

**HardSoft**  
devices for teams

# Your Guide to our Services & Solutions

We deliver everything your business needs to build, protect, and optimise your IT infrastructure.

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HardSoft have been in the computing business since the 1980s, shipping out Apple II Series and Sinclair ZX Spectrums to startups and scaleups around the country. We understand that technology drives your business, and we're here to make sure you have the right tools at every stage. Whether you're growing your team or upgrading your devices, our service offers flexible, hassle-free solutions tailored to your needs.

We don't just provide devices—we offer a fully managed service that supports you from day one, ensuring your tech stays up to date and your team stays productive.

In this guide, you'll discover all the ways we can help you streamline your IT, reduce costs, and stay ahead of the curve. Let's explore how we can continue to make technology work for you.

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# Boost Productivity and Protect Your Investment



## SafeGuard Protection

Protect your tech with our SafeGuard coverage. Our SafeGuard service covers a variety of situations, from theft to accidental damage, so you can rest assured that your productivity is protected, whatever the circumstance.



## Printers

Discover the ease of managing your printing costs with PagePack. This all-inclusive service offers a fixed cost-per-page, allowing you to predict your printing expenses, regardless of your print volume. With PagePack, you can consolidate all fluctuating printing costs into one stable cost-per-page, simplifying your budgeting process.



## Device Trials

Not sure if a certain device will be right for your office? Take out a free trial on specific devices for up to 72 hours without any questions asked. We'll deliver an Apple or Windows device straight to you, ready for you to download software, conduct meetings, or to create something new – it's yours to do it all!



## Trade ins

Got some old kit lying around and taking up space? It might still have value, and could even get you money off your next lease. Or, you could trade in and trade up for newer kit at a cheaper price. Head over to our trade-in page to see what your old Mac and PC devices could be worth.

# Boomerang

## Device Redistribution Service

Click to  
find out  
more



If you have devices gathering dust in a cupboard, or you're not sure what to do with an ex-employee's laptop, then Boomerang is the solution for you.

Boomerang is an IT asset management service where we collect your unused devices, clear all data, and store them until they're needed again. Once you have a use for them again, let us know via the Dave self-service portal, or by contacting your account manager, and we'll get them preconfigured and shipped to the new user.

## Four Steps to Re-Purposing Unwanted Devices



### Collection

Device is collected from the user's home, office, or collection point, within a 1-hour time slot.



### Warehousing

All devices are safely stored in our warehouse with full insurance, until needed again.



### Reconfiguration

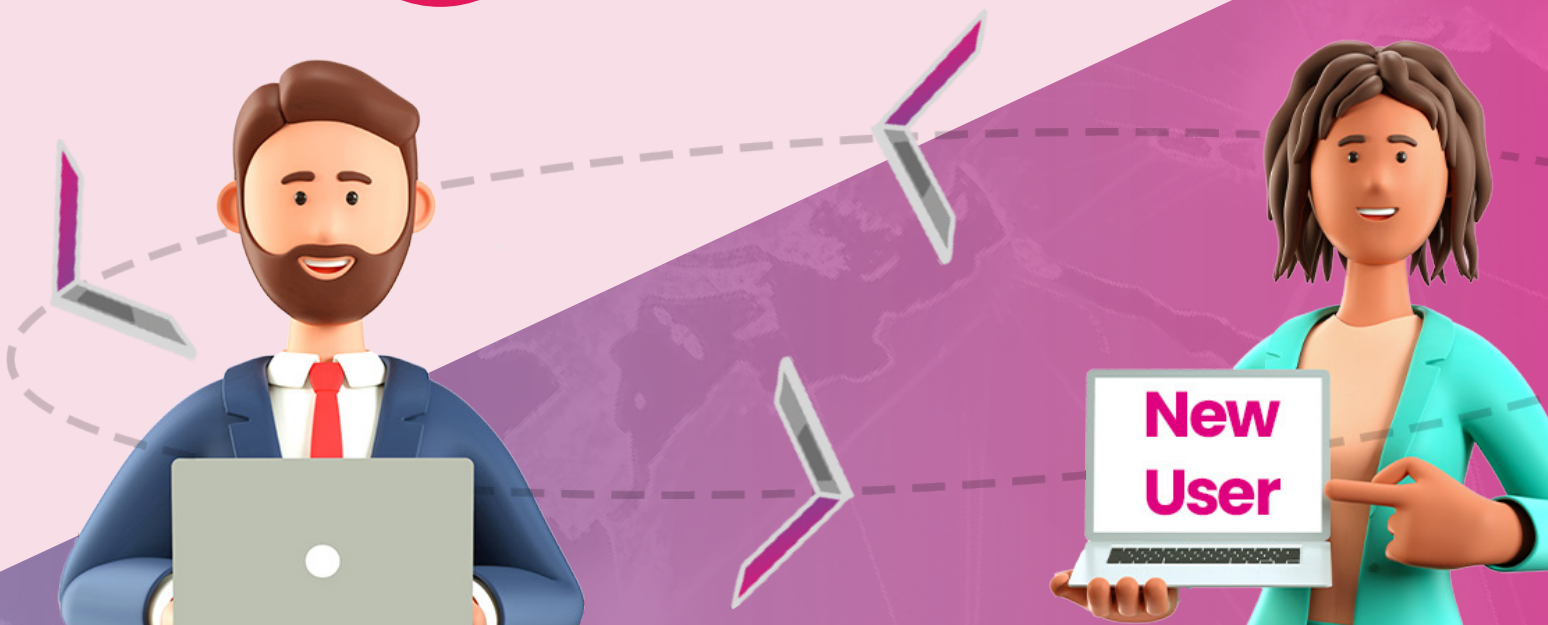
Data is completely erased and we tailor device specs and settings as needed.



