



Device Delivery and Sourcing Policy

Sending/delivering devices

Applies to all devices: Windows and MACs

Policy: All devices must be delivered to the ITGUYS office.

Reasons:

1. Technical risk during the onboarding process is reduced
2. Standardises the process for all client machines
3. More efficient use of tech resources.
4. In very rare circumstances ITGUYS may make an exception – purely for logistical reasons.

Purchasing devices

Policy: ITGUYS' preference is to have all devices purchased through ITGUYS.

Reasons:

1. We can ensure the quality of the vendor
2. We can ensure the technical compatibility of devices.
3. We can manage the sourcing process directly with the vendor – logistically easier.

If a client wishes to order the device themselves:

1. The device must be delivered to our office so we can efficiently onboard it, and then we will despatch the device to the client.
2. If there is a hardware fault with the device, the client will liaise with the supplier to get support or a replacement, not ITGUYS, as we were not involved in the procurement process.