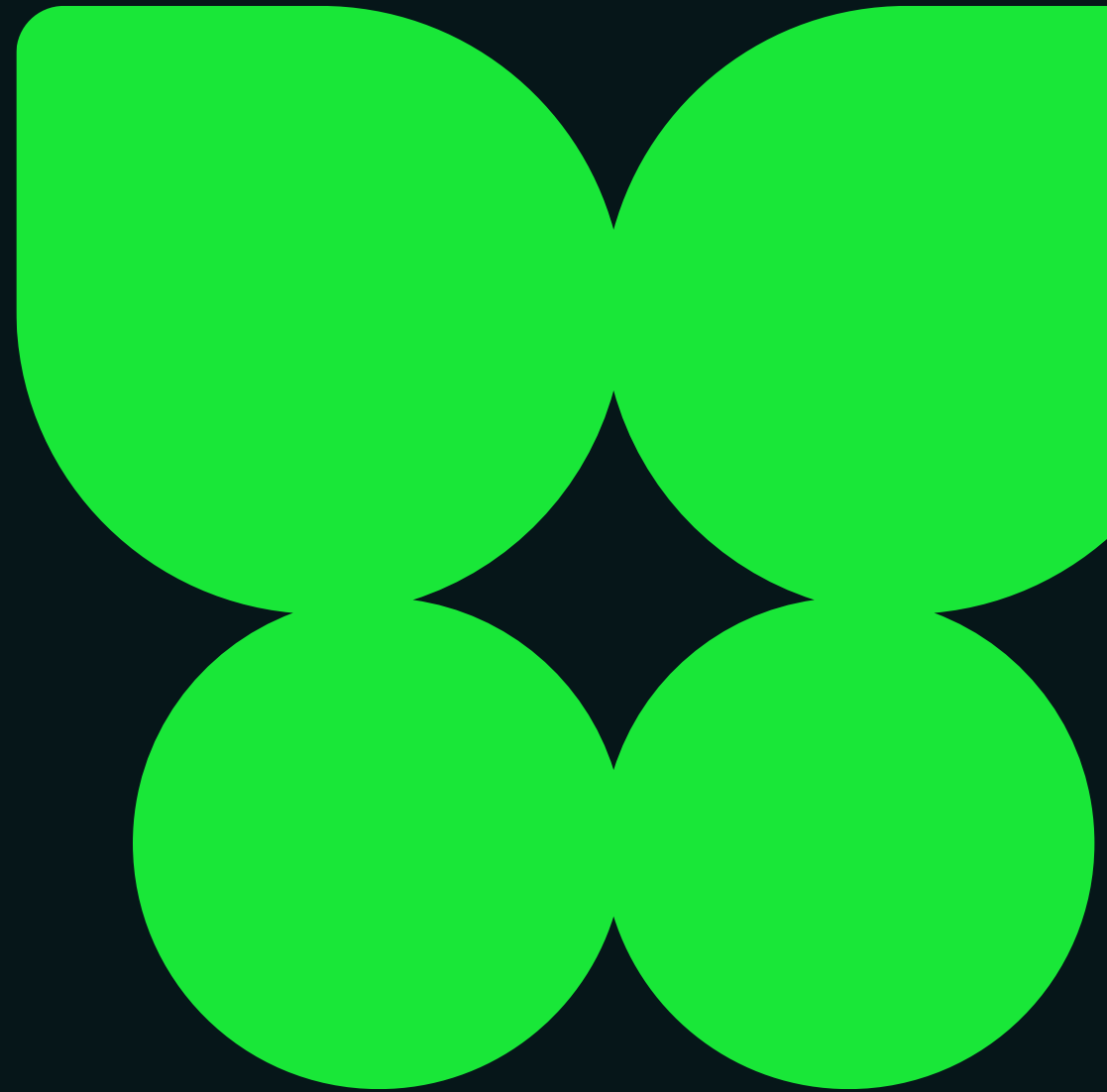


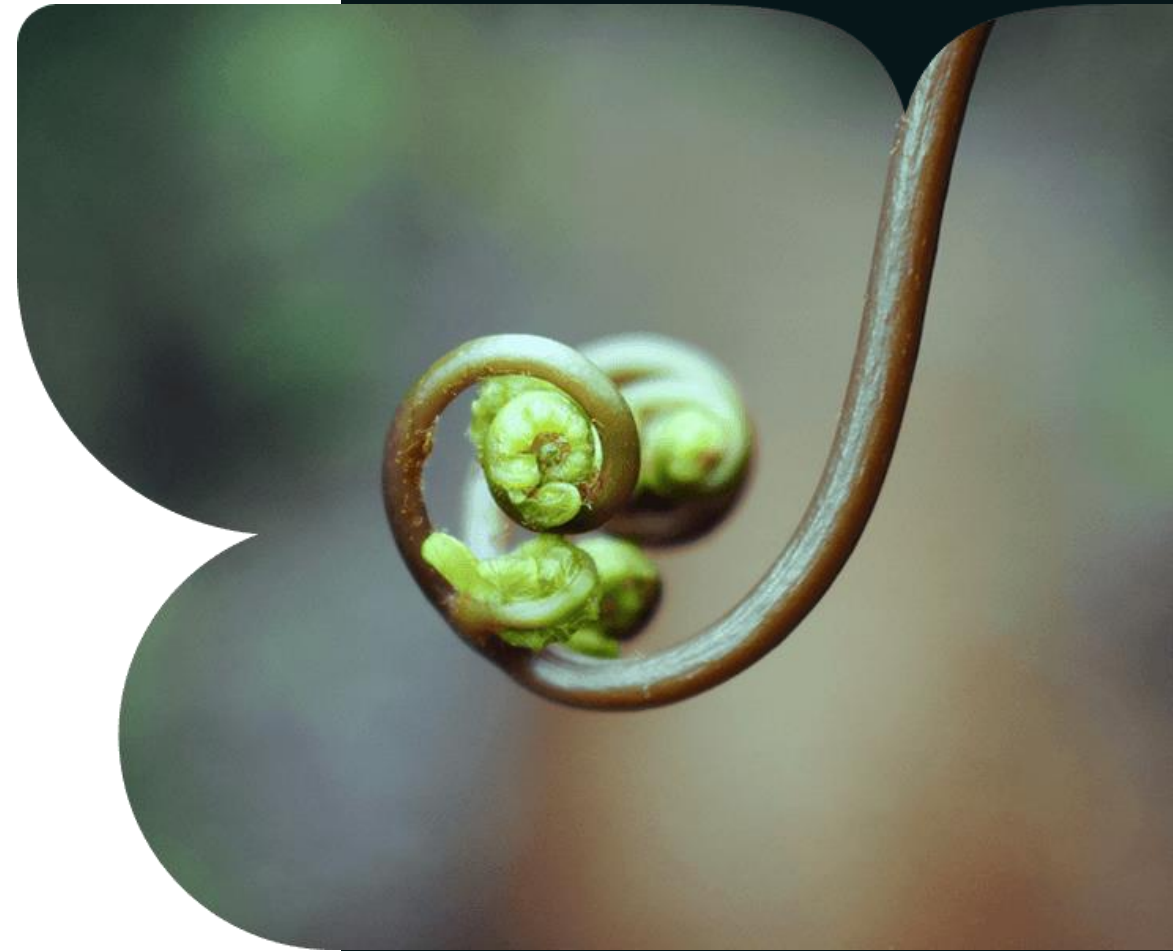
# The solution for identity driven end-to-end device management

→ Andy Brown  
Product Director



# Agenda

- Setting the scene
- Our integrated solution
  - Identity
  - Device lifecycle
- Summary
- Q&A