### Global Shipping

We deliver to the United Kingdom and also to destinations across the globe.

from  
**£3.98**  
per month





# Upgrade your Support Plan

Depending on which support plan you're already on, you may find it beneficial to upgrade to the next tier. If you feel you've outgrown your current Support, or need the perks of a higher tier, let us know and we'll be more than happy to bump you up.

Here is an example of our support plans. (Silver is standard on Flexi and Pure)

|                                               | Silver                              | Gold                                | Platinum                            |
|-----------------------------------------------|-------------------------------------|-------------------------------------|-------------------------------------|
| Loan device                                   | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> |
| Ticket-based helpdesk & online support portal | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> |
| Support incident response SLA                 | 1 hour                              | 1 hour                              | 30 mins                             |
| Pre-configured devices                        |                                     | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> |
| Ongoing MDM support                           |                                     | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> |
| Boomerang (repurpose unused devices)          |                                     |                                     | <input checked="" type="checkbox"/> |
| Flying Squirrel Backup Solutions              |                                     |                                     | <input checked="" type="checkbox"/> |
| Quarterly strategic security review           |                                     |                                     | <input checked="" type="checkbox"/> |
| Included with Flexi and Pure                  | <input checked="" type="checkbox"/> |                                     |                                     |

## Existing Device Support

Did you know that the devices you already had in your business before partnering with us can also be enrolled onto a support plan? This is the case for all businesses, whether they are HardSoft customers or not.



# Mobile Device Management

MDM services offer centralised control over your device fleet, enhancing security and reducing costs. They let you configure, secure, and wipe data remotely, while enforcing restrictions and encryption. They ensure devices stay up-to-date by deploying critical apps and settings over the air based on user roles.



## Apple Devices

Apple Business Manager pairs with an MDM (Mobile Device Management) system to streamline device enrolment and management for organisations. It allows administrators to automatically enrol devices into their MDM solution, ensuring they adhere to company policies and configurations upon activation.

### Shepherd MDM

Our own Mobile Device Management tool for Apple devices, including MacOS and iOS. Shepherd MDM simplifies the setup and deployment of new devices, enforces security policies, facilitates the distribution and management of apps, and provides real-time insights and reports into device usage.



## Windows Devices

Autopilot is the ABM equivalent for Windows computers, allowing you to effortlessly manage your IT equipment remotely when paired with an MDM such as Intune or Jamf Pro. Conveniently control policies, profiles, and apps through a user-friendly portal without the need for physical device retrieval from employees.

### Microsoft Intune

This cloud-based mobile device management (MDM) and mobile app management service (MAM) allows you to control and manage your devices and apps. Intune secures access, enforces compliance, and provides remote support and configuration for all devices in your tech estate.

# Security Software

There is a common assumption that Mac and PC devices are sufficiently secure for business. Unfortunately this isn't the case for most devices and additional security software needs to be installed to ensure adequate protection from malware, viruses and other breaches. Explore some of the software we can provide for your devices, whether they're leased from us or elsewhere.



Barracuda security software specialises in network, email, and data protection, helping safeguard your business's critical assets by preventing threats, detecting and responding to attacks, and securing data with compliance and backup solutions.



Sophos is known for its advanced, business protection solutions, offering a comprehensive suite of products that includes endpoint protection, network security, and cloud security. Sophos leverages artificial intelligence and machine learning to defend against sophisticated cyber threats.



While personal Windows devices come preinstalled with Windows Defender, Microsoft Defender for Business provides advanced threat protection, endpoint detection and response and comprehensive security management tools to protect business's critical assets.



