

PCaaS UNSOLICITED PROPOSAL

EMPOWERING MISSION READY IT FOR CIVILIAN AGENCIES

Executive Summary

Future Tech Enterprise, Inc. (FTEI) is a U.S.-based global leader in IT lifecycle management and hardware procurement. With three decades of experience delivering secure, compliant, and efficient technology solutions, FTEI supports government and enterprise clients across all sectors. Our Global Integration Centers spans New York, Maryland, Texas, Utah, California, and Florida which enables rapid, compliant service delivery aligned with federal procurement and cybersecurity mandates.

Our **Enhanced PC-as-a-Service (PCaaS)** offering streamlines device lifecycle management through a predictable, cost-efficient, and fully managed framework. Designed for the modernization priorities of civilian agencies, it advances goals outlined in OMB M-22-09 and the Federal IT Modernization agenda by addressing fragmented procurement, aging hardware, and compliance gaps.

FTEI's PCaaS model reduces total cost of ownership, ensures consistent device readiness, and embeds cybersecurity controls aligned with **NIST SP 800-171**, **CMMC**, and **FedRAMP**. The result: higher productivity, lower operational risk, and improved mission continuity.

Agency Challenge & Need

Civilian agencies often face systemic challenges managing large end-user computing environments. These issues increase cost, downtime, and security exposure. Agencies need an integrated, standardized approach to endpoint lifecycle management that delivers transparency, scalability, and measurable cost avoidance.

- Fragmented procurement and configuration processes
- Delays in device deployment and refresh cycles
- Outdated BIOS/firmware and security non-compliance
- Limited visibility into asset status and lifecycle cost
- High operational overhead due to manual tracking and inconsistent imaging

Proposed Solution: Enhanced PCaaS

FTEI's **Enhanced PCaaS for Civilian Agencies** provides a turnkey, compliant, and data-driven framework for managing the full device lifecycle from procurement to secure retirement. The program integrates with existing ITSM environments (ServiceNow, Jira, Cherwell) and is scalable across global operations.

Key Components:

- **Procurement & Supply Chain Coordination:** Strategic U.S. depot network with OEM buffer stock and dynamic Min/Max logic to mitigate supply disruptions.
- **Configuration & Imaging Services:** Golden image management via SCCM, Intune, or AutoPilot; standardized BIOS and firmware updates; encryption and domain join compliance.
- **Lifecycle & Refresh Management:** Four-year refresh cycle with 12-15% annual redeploy rate; predictable DaaS fee per device.
- **Cybersecurity Compliance:** Alignment with NIST 800-171, CMMC; secure asset tracking; DoD Secret Facility Clearance for classified handling.
- **Reporting & Analytics:** Centralized dashboards for asset accuracy, SLA compliance, and cost-avoidance metrics.

Benefits to the Agency

- **Cost Efficiency:** Reduce total cost per device by 12–15% through redeploy and standardized refresh.
- **Operational Agility:** Shorter deployment cycles, faster imaging, and zero-lag replacement.
- **Security Assurance:** Continuous BIOS/firmware validation and policy-based encryption compliance.
- **Improved Accountability:** Real-time CMDB visibility and reporting for audits and OMB compliance.
- **Sustainability:** Environmentally responsible R2/ISO-certified disposal and recycling.

Implementation & Performance Framework

FTEI employs a four-phase transition process to ensure seamless integration and minimal disruption (~90-120 days):

- 1. Assessment & Planning:** Requirements capture, standards alignment, and risk evaluation.
- 2. Pilot & Validation:** Deploy pilot batch, validate imaging and integration workflows.
- 3. Full Deployment:** Scaled rollout with performance reporting and SLA validation.
- 4. Optimization & Continuous Improvement:** Quarterly reviews, analytics, and process refinements.

Key Metrics: Device deployment turnaround, asset accuracy, and cost avoidance through redeploy.

Budget Framework & Value Model

Example scenario: 100,000 total devices; 25,000 replaced annually under a 4-year cycle. This predictable financial model enables long-term budget stability while maximizing hardware utility.