# End User Frustration?

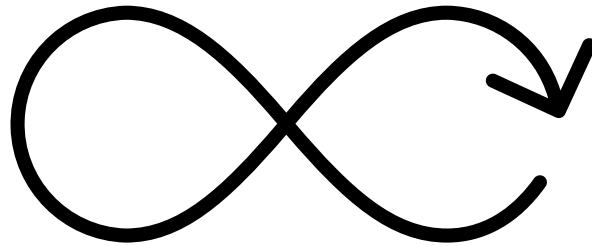
- Onboarding is the first experience most staff have of an organisations IT services
- Multiple devices
- Logins / Permissions
- First day productivity?
- Be honest....it often isn't a great experience



# Kocho's solution

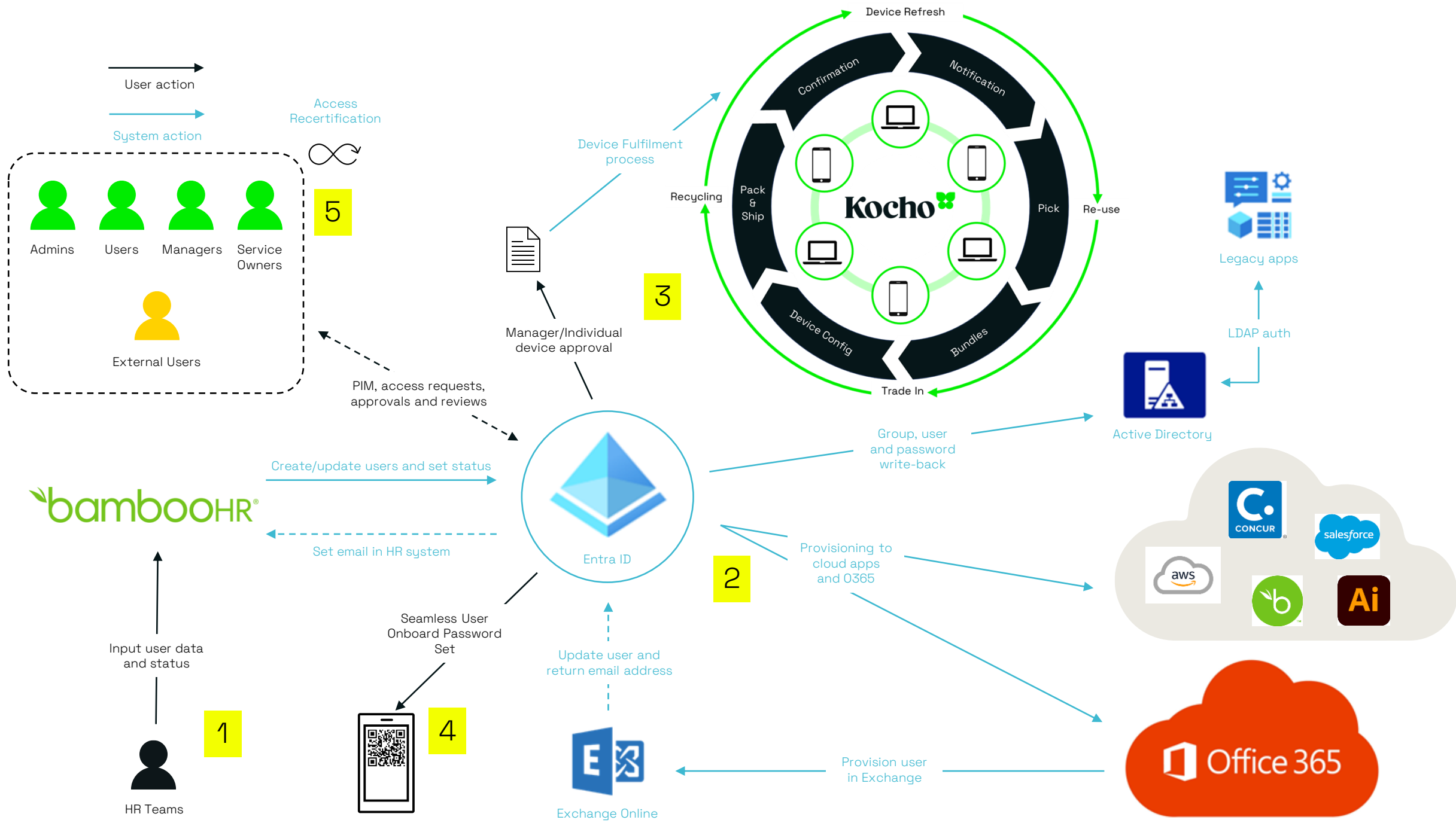
# End to end EUC

Identity



Devices

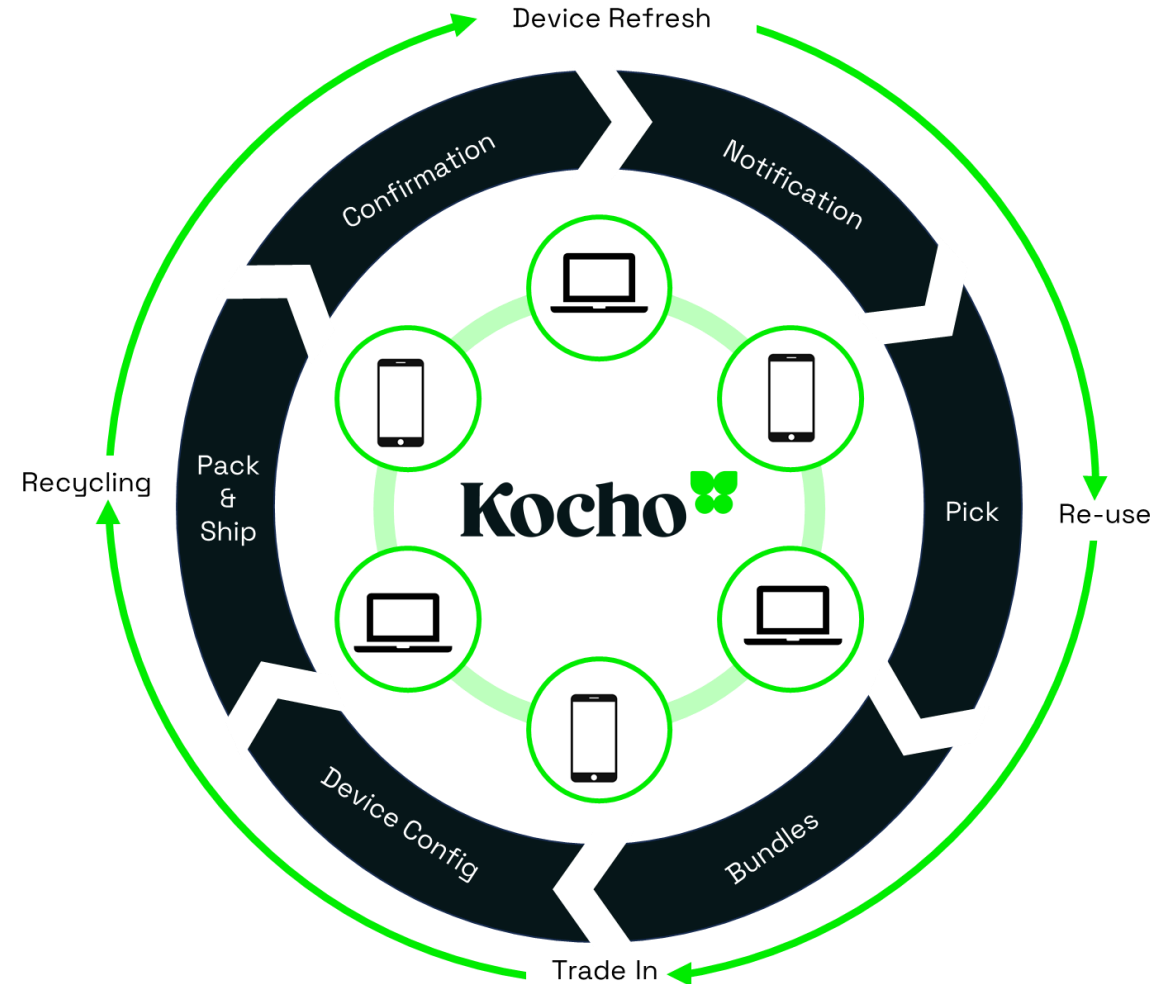




# Single service for device lifecycle

→ The Kocho solution fully manages the end-to-end life cycle of devices for you, delivering:

