranty. This is also a fail-safe way to eliminate faulty equipment arrivals and dramatically reduce installation times.  |
| <b>Reworking –</b><br>Bundling, Reboxing,<br>Keyboard Removal,<br>Sim Card Install     | The Westcoast rework service has been created to save time and remove complications for your customers. Before deploying units to site, we can undertake whatever your customers need to be up and running as quickly as possible, be that adding screen protectors, removing excess packing, bundling items or installing Sim cards. We have the flexibility to build an ad hoc service tailored completely to your customer's needs.   |
| <b>DOA testing / SOAK test on Server</b>   | Westcoast's pre-shipment services are invaluable for any business working at scale. Ranging from straightforward configurations, through to design and testing for the most complex projects, we can remove any stumbling blocks long before they become a problem. Services include hardware build, OS installation, enclosure build, DOA boot up testing and 24-hour soak testing. This ensures that your customers are ready to work from the moment they receive their goods.  |
| <b>Imaging</b>   | <p>Westcoast's configuration centre was designed with scalability in mind. We have the ability to image 120 units in unison.</p> <p>Our in-house deployment servers can push images to each node on our network. This can quickly be changed to accommodate bespoke customer builds such as Microsoft Deployment Toolkit (MDT), Servers or Systems Centre Configuration Manager (SCCM) servers. The configuration centre enables our customer to have connectivity to build servers 24 hours a day, if required.</p> <p>Westcoast can install VPN access to a dedicated customer network or host a customer-supplied deployment server. Our image technicians will work closely with you to ensure that we can help deploy any image to your specific requirements, or work with the end user to create the master images.</p> |
| <b>Asset Tagging</b>   | Our configuration team can asset tag just about anything. Time delays are avoided by the labelling and documenting of hardware before it arrives on site, so it can be deployed immediately upon arrival.  |
| <b>Laser Etching</b>   | We run our own laser etching services, which can be used across a wide range of products. Your customers can designate anything from company names and asset numbers to personal messages. This is particularly handy in schools and other public-sector organisations where a large amount of equipment can be accessed by a high number of users.  |
| <b>Till Systems</b>  | Westcoast can conduct a wide variety of imaging on point of sale machines. This year, we have expanded this service to include Muira and EPOS till systems.  |
| <b>Outsourcing –</b><br>Warehousing, Staging,<br>Bill and Hold                         | <p>If you don't have the space for stock, Westcoast can hold your resources in our dedicated warehouse for you, shipping them straight to your customer when required. This also allows you to enjoy greater visibility of your supply chain through electronic ordering, since we automate reporting and invoicing. Together, these two features can lead to significant cost savings and more efficient purchasing.</p> <p>Additionally, if you wish to take advantage of a short-term price promotion, but don't have the space to store the stock, 'bill and hold' means you can use our warehousing. Not only do you enjoy more control over product roll-outs and shipping, it also means you can cut costs by making the most of our unique rates and services.</p>   |

## Pre-Delivery Inspection

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| <b>Setup/Fully Test Printer/Copier</b>                  | The Westcoast in-house PDI team fully assemble, setup and test ordered products at our dedicated facility. This includes: calibration; firmware updates; testing all trays and functions of the machine; plus, any peripherals that have been added. This not only reassures customers that their purchases will be fully working when delivered, but also saves them valuable time during installation. This service is available for the A4, A3 and Large Format devices Westcoast stock, and can be expanded to include additional vendors. |
| <b>Configure (IP Config, Change Host Name)</b>          | In addition to fully testing the products, the Westcoast PDI team can also pre-configure printers before customer delivery. By inputting the IP address, Subnet Mask, Default Gateway and Host name (if needed) during the PDI stage, we can help to ensure a quicker installation for the engineers onsite.   |
| <b>Asset Tag</b>  | Westcoast's PDI team can asset tag and label all products before they leave us, helping to remove the tedious time delays usually relating to the labelling and documenting of hardware once it arrives on site.   |
| <b>Bespoke PDI – Working to Customers' Requirements</b> | In addition to standard PDI, the Westcoast team can take care of bespoke customer requirements, setting up as much of the machine as possible before it arrives onsite, saving both engineer and customer downtime.  |
| <b>Specialist Placement Delivery Options</b>            | A valuable part of the Westcoast PDI offering is our ability to give you options around specific delivery locations within your customer's facility. We can unpack, connect the cables, power up, green button test and remove the packaging. This service is available across the whole of the UK, with other placement delivery options stretching across Europe and the Channel Islands.  |
| <b>Redundant Equipment Removal/Relocation</b>           | Another aspect of Westcoast's specialist delivery services is the ability to relocate or even remove any redundant machines onsite. We can work with your customers, simply relocating goods to another part of their facility, moving them to a different facility, or disposing of them in compliance with WEEE regulations, providing certifications where needed.  |
| <b>Machine Demo</b>                                     | Invaluable for customers implementing new tech, and a popular specialist delivery option is product demonstration. Before leaving site, we will perform a simple demo of the new product to ensure the customer is comfortable using its basic functions. The demo typically includes simple menu overview, how to produce a simplex/duplex copy, and how to install toners/inks and jam locations. This can also be expanded upon, if required.   |
| <b>Onsite or Remote Engineer Options</b>                | Westcoast's PDI service can also include onsite engineers or remote installations to fully network install the device once it arrives onsite.  |