## Flying Squirrel

365 back-up

from  
**80p**  
per week

Microsoft Office 365 and Google Workspace do not come with backups. Our Flying Squirrel Backup service is what's needed for automated backups, granular recovery, cross-application security, and the safeguarding of emails, attachments, and calendars with ease.



# Productivity Software

Productivity software such as Microsoft 365 and Google Workspace enhances business operations by streamlining workflows and fostering collaboration. From project management to communication tools, these solutions optimize efficiency, driving innovation and growth for businesses of all sizes. Plus, with HardSoft, clients gain access to comprehensive support on all of the below software packages.



## Google Workspace

A collection of cloud computing, productivity and collaboration tools, software and products developed and marketed by Google. It consists of Gmail, Contacts, Calendar, Meet and Chat for communication; Drive for storage; and the Google Docs Editors suite for content creation.



Google Workspace's AI assistant, Gemini, assists users with intelligent features, making work smarter and more efficient. From suggesting relevant files in Drive to organising your inbox with Smart Compose in Gmail, Gemini streamlines workflows and helps users stay focused on what matters most.



## Microsoft 365

Gain access to familiar applications like Word, Excel, and Teams, seamlessly integrated with cloud services. Whether drafting documents, crunching numbers, or hosting virtual meetings, Microsoft 365 provides the tools to get the job done efficiently and effectively.



Microsoft 365's AI assistant, Copilot, empowers users with smart suggestions and insights, taking productivity to new heights. From automatically generating design ideas in PowerPoint to analysing data trends in Excel, Copilot enhances creativity and efficiency across the board.

**Support Included**

# rewards for teams

Click to  
find out  
more



## Turn Business into Pleasure

Make your purchases go even further by signing up to our loyalty rewards programme. Earn points and spend them on gift cards, homeware goods, trips abroad, gadgets, or many other exciting options. There's something for everyone!



### Sign up

Contact your account manager to learn more or to get signed up now in just 60 seconds.



### Earn points

Get points for new orders, watching webinars, referring colleagues and more.



### Spend!

Redeem your points on one of hundreds of gifts, experiences and vouchers via the Rewards portal.

## Refer & Earn

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find out  
more



### Boost your Rewards for Teams account!

Boost your Rewards for Teams account by referring another business. You will earn **750 points** to spend on rewards when you provide us a name and email address to contact your referral.

## Devices are for business... but the rewards are for you!

Loyalty points can be redeemed for a variety of gifts, including electronics, over-night stays, sports equipment, gift cards, home appliances, and much more! Below is just a handful of what you can spend your points on.

### Gifts, Experiences, Vouchers and More



Wine & Gift Box  
**671 points**



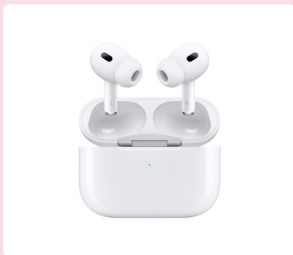
Supercar Rush  
**837 points**



Luxury Helicopter Ride  
**1,178 points**



Rural Break  
**1,519 points**



**2,720 points**  
Airpods Pro



**3,939 points**  
Apple Watch SE



**5,019 points**  
Sonos Move 2



**6,080 points**  
Apple iPad 10th Gen



# Carbon Offset Service: Small Changes, Big Impact

## In a nutshell...

Offsetting your carbon doesn't prevent CO2 entering the atmosphere. Rather, it allows you to invest in sustainable and environmentally beneficial projects so that over time, there is a steady reduction in CO2 emissions and eventual reversal.

## Why should you care?

Consumers are increasingly aware of the environmental impact of their choices.

By 2050, when the government's Net Zero target is due, most businesses are expected to be carbon neutral, providing consumers with peace of mind.

## How do I offset my devices?

HardSoft will do the hard work for you. All you need to do is the following:  
Select the device that you would like to purchase. The device(s) will have the option to carbon offset it for **3% more cost**. Add to basket and checkout. A certificate will be sent out to you.

## What do we do with your 3%

Your 3% offset contribution is invested into providing clean energy production in Northeast Brazil through the construction of wind power plants. This project focuses on the needs of the local communities and is helping to deliver new realities for those living in the area, which will generate shared value for all.



**CARBON  
OFFSET  
SERVICE**



**Refurbished  
device leasing**



# PreLoved Apple, Windows and SmartPhone devices



## Explore our three-year PreLoved solution

Our refurbished devices are the perfect way to get high-end computer devices into your business, without breaking the bank. PreLoved is a three-year leasing solution with inclusive ownership at the end. Help save the environment, as well as your budget. All our PreLoved devices have been inspected to a 'Fair' condition, wiped and include the latest Operating System.