- Catalogue management
- Request Validation
- Approval Management
- Request Logging
- Fulfilment
- Resolution
- Stock Management
- Recycling & Reuse



All devices in one process



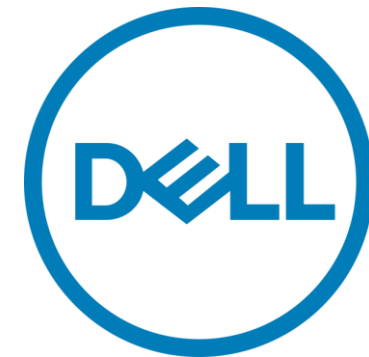
iOS  
macOS



**SAMSUNG**




**Lenovo**





# The experience for staff

# Pick your device – Manager example



## Please welcome Kenny Bruce to Kocho!

Facilitating Kenny Bruce's successful onboarding

[Home](#) [Contact](#)

### Prepare for Kenny's Arrival!

We're excited to welcome Kenny Bruce as the CEO to the team. As the manager, guide Kenny through the equipment selection and onboarding details below:

Choose a Laptop:

MacBook Air

Choose a Mobile Phone:

iPhone 13

iPhone 13  
Samsung Galaxy S21  
Google Pixel 6  
OnePlus 9  
Xiaomi Mi 11

Bluetooth Headphones  
 Laptop Stand  
 Portable Charger  
 External Hard Drive

**SUBMIT CHOICES**

### Onboarding Details for Kenny Bruce

Dear Manager,

Welcome Kenny Bruce as the CEO to your team! Please ensure Kenny's onboarding process is seamless by guiding through the following:

**Start Date:** January 15, 2024

**Role:** CEO

Help Kenny familiarize with our HR policies and procedures. If Kenny has any questions, encourage them to reach out to the HR department for assistance.

### Contact Us

If you have any questions or need assistance, please feel free to contact our support team.

© Kocho

# Pick your device – Employee example



Welcome to Kocho!  
Where your journey to greatness begins

[Home](#)   [Contact](#)

## Get Ready for a New Adventure!

We're thrilled to have you on board. To kick off your journey, choose your equipment below.

Choose a Laptop:

MacBook Air ▼

Choose a Mobile Phone:

iPhone 13 ▼

- iPhone 13
- Samsung Galaxy S21
- Google Pixel 6
- OnePlus 9
- Xiaomi Mi 11

Bluetooth Headphones

Laptop Stand

Portable Charger

External Hard Drive

SUBMIT CHOICES

## Welcome Aboard!

Congratulations on joining our team! In this section, you'll find important information for new starters.

Please review our HR policies and procedures to ensure a smooth onboarding process. If you have any questions, feel free to reach out to our HR department.

## Contact Us

If you have any questions or need assistance, please feel free to contact our support team.




