As a child, did you ever receive a gift that you just could not wait to use? A new bicycle...your first video game console, or that dream dollhouse. Think about how excited you were...the anticipation of the first ride. Now...wait for your parent to take all the pieces out of the box...woops, some assembly required...where are the instructions? How many plastic zip-ties does it take to package something? Are we missing some screws? Where does this part go?

There is nothing more frustrating to an end user or a business area than to hear that, yes, the new computer has arrived...but it is not "ready".

At PDS, we believe that if new technology needs to stop somewhere else prior to deployment to the business that you have just paid full price for an incomplete item.

PDS has been delivering 100% complete technology for over 25 years. Our innovative configuration and packaging concepts save your technology teams countless hours of non-productive busy-work and ensure that your investment in new technology is put to immediate productive use for your business.

Now...let's go take a ride...
Our Midwest Configuration Center (MCC) is a secure 50,000 sq. ft. configuration and logistics hub in Oconomowoc, Wisconsin.

We manage the fulfillment and configuration of Midwest customers' IT equipment in this 45,000-square-foot facility, providing efficiency in order processing and consistency in configuration. PDS helps ensure product availability and prepares a large quantity of devices to be prepared efficiently.

Our production floor is configured for “flex-flow”…allowing our team to arrange benches, tables, and configuration racks to allow for the most efficient processes possible on any type of configuration projects big or small.

We handle:
- Product warehousing.
- Order processing and fulfillment.
- Customization of the VMS for each location.
- Assignment of each IP device to the system.
- Configuration of all IP devices on the system.
- Assembly and labeling of all components.

You can take a 360 degree virtual tour of our MCC if you go here [https://pdsit.net/solutions/midwest-configuration-center-mcc/](https://pdsit.net/solutions/midwest-configuration-center-mcc/).

**If you would like to visit us in person, you can arrange a tour with your dedicated PDS sales representative.**

Warehousing

Technology moves at lightning speed, constantly evolving into newer, better, smaller, faster ways to compute and communicate. That is great when you always want the latest thing…not so great when you are trying to maintain a consistent computing fleet and have ready access to the same device today that you bought yesterday.

PDS will procure and warehouse devices, eliminating sourcing delays, ensuring project continuity, and reducing your product handling costs. PDS works with our clients to establish appropriate stocking levels for all standard products and will manage the levels based upon lifecycle and procurement trends. PDS typically will maintain a 30-day supply of stock for most models, depending on manufacturer order fulfillment time frames.

Physical Configuration (Some assembly required)
Preparing items for deployment often takes a lot of sticking, clicking, snapping, peeling, and unraveling…not to mention scanning, recording, grouping, and arranging. Our physical configuration services are designed to relieve you of that burden. Basically, if you have to do something before turning it on we can do it for you.

Common services include:
- Asset Tagging
- Custom Labeling
- Component installation
- Component sub-assembly
- Workstation on wheels (WOW) configuration
- Mobile Classroom cart configuration

But remember…just because you don’t see it on a list doesn’t mean we don’t do it. If something is delaying you from deploying it, just ask. [Chances are we can help.](https://pdsit.net/solutions/midwest-configuration-center-mcc/).
Electronic Configuration

When “power on” means the real work has only just begun…

Even the smallest business environments require some level of customization to “out-of-box” devices to make them functional in the environment. PDS offers a variety of standard electronic configuration services to ensure devices meet the requirements of your computing environment.

**Power-Up Inspection**

Nothing sets back a project like turning on a new device only to discover that it has an out-of-box failure. PDS powers-up and inspects all requested devices and provide warranty repair or replacement of any detected defects prior to delivery, eliminating any delays and hassle associated with defective equipment.

**BIOS and Firmware Configuration**

Having all devices on the latest firmware is essential to effectively managing and supporting a fleet of devices. By default PDS configures all devices with the latest manufacturer released BIOS revision. Upon request PDS can also custom configure the BIOS all requested devices, or even flash firmware to specific version for all configured devices.

**Base Load Imaging**

Whether it is “full client” OS imaging or configuring a thin client OS, PDS will store and preload requested “Base-load” images to all client devices as they are ordered. PDS standard imaging values include:

- Image gathering and storage
- Initial image inspection and verification
- Unique image part numbers assigned to images for version control
- Transmittal to PC
- Image Configuration and Customization.
- DMI data collection.
- Image Verification (verification of image integrity including inspection of functional hardware components)

For Chrome OS devices, after installing the latest version of OS, PDS can also register the devices for you.

