

# How Much Does Your Device Repair and Replacement Process Really Cost?

As employees continue to shift between working remotely and in person, technology mishaps are bound to happen. Manually managing mobile devices is a drain on your tech team's time and adds a significant amount of downtime for employees who are unable to work.

One of the top complaints by IT staff is that they don't have enough time to complete their current workload. Despite that, when nearly 20% of mobile devices break or go missing each year, the burden usually falls on them. Not only is this a drain on your tech team's time, but it also adds a significant amount of downtime for employees who are unable to work. When devices are lost or damaged, all productivity and communication come to a screeching halt.

**Have you ever calculated how much time your IT department wastes gathering and replacing broken devices?**

- The average fully-burdened labor cost for IT technical work ranges between \$75 and \$150 per hour
- In office, it takes about an hour to manually exchange a device
- In this example, the average number of mobile device exchanges per week per location is around 5

**This example demonstrates that nearly 250+ hours and \$25k+ is spent annually by an IT Team manually exchanging devices.** While it is impossible to eradicate all system and equipment issues, there's a better solution to decrease device downtime and reduce workloads. One that doesn't include hiring more people, creating more manual workarounds or spending even more money outsourcing the issue altogether.



## Solution: Eliminate Manual Workflow with Smart Lockers

By automating the manual device replacement process, FUYL Tower Charging Lockers allow organizations to save a considerable amount of time and money—and reduce staff frustration caused by frequent interruptions. **You can expect a return on your FUYL Tower investment in as few as 10 to 16 weeks.**

### Simplify Device Exchange Workflow

By deploying a cloud-based smart locker such as a FUYL Tower 5 or 15, you can eliminate many of the manual workflow processes of break/fix programs and simplify replacing damaged, lost or forgotten devices, tools, accessories and more. A FUYL Tower allows businesses to keep several devices charged, secure and connected in a location that is accessible by onsite workers or nearby remote workers.

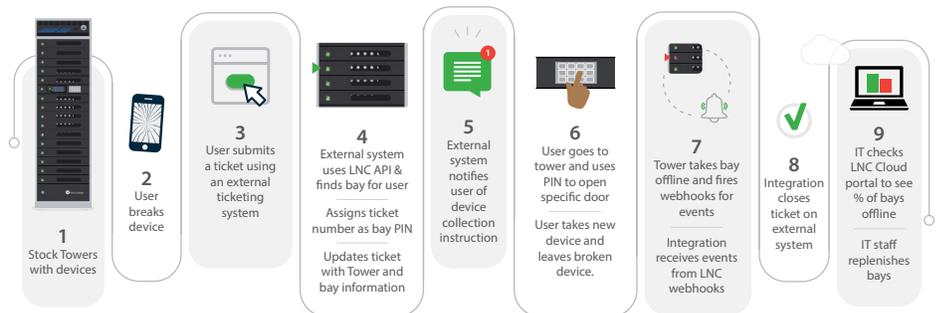
When a staff member breaks a device, it's now possible to send them to a FUYL Tower to quickly get a replacement. Not only does this solution save time and money, but it can also make your tech team's lives easier.

To automate this process even further, FUYL Towers can be integrated with your current IT ticketing system, such as ServiceNow or Remedy.

### Automate the Check-in/out Process

To streamline the use of shared technology, fill a FUYL Tower with ready-to-go mobile devices, and you'll reduce in-person interactions and speed up the check-in/check-out process. Just ask the IT team of one of the largest energy companies in the U.S. who recently automated this process.

With the FUYL Tower, the IT team can assign specific lockers and devices to employees and restrict and monitor access to these devices. This process held employees accountable for devices and streamlined IT's ability to efficiently manage thousands of devices remotely.



## Top 5 Benefits of a FUYL Tower™ Smart Locker

1. Get a return on investment in as few as 10 to 16 weeks.
2. Store devices in the ready-to-go state, and an admin can remotely control user access.
3. Practice social distancing through Tower self-service, eliminating the need for human interaction.
4. Easily scale via the LocknCharge Cloud, to manage thousands of devices in less time.
5. Gain peace of mind with support from our world-class team and a lifetime warranty.

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