

Hardware Lifecycle Intelligence

Plan refresh on real data — warranty, end-of-life and usage.

Hardware refresh is a budget line most organisations plan blind.

Warranty lapses, end-of-life surprises and reactive replacements cost more than planned refresh — but only if you can see the whole fleet and its lifecycle in one place.

uControl makes hardware refresh predictable.

uControl **Insights** discovers hardware and enriches it with warranty and end-of-life, tracks assignment and depreciation; uControl **Core** turns it into lifecycle reporting and refresh planning.

Executive summary

Hardware Lifecycle Intelligence turns your fleet into a planned, costed lifecycle. Insights (HAM) discovers hardware, auto-enriches warranty, tracks EOL, assignment and depreciation; Core reports refresh and budget risk.

Refresh becomes proactive and defensible, and nothing falls off warranty unnoticed.

The business challenge

Hardware runs reactively because:

- Warranty and EOL data live in vendor portals, not one place
- Refresh is triggered by failure, not plan
- Assignment and location drift over time
- Depreciation isn't tied to real assets
- Budgeting is guesswork

So spend spikes and risk accumulates.

The uControl approach

uControl unifies the fleet and its lifecycle. Insights discovers hardware, auto-enriches warranty (e.g. Dell by service tag), tracks EOL, refresh date, depreciation and assignment; Core reports on refresh windows and budget so planning is evidence-based.

How it works

Hardware discovery Insights

Insights discovers hardware and models across the estate — on and off the network via the agent.

Warranty enrichment Insights

Automatic warranty enrichment with expiry alerts, so nothing lapses unnoticed.

Lifecycle & depreciation Insights

Track end-of-life, planned refresh date and depreciation per device.

Assignment & contracts Insights

Who a device is assigned to, their department, cost centre and location — with contracts and documents.

Refresh & budget reporting Core

Core turns lifecycle data into refresh windows and budget forecasts.

Customer journey

1 Discover
Insights discovers hardware on and off the network.

2 Enrich
Auto-enrich warranty, EOL and depreciation.

3 Assign
Track assignment, location and cost centre.

4 Plan
Core forecasts refresh windows and budget.

5 Act
Refresh proactively before warranty or EOL bites.

Key capabilities

✓ Hardware discovery incl. off-network (Insights)

✓ Automatic warranty enrichment (Insights)

✓ End-of-life & refresh tracking (Insights)

✓ Depreciation per device (Insights)

✓ Assignment & chain of custody (Insights)

✓ Contracts & document repository (Insights)

✓ Refresh & budget reporting (Core)

✓ Expiry alerts

✓ Executive lifecycle dashboards

Business benefits

✓ Plan refresh on real data, not guesswork

✓ Never miss a warranty or contract expiry

✓ Right-size hardware budgets

✓ Reduce reactive replacement cost

✓ Clear chain of custody

✓ Defensible refresh forecasts

Illustrative scenario

Large device fleet — illustrative

Refresh was reactive and several devices had silently fallen out of warranty.

uControl discovered the fleet, auto-enriched warranty and EOL, and Core forecast the refresh windows and budget — surfacing out-of-warranty devices and turning an ad-hoc replacement cycle into a planned, costed programme.

Frequently asked questions

Where does warranty data come from?

Warranty is auto-enriched (Dell today by service tag, with a nightly sweep); expiry alerts flag anything approaching end of cover.

Can you track devices that are off the network?

Yes — the endpoint agent captures roaming and home-worker hardware so the whole fleet is covered.

Does it help with budgeting?

Yes — Core forecasts refresh windows and budget from lifecycle and depreciation data.