© Kocho



BECOME GREATER  
KOCHO.CO.UK

# Automated joiner communications



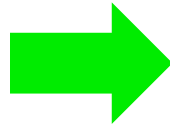
<p><b>Kocho</b> </p> <p>Hi Steve!</p> <p>Congratulations! You'll soon be a fully-fledged member of the Kocho team. We've provided a list below of questions you may have.</p> <ul style="list-style-type: none"><li>• <b>Start date:</b> Your current start date is...</li><li>• <b>Working hours:</b> You'll work 40 hours per week.</li><li>• <b>Dress code:</b> We prefer... Smart Casual.</li><li>• <b>Documents to confirm your ID:</b> Could you please provide...</li><li>• <b>Contact information:</b> If you need to call us, please use...</li><li>• <b>Reporting sickness:</b> Please refer to the employee handbook.</li><li>• <b>Vacation:</b> You may request a holiday from...</li></ul> <p>We'll be in touch shortly to give you an itinerary.</p> <p>Kind Regards,</p> <p>Kocho People Team</p>	<p><b>Kocho</b> </p> <p>Hi Steve!</p> <p>Your Kocho Group journey starts in <b>2 weeks!</b></p> <p>We're excited for you to get going!</p> <p>Ahead of joining we thought you might want to do some research. Here are some links to help you get started:</p> <ul style="list-style-type: none"><li><a href="#">What to expect in your first month with us</a></li><li><a href="#">Kocho Training Academy</a></li><li><a href="#">Employee Handbook</a></li></ul> <p>We'll be in touch shortly to give you an itinerary.</p> <p>Contact us anytime If you have further questions.</p> <p>Kind Regards,</p> <p>Kocho People Team</p>	<p><b>Kocho</b> </p> <p>Hi Steve!</p> <p>The wait is OVER!</p> <p>We're excited for you to get started tomorrow!</p> <p>You should have received your kit through the post already.</p> <p>Please see the below instructions for getting started and plan for day 1!</p> <ul style="list-style-type: none"><li><a href="#">Setting your password for Kocho</a></li><li><a href="#">Getting started with your new kit</a></li><li><a href="#">Day 1 itinerary!</a></li></ul> <p>Your manager will be in touch with you at 10am tomorrow, get a good night sleep, the fun starts tomorrow!</p> <p>Kind Regards,</p> <p>Kocho People Team</p>
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Your Kocho tools arrive!