- **DaaS Fee:** Per-unit lifecycle charge (covers configuration, imaging, redeploy, disposal)
- **Capital Float:** Hardware invoicing at outbound shipment for improved cash flow.
- **Full Enrollment:** All assets enrolled on Day One for end-to-end visibility and compliance.

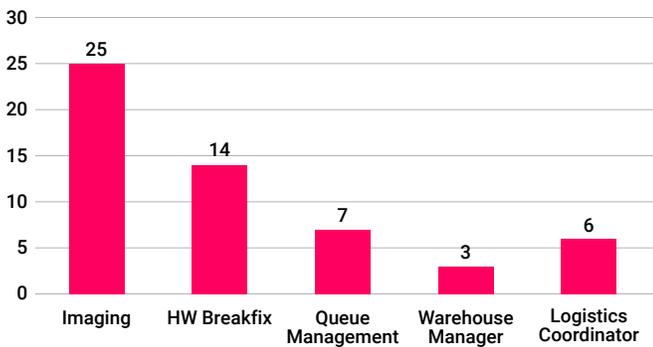
Customer CMO

VS

Future Tech's Enhanced PCaaS

Service Type	Monthly Cost	Yearly Cost
Imaging	\$216,666.67	\$2,600,000.00
HW Breakfix	\$106,166.67	\$1,274,000.00
Queue Management	\$45,500.00	\$546,000.00
Warehouse Manager	\$22,750.00	\$273,000.00
Logistics Coordinator	\$35,750.00	\$429,000.00
Total	\$426,833.33	\$5,122,000.00

Resources



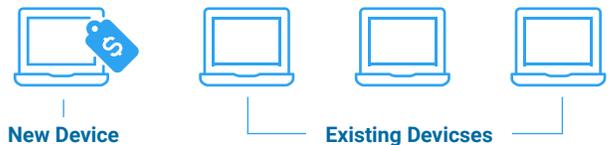
Estimated Customer Cost:
~\$5,122,000.00

PCaaS Price per Device	Annual New Purchases/Refreshes	Annual Total Cost
\$130.00	25,000.00	\$3,250,000.00

One-time service change on new devices only. Full PCaaS support for new and existing devices at no extra cost: imaging, deployment, shipping, and returns.

Includes all the services factored in our **Customer Benchmarking** exercise plus additional services such as:

- ✓ Warehousing/storage
- ✓ Upfront HW purchase (on Future Tech capital, based on forecasting)
- ✓ B stock management
- ✓ Refresh/disposal coordination
- ✓ ITSM ticket management
- ✓ CMDB Administration
- ✓ Reporting



Future Tech PCaaS:
~\$3,250,000.00

Potential Savings: \$ 1,872,000.00

Procurement Options Aligned to Your Needs



FUTURETECH
FULFILLMENT SOLUTIONS

**Minority-owned,
women-owned small business**



vTech Solutions
Enterprise Virtualization Solutions & Services

**HUBZone-certified
small business**



FUTURE TECH
VETERAN SOLUTIONS

**Veteran-owned
business**

Certifications & Credentials

- NIST SP 800-171 & CMMC Compliance
- ISO 9001:2015 & AS9100:2016 Quality Systems
- HIPAA & FedRAMP Support Capabilities
- DoD Secret Facility Clearance
- Strategic OEM Partnerships: Dell, HP, Lenovo, NextThink, Apple, Microsoft

Optional Value-Added Services

- **Global IT Service Desk:** 24/7 multilingual remote support, proactive monitoring, and ticket automation.
- **Onsite Tech Support:** Dedicated technical resources including walk-up IT support for field staff, hardware troubleshooting, and in-person device services.
- **In-Warranty Repair Management:** Certified technicians coordinate OEM-authorized repairs, ensuring fast turnaround and minimal downtime.
- **Out-of-Warranty PC Repair Services:** Certified technicians restore performance, extend device lifespan, and reduce replacement costs.

Let Us Model Your Savings

FTEI's Enhanced PCaaS provides civilian agencies a proven, compliant, and scalable approach to modernizing their end-user computing environments. By integrating lifecycle management, security, and analytics under one program, FTEI delivers measurable cost savings, improved mission readiness, and enduring IT sustainability. Let's transform your end-user experience together.



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