# DEPLOY

## Services

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| <b>Delivery</b> – Curbside, Timed, Placement, Relocation | Westcoast offers a next day delivery service with track and trace as standard. In addition, we have the ability to organise specialised deliveries, including timed, placement to desk, and relocation of goods.   |
| <b>Setup to Desk</b>                                     | As well as standard next day delivery, Westcoast offer a desk-drop and setup service. Working to each customer's needs, we will provide a detailed service requirement, organising a convenient time to deliver, unpack, setup and connect the new equipment to the customer network. Every customer has different needs, with this service we aim to cater to them all. |
| <b>Removal of Packaging</b>                              | The disposal of packaging is a growing problem, particularly for SMEs, where the receipt of any new goods can leave businesses overburdened with waste. Westcoast can remove all IT packaging from customer sites and ensure it is disposed of in the correct manner.  |
| <b>Onsite/Remote Engineers</b>                           | Westcoast's service can also include onsite engineers or remote installations to fully network install the device once they arrive onsite.   |
| <b>Site Survey</b>                                       | For businesses looking into the deployment and placement of IT goods, including oversized items, Westcoast can offer an onsite survey. Your customer's logistical nightmares can become our chewy challenges. This gives you the chance to make sure that your customers can invest in exactly the tech they need, without disappointment or compromise.                 |





# DISPOSE

Finally, Westcoast can help with the buy back of old IT equipment and preparing devices for scrapping. With environmental pressures, full scrapping and diversion to landfill is no longer an option. IT recycling is about maximising revenue returns, controlling and managing risk and ensuring all aspects of the service are secure and approved. It's something that we're passionate about and have worked hard to get right.

## Services

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| <b>Removal of old equipment</b>               | <p>Westcoast can organise the removal of all old IT kit in a safe and controlled manner.</p> <p>Following 5 simple steps:</p> <ol style="list-style-type: none"><li>1. Agree a list of devices for collection</li><li>2. Attend site with security cleared engineers, collect devices in secure containers</li><li>3. Containers returned to central hub for data wiping and assessment</li><li>4. Remarket, refurbish, or recycle items – tailored to customer requirements</li><li>5. Detailed report delivered, along with data erasure and/or destruction certificates for each data bearing device processed</li></ol> |
| <b>Grading for disposal</b>                   | <p>Westcoast can offer an IT buyback scheme. The service provides a valuation of the redundant IT estate, based on current market conditions and grading of the equipment. This enables customers to plan budgets in advance and factor in the resale values before projects commence.</p>  |
| <b>Wiping of hardware</b>                     | <p>All IT product that is removed from a customer site will be data wiped using industry standard approved software, Blancco. The process includes data erasure, audit reports and certificates of destruction/recycling.</p>   |
| <b>Shredding of hardware (On and Offsite)</b> | <p>Our hard drive destruction and secure shredding service ensures that you keep information confidential and secure. As a standard service we offer an industry leading 11mm particles system. We also have the ability to shred to 6mm which is the standard for MOD.</p> <p>This service is able to be offered off site as well as from our own location.</p>  |



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