



BT Device Lifecycle Management

A more efficient, sustainable way to manage your devices

Managing mobiles can be costly, complicated – and can also impact your sustainability efforts. For many businesses, it's normal to have hundreds, if not thousands, of devices in circulation. It's not surprising that both staff and IT teams want faster, easier, more flexible and more sustainable processes.

Nearly 50% of employees will permanently work in a hybrid or fully mobile

Source: Future of Work, OMDIA

With BT's Device Lifecycle Management, it's easy to take control of your devices. Circular by design, it will boost your device use at every stage, for a more flexible, cost-efficient and sustainable solution.

A complete end-to-end service

From set-up and security to deployment and recycling, our fully-managed service takes care of everything – helping you achieve your net zero and circularity targets.

A circular economy

With the circular economy in mind, we've made the device lifecycle more efficient, helping you maximise productivity and reduce your environmental impact.

Resource

We always provide the most up-to-date mobile devices, delivered securely by courier at home or at work. Every device is rigorously tested on EE's network to optimise battery and network performance, and enhance the user experience.

Our pre-sales team makes set-up easy by customising devices to individual needs, including pre-installed apps and custom settings, making sure everyone has the right device for the right job at the right time.

We'll manage all of your devices through a single point of contact. A Client Project Manager (CPM) will be your dedicated partner, always on hand to manage things for you - and ensure your transition to EE is as seamless as possible, with minimal downtime.

All devices come with a 24-month warranty - and with our 24/7/365 UK customer support, we've always got your back.

Retrieve

When devices are no longer needed, our end-to-end management takes care of everything. First, we retrieve devices from users via prepaid postal packs, courier or on-site collection. Then we wipe them of all data using the latest HMG Infosec protection standards. Finally, we carry out a 40-point functionality check to make sure the device is as good as new, and ready to be used again.

Redeploy

With our circular device lifestyle approach, you can redeploy devices into your fleet - avoiding the need to purchase new devices and helping to reduce your carbon footprint. We use packaging made from recycled materials to re-box your pre-used devices. Then we either deliver them to a new user or keep them stored for you, ready for future use. If something does go wrong with a pre-used device, we'll solve any issues quickly or provide a next-day replacement.

Recycle

When a device has reached its end of life, we'll help you recycle it through our partner, Asecca, who'll purchase it from you for its residual value.

Repeat

With every new device, the lifecycle begins all over again and, so you don't need to worry about a thing. As a fully-managed service, it's like your tech takes care of itself.



Why BT?



You get the best mobile devices on the UK's best network, with a commercial model, such as leasing, to free up your budget.



We can deploy BT and EE managed service experts on-site or remotely to own the end-to-end DLM process, ensuring a seamless experience with minimal downtime.



With built-in business-grade security and a secure owned network, BT and EE will ensure the safety of your people, devices, data, and reputation.



We give you complete control and visibility of all your devices, so there's no risk of sensitive company data falling into the wrong hands.



We provide 24/7 UK-based support for rapid device replacement in as little as one business day.



We're committed to being net zero by 2031, with science-based targets. We'll help you reduce your impact through circular services, and measure it all through our Digital Carbon Calculator.

