

# Client as a Service (CaaS)?

Rev. 9/1/22

## What?

Client as a Service or “CaaS” for short, is a per-computer, monthly support fee that provides a computer and the support associated with maintaining the computer for a 4-year period after which it is replaced with a new system. The FY23 CaaS hardware rate is \$19/month for Desktop PC and \$23/month for Laptops and \$26.50 for support. (\$37 for 13” MacBook Pro).

## Why?

Historically, the costs to purchase and maintain computers in many departments/divisions across Johns Hopkins have been the responsibility of the individual entity. This can lead to inconsistent refresh cycles and less predictable annual PC acquisition costs. For smaller departments, the availability of spare systems can be a challenge. CaaS provides a predictable annual cost for support and refresh based on a 4-year life. IT assumes all responsibility for maintenance, refresh, and issuance of spare computers.

## Who?

Any Johns Hopkins entity that has a cost center in SAP can take advantage of this support model. CaaS works well in areas where there is a 1 to 1 relationship between people and computers. But we can apply it to other scenarios.

## How?

The IT@JH Client Technology Solutions (CTS) organization supports approximately 35,000 customers through direct chargebacks to departments for PC/LAN support, but the recovery model does not include hardware costs that needed to be planned, budgeted, and paid for by individual departments. IT@JH already has the infrastructure in place to manage both support and hardware costs. By leveraging the existing model, and transitioning to CaaS we will have a more comprehensive offering that realizes economies of scale.

## When?

This new offering is available as of 1/1/16. Departments can enroll systems incrementally as existing PCs reach end of life. Additionally, we plan to make this transition cost neutral in terms of moving from the old financial model to the new one with the exception of cases where “net new” devices are being brought into the environment.

## What’s included?

All PC support services covered in our previous support model are included along with responsibilities to provide spare equipment in the event of equipment failure. The burden to replace computers at 4-years old becomes the responsibility of CTS. Peripherals like docking stations and monitors are not covered under the CaaS model. Since IT@JH is leasing computers to provide this service, the majority of the overhead within the rate goes toward the cost of the lease and availability of spare systems.

## Current Models Available in the CaaS Program:

Laptop (Latitude) models: \$23 per computer per month

Desktop (OptiPlex) model: \$19 per computer per month

MacBook Pro: \$37 per computer per month

	Processor	Memory	Hard Drive	LCD	Graphics	Wireless
<b>Desktop</b>						
<b>Dell All-in-One Desktop</b>	Intel Core i5	16GB	256GB SSD	Non-Touch Anti- Glare Camera	Intel Integrated Graphics	No
<b>Laptops</b>						
<b>Dell 13 Inch Laptop</b>	Intel Core i5	16GB	256GB Solid State Drive	Laptop 13.3" FHD (1920x1080) AG, Non-Touch, WVA, 250 nits, HD RGB Cam, WLAN, Carbon Fiber	Integrated Intel®Iris® Xe Graphics for i5-1235U Non-vPro Processor with 16GB DDR4 Memory for Laptop	Intel® Wi-Fi 6E AX211 2x2 802.11ax 160MHz + Bluetooth 5.2
<b>Dell 14 Inch Laptop</b>	Intel Core i5	16GB	256GB Solid State Drive	Laptop 14.0" FHD (1920x1080) AG, Non-Touch, WVA, 250 nits, HD RGB Cam, WLAN, Carbon Fiber	Intel®Iris® Xe Graphics for i5-1235U Non-vPro Processor with 16GB DDR4 Memory for Laptop	Intel® Wi-Fi 6E AX211 2x2 802.11ax 160MHz + Bluetooth 5.2
<b>MacBook Pro (13 Inch)</b>	Apple M2 chip with 8-core CPU and 10-core GPU	8GB	256GB Solid State Drive	13.3-inch (diagonal) LED-backlit display with IPS technology; 2560-by-1600 native resolution at 227 pixels per inch with support for millions of colors		Wireless Adapter

## Total Monthly Support Cost Including Support:

FY23 Monthly support cost: \$26.50 per computer per month.

Add this to the monthly hardware/CaaS cost: (above).

- Laptop:  $\$23 + \$26.50 = \$49.50$  per computer per month
- Desktop:  $\$19 + \$26.50 = \$45.50$  per computer per month

## Frequently Asked Questions:

### Q: Can I order a CaaS system with additional memory or a larger hard drive?

No we don't modify the configurations to add memory or hard drives. Memory on modern systems is embedded on the board and can't be swapped easily. This allows us to be efficient with system replacements and support.

### Q: What if I enroll a CaaS system in the program and decide later I don't want it anymore?

We charge an early termination fee equal to 50% of the remaining lease term on the computer.

### Q: What is the lead time for receiving a CaaS system?

We attempt to keep inventory on hand and available at all times however we are purchasing systems in bulk on a quarterly schedule. So it is possible you could request a system when we are waiting for our next quarterly shipment. We suggest "reserving" systems as soon as you know you need them.