

# AN IT APPROACH TO DEVICE LIFECYCLE MANAGEMENT

How Jungle IT helped Doctor Care Anywhere manage their assets, from provisioning to deploying and maintaining devices.



## About Doctor Care Anywhere

Doctor Care Anywhere are a virtual GP who provide a 24/7 service that enables customers to access virtual care and virtual clinicians via their app or web browser. They are consistently challenging the status quo around healthcare by ensuring their client are able to get the help they need anytime, anywhere.

### Overview



Industry:  
Healthcare



Services Adopted:  
Device Lifecycle Management



## The Challenge

With many of their employees working remotely, Doctor Care Anywhere needed to ensure their doctors and consultants were able to access their devices without any technical difficulties from their very first day.

Their existing legacy partner would supply the devices but not provision them which would sometimes lead to delays or technical difficulties which did not reflect the businesses ethos.

## The Jungle IT Process

Our Client Relationship Manager, Alex, introduced Doctor Care Anywhere to our Device Lifecycle Management service where Jungle IT takes complete continued ownership over the devices.

Our Device Lifecycle Management service ensures that team members have everything they need from day 1 to hit the ground running and perform their role as effectively as possible.

The maintenance of the devices are also managed by Jungle IT to ensure that Doctor Care Anywhere can focus all of their time and efforts into delivering high quality medical care with complete peace of mind.

# We worked with Doctor Care Anywhere to transform the way they manage their devices.

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## Introductions

Doctor Care Anywhere reached out to our team to discuss the challenges with their current joiners, movers, leavers process.

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## Workshop

We then invited Doctor Care Anywhere to our Halifax office to gain a deep understanding of their pain points. This provides clients with the opportunity to visit our facilities and to understand the “art of the possible” with our service. At Jungle we have a listen-first, understand second policy to recommend what a company needs rather than what they think they want. It was at this stage, we had determined our Device Lifecycle Management service was right for Doctor Care Anywhere.

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## Oboarding

Then, we collaborated with Doctor Care Anywhere with their onboarding procedure. We provided them with a portal for asset requests and gave their devices a second life.



## The Outcome

On the day of the intranet launch, the Device Lifecycle Management service provided Doctor Care Anywhere with:

- Maximised investment in their devices
- An efficient management system for their movers, leavers and new starters - allowing IT professionals to focus their efforts on innovation.
- A positive first impression for new starters so they can hit the ground running from day 1.

**With Jungle IT they do feel like part of the family because you can communicate with them.**

**They are one of the cogs in our machine now.**

# THE SIX STAGES OF YOUR DEVICE LIFECYCLE

## A Comprehensive Device Lifecycle Approach

From planning to giving your devices a second life, we simplify employee onboarding, work, and offboarding for a hassle-free tech experience with our combined Out of Box and Device Lifecycle Experiences.

[Book a discovery call](#)