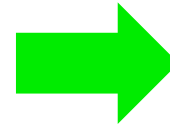


# The right kit for the right role

Pick your device



Automated communications

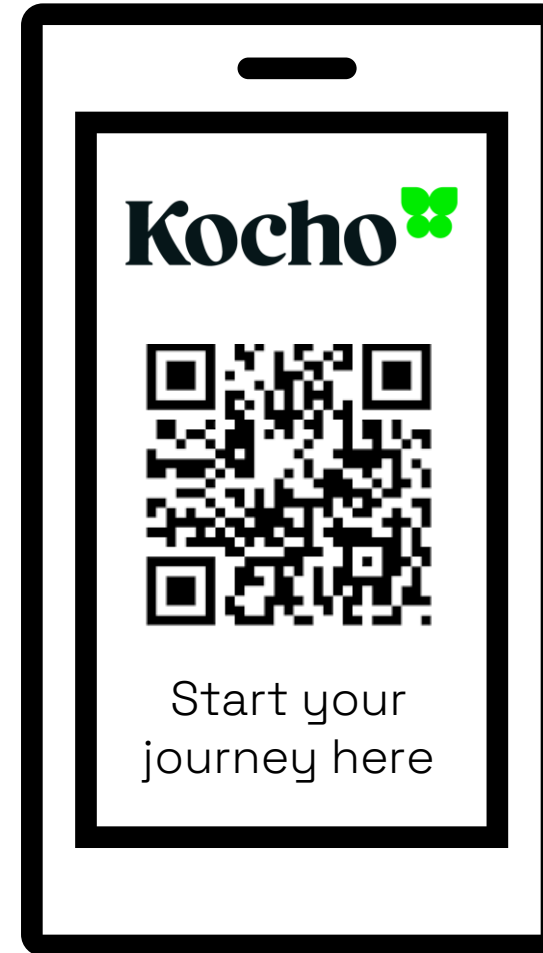


The right tools arrive

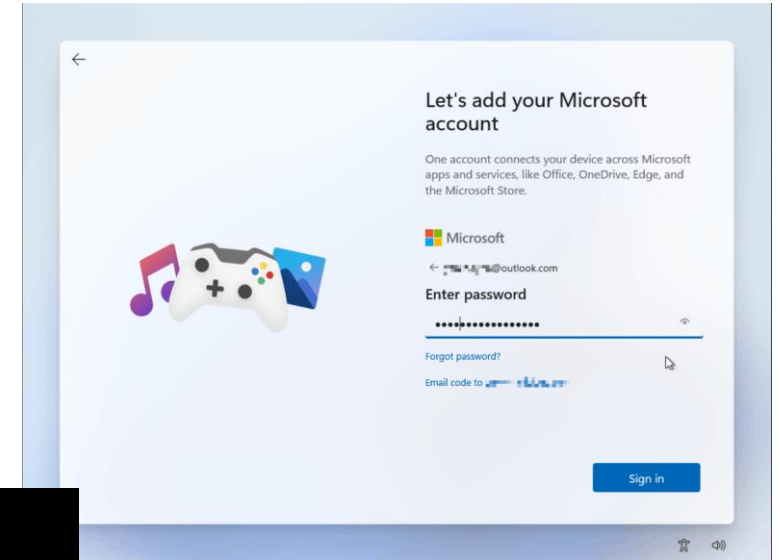
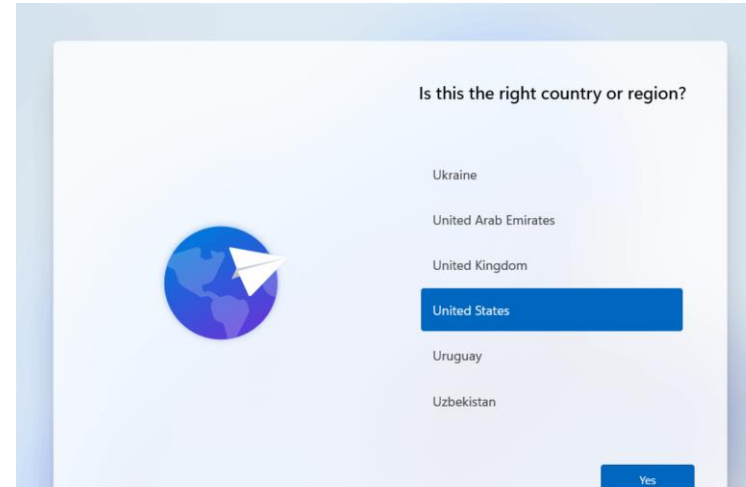
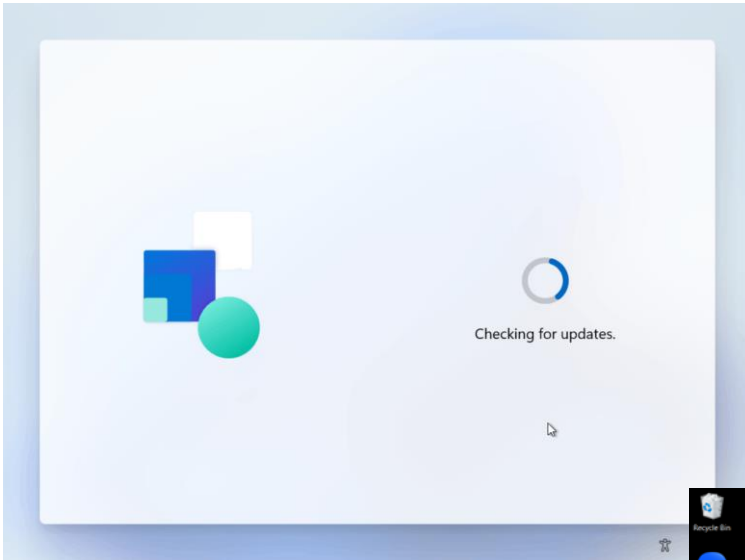


# Self-service set up

- Enable users to register and set their password without the need for managers to send them.
- New starters are sent a QR code to scan to self-service entry of details and set their password.



# W11 Autopilot Experience – Laptop





# Summary

- Kocho can provide an automated end-user computing journey
- Improved onboarding and user lifecycle journey
- Better control and visibility of devices
- Cost management





*Any questions?*