Below is a brief high level overview of the Value Added Services the DCi has been providing to our customers.

Value Added Services

Warehousing of Client Inventory
1. Receive physical product into Warehouse.
    1. Receive each product/unit(s) into inventory system.
2. Stage product in warehouse – scan & inventory.

Customized Configuration and Imaging
3. Move product/unit(s) into Configuration when scheduled.
    1. Un-box product/units.
    2. Set up and burn in on bench.
    3. Perform verification that all necessary components are in the box.
    4. Perform physical inspection of unit and components in the box for damage.
    5. Run diagnostics on the unit.
    6. Install Custom Image on the unit(s).
    7. Perform final Testing.
    8. Pack product/unit(s) back in original boxes.
    9. Seal boxes.
    10. Place boxes on appropriate skid.
4. Move skid back into warehouse for staging.

Laser Engraving
5. DCi will laser engrave your custom logo or asset tag on your Chromebook, Notebook, Laptop or on a custom tag.

Project Management and Scheduling
6. Upon request, prep product/unit(s) for shipment to client.
7. Perform shipping processes in inventory system.
8. Prepare and print shipping documentation for all product/unit(s). –Inventory & scan
9. Schedule and perform delivery of product/unit(s).

Custom Packing and Labeling
10. Pack units in carton, use Insta-pack foam system when custom packing is required.
11. Label boxes with custom ID Label when required.

Delivery
12. Load units in DCi trucks and deliver as scheduled to client sites as scheduled.
13. Have customer sign off upon delivery.
14. Upon return from client, distribute notification(s) and paperwork to billing for final processing of invoice.

Deployment

Process at client location:

1. Unload product/unit(s) from the truck
2. Move product/unit (s) into proper client location.
3. Remove product/unit from enclosure or cable lock if required.
4. Perform de-installation of existing client unit.
5. Un-box new product/units.
6. Set up product/unit(s) on client desk.
7. Install product/unit in enclosure or apply cable lock if required.
8. Connect all necessary cabling.
9. Perform verification that all necessary components are in the box.
10. Perform physical inspection of unit and components in the box for damage.
11. Perform power on of product/unit and verify proper operation.
12. Log in and confirm internet connectivity.
13. Place all packaging material back in the box and stack the boxes in client specified location.
14. Transport old unit(s) to proper client designated location.

Project Manager updates schedule and provides report to client

Additional Items and Services:
Full Service Repair Facility
       Authorized HP Warranty Service Provider
       Authorized HP Accidental Protection (ADP) Service Provider
       Perform HP Non-warranty service as requested
HP CarePacks and HP Supplies
Provide dedicated Project Manager to large Public Sector Clients
Provided deployment staff at client site to perform de-install and installation of new hardware