Truis

Lifecycle Managament

Truis Technology Lifecycle Management

Your tech, taken care of. From first unbox to final sign-off.

Technology Lifecycle Management, the Truis way.

Every device in your fleet has a story, when it arrived, who set it up, how it's performing, and where it ends up when its job is done. Most organisations only see the first chapter and the last. We help you see the whole thing through to a happy ending.

Truis Technology Lifecycle Management is a suite of available services, for the planning, procurement, deployment, support, and retirement of your IT hardware. Built around your team, run by ours. Behind the scenes, doing the legwork, so you and your team remain focused on projects to move your business forward.

Why helping manage your tech lifecycle matters

30%

Reduce total cost of ownership (TCO) with active lifecycle management

(Source: Gartner)

Under 4 years

Average enterprise device refresh lifecycle

(Source: Gartner/IDC)

63%

Have no formal IT asset disposal process

(Source: Flexera)

61%

IT execs say staff shortages have resulted in project or product delays

(Source: CIO)

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What you get back

- Your time back. Fewer fires to put out. More headspace for the work that actually moves the needle and takes the business forward.
- Real visibility. A live picture of what you own, where it is, and how it's performing.
- Fewer surprises. Predictable costs, planned refresh cycles, and zero mystery or missing devices. Let our team help to keep yours productive.

"We don't take over your team. We carry the gear so your team can keep moving."

Five stages. You choose how many you need.

Truis Technology Lifecycle Management is built around five stage, each one a service in its own right. Take up all five for end-to-end coverage, or work with our team to engage only where you need support.

Need ongoing, recurring lifecycle management? We'll embed alongside your team.

Need a one-off project to get things in order? We can do that too.

Every stage is underpinned by strong governance, so your critical systems and data stay protected throughout.



All of the stages of our Lifecycle Management suite are available as an ongoing, recurring service or as a one-off consulting engagement or project.

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Stage 1: Plan & Assess

Know what you've got before you buy what's next.



- Asset discovery - a detailed stocktake and reconciliation for full visibility of the current fleet of devices and their status and usage
- Refresh planning — lifecycle health mapped against budget, current and future needs.
- Budgeting & forecasting — predictable and manageable costs, with planned investment, and no more last-minute scrambles.
- Governance — protect critical business information and meet audit requirements.



Stage 2: Procure

The right kit, at the right price, with no runaround.

- Pre-approved catalogue options, your standard builds, ready to order.
- Online ordering portal options. Your team raises a request, and we take over from there and handle the rest.
- Independent, vendor-agnostic advice, recommendations that suit you and your business.

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Stage 3: Stage & Deploy

Built, held, shipped, set up. Ready to go.

- Pre-deployment: Autopilot or SOE imaging to your business standard, with asset tagging and app integration.
- 3PL warehousing: devices can be held in our facility and shipped to site on demand.
- On-site deployment: our technicians come to you when hands-on support is needed.





Stage 4: End-user Support

We've got the day-to-day.

- Remote support: patching, asset monitoring and tracking, and end-user device support.
- Personalised support and service by our local team, every time, and no offshoring,
- On-site break-fix: field technicians come to you when hands-on work is needed.
- Spares replacement: faulty hardware can be swapped fast from held inventory.

Stage 5: Retire & Renew

End-of-life or second-life options for your old devices.

- Flexible options to dispose of and destroy end-of-life devices, recycle or donate to charitable causes
- Devices can be repurposed for schools, community partners and charities.
- Secure collection & quarantine options, including a fully audited chain of custody with reporting.
- Certified device-specific data destruction: every wipe, documented and reportable.



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Give your devices a second life.

Old devices. New chapters.



Just because your devices are no longer of value to your business doesn't mean they're of no value to anyone!

Retirement of critical assets doesn't need to be a "skip bin and a shrug". After data is securely destroyed, eligible devices can be securely destroyed or donated to charitable organisations and community initiatives. Give your technology a second life while improving community access to technology, and increasing sustainability and corporate social responsibility for your business.

In partnership with businesses like Michael Hill Jewellers, we've already repurposed devices into underprivileged schools. Every donation comes with a story back to you, so you know exactly where your old kit ended up, and the difference it made.

"Digital devices are a necessity, not a luxury. Without Truis, we wouldn't have been able to help so many people access a device they really needed." — Danielle Draper, GIVIT

GIVIT

We're on our own sustainability journey. We'd love to help you with yours!

- Carbon footprint tracked and reported, with solar investments cutting energy costs year-on-year.
- 7.5% reduction in energy consumption. 14% reduction in water. Emissions down. Sustainable commuting up.



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Co-managed Services

Why Truis?

01

We've been living and breathing tech infrastructure since 1979

Before the industry had a name, we cut our teeth solving business-critical problems in environments where the stakes couldn't have been higher.

02

Your success is our whole point

We're not here to compete with your role or take over your team.

We work behind the scenes to remove the hurdles and smooth out the friction, so you look better doing your job.

03

~~Managed Service Provider.~~ Technology Solutions Partner.

We're 100% dedicated to working alongside midmarket & enterprise IT teams. We don't hide our work behind a curtain.

We have a clear way of doing things and we operate in the open. Proudly, collaboratively, and always as a partner, not a provider.

04

Local people. Zero offshoring.

We don't believe in making you pinball through call centres and repeat your story over and over.

With local specialists ready to help, your enquiries stay with our team from start to finish.

05

Work with the best of the best

We've built a team of experts who know their craft and stick around.

With us, you get expert guidance backed by real-world insight, not generic advice.

06

No private equity, exit strategies, or surprises

We're 100% independently owned and that's the way it's going to stay.

While scores of our peers are building to sell, we're building something to last for our customers and outlast our competitors.

Already working with another provider?
No problem.

We follow a structured transition process to make switching smooth and straightforward.

Let's talk

Let's talk about what your lifecycle looks like today.

Call 1800 777 111

truis.com.au

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