**Application Installation**

To customize devices for each individual end user, PDS can load additional applications post imaging per each client’s specific instructions. The client is responsible for providing access to application media and installation instructions for each requested additional application as well as maintaining application licensing.

**Virtual Site Staging**

PDS has been doing Virtual Site Staging™ (our term for “dynamic” imaging) since 1999.

This imaging and configuration service, which provides a secure, logically separated connection between your corporate network and our Configuration Center allows us to perform tasks that normally wouldn’t be possible without access to resources on your network. For example, joining new PCs to your Active Directory domain, installing applications that require connections to your servers, and gaining access to your software install library.

PDS will assist your team to enable a Site-to-Site VPN connection to our Configuration Center, where we will then set up VLANs to logically separate your network from any of our other clients. We can also provide host and maintain an image distribution server on your VSS network segment for our use when configuring your new PCs. For VSS, our clients typically supply a 1U rack-mounted server with Windows Server license; other hosting options are available. PDS has experience working with MDT, SCCM, LANDesk, Altiris, Kace, and other types of image and application deployment systems.
Packaging Solutions

_Imagine you are part of an assembly line making...hmm...frozen pizzas. The person next to you sprinkles on the cheese, then wraps the pizza in cellophane, puts it in a box, and hands it to you so you can open the box, unwrap the cellophane, and put on the pepperoni. Sounds silly right? Well that is not so different from how your standard VAR images and labels your PC and then boxes it back up so they can ship it to you so you can go through the same process._

PDS packaging solutions allow the hand-off from our configuration team to your deployment team to be as seamless as possible.

PDS has several unique Packaging and Delivery Solutions:

**Rack N Roll™ Packaging and Deployment System**

_**US pat. # 6,135,706**_

Rack N Roll™ is ideal for those locations that are stocking an IT Store or doing continued roll-out of multiple PCs. PDS Standard Rack N Roll™ values include:

- Removing items from box and repackaging of units on Rack N Roll™ deployment carts.
- Repackaging of keyboards and mice into specialized deployment-ready modules as requested.
- Pre-sorting specialized hardware into deployment ready groups (e.g. High level engineering PCs on one rack, standard level operations PCs on another).
- Customized labeling of racks (if required).

**PDS Nickel-Pack™ Multi-Pack System**

Nickel-Pack™ is ideal for those locations where Rack N Roll™ is not a fit. The multi-PC box is easy for one person to dolly–transfer within a facility. The Nickel-Pack™ values include:

- Removing items from box and repackaging of units in Nickel-Pack™ multi-pack system.
- Repackaging of keyboards and mice into specialized bulk-pack modules as requested.
- Customized labeling of package (if required).

**PDS Laptop Tote**

The laptop tote is ideal for laptop or tablet refreshes or other large scale deployments. The multi-laptop tote is easy for one person to carry. PDS Laptop Tote values include:

- Removing items from box and repackaging of units into multi-pack system.
- Repackaging of laptop accessories in specialized bulk-pack modules as requested.
- Customized labeling of package (if required).
Custom Configuration Specification System

The CCS is a database of client-specific requirements for the way PDS configures hardware and software, and how we package and deliver IT equipment. PDS's ISO 9001:2000 specification requires process and component standardization for optimal consistency, quality and avoidance of rework. When clients require departures from standard PDS methods and processes, the CCS is the mechanism by which those “exceptions” are made repeatable.

Almost any tasks you perform over and over can be avoided by having PDS create a configuration specification for that task. When you notice yourself doing rework, contact your PDS Account Manager and ask about configuring that task out of your life. PDS can create multiple CCS based upon product type, projects, location variations, etc. Anything that requires something be configured “a little different” can be documented and scripted. Just work with your Account Manager to have that information made available.

Our CCS records information about:

**Physical configuration** - Anything that deals with the physical aspects of the hardware item, including location of a card in a specific slot; configuring units as either a desktop or a midtower; or specific positioning of a client asset tag. PDS uses both text and digital photography to clarify the configuration specification.

**Electronic Configuration & Imaging** - This section applies to the electronic aspects of configuration, including applying a specific BIOS version; customized BIOS set up; special testing procedures, and image customization.

**Packaging** - This section applies to special equipment packaging