## What is PreLoved?

Our PreLoved Apple and Windows range are made up of devices and equipment that has been returned by our customers after 24 months of use. These devices still have plenty of life left in them while being much more cost-effective.



## Save money & the planet

Computer equipment is a massive source of environmental waste, and by choosing PreLoved, you give a device a second life, reducing the strain on the environment to harness more raw materials for new computers!

**Click to  
find out  
more**



Click to  
find out  
more



# Phones for Teams

## A Single Source for all your Smartphone needs

We have a wide selection of smartphones from industry-leading manufacturers for you to choose from, industry-leading manufacturers, such as Apple, Samsung, Google and Fairphone, along with expert support. What's more, you get financing, support, zero-touch deployment and more, all from a single, trusted provider.



Trade Ins



MDM



SafeGuard



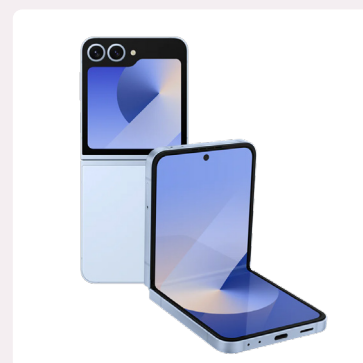
Supply



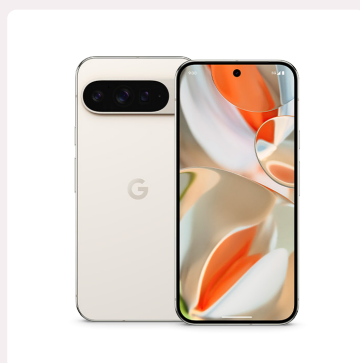
Support



Apple iPhone



**SAMSUNG**



Google



**FAIRPHONE**



# Unlimited data with Limitless

Imagine a truly flexible SIM contract, delivered with superior customer support, on the best networks, for outstanding value, and all of your business mobile services in one place. With the Phones For Teams leasing solution for business mobiles, you not only receive enterprise-model smartphones but also competitive Limitless SIM contract, all from the same supplier.

Our SIM contracts are the most flexible and fairly priced, with all-inclusive support packages that you won't find anywhere else.

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find out  
more 



International Option



Unlimited Data



International Saver



Short-term Plans



EU Roaming

# Your options at 18 months

Our Flexi leasing solution offers you the options to Refresh, Continue, or Return your kit at the 18-month mark for Apple users or 24-months for Windows.

These options are flexible, so you can mix and match if you have several device agreements ending at the same time. For example, you can return two MacBooks and continue with a Surface Laptop without any issues.

CHANGE



1

Beat technology obsolescence and take advantage of the latest tech innovations such as faster processing and AI computing.

CONTINUE



2

Continue as you were with your current devices along with expert support and managed IT services.

CANCEL



3

We can take your old leased items to be recycled, ensuring they are disposed of responsibly.



# End of Contract Options: Your Next Steps



Discover what happens once your lease term concludes. Each option offers distinct end-of-lease choices, ensuring the right fit for your needs.



**Continue**

full tech support at 50% of original rental.

**Own**

the devices for a nominal fee.

**Refresh**

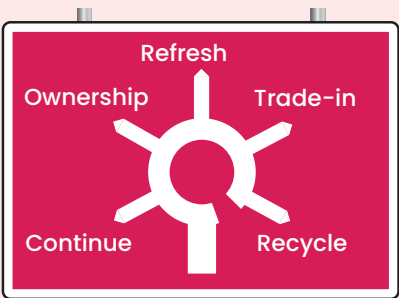
to new devices and get one month free.

**Trade-in**

your devices at fair market value.

**Recycle**

your tech with us and we will collect it.



**Return**

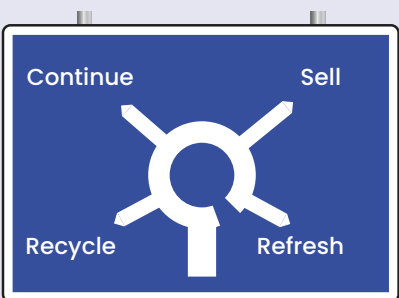
your tech to us and we will collect it.

**Continue**

to lease at same price with full support.

**Refresh**

to new devices.



# Dave: Your Self-Service Portal

Make sure to get signed up to our self-service portal for an easy way to manage your devices, place new orders, and raise support tickets. Dave is a completely free resource which we want all of our customers to benefit from. Speak to your account manager about getting on board.

When you log in to Dave, you'll find yourself on the dashboard. This is your central hub, where you can find everything you need to about your devices, raise support tickets, navigate to other services, and even build a catalogue of devices.



*Thank You!*

For being a loyal customer.

# HardSoft

devices for teams

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Authorised  
Reseller



Silver  
Microsoft  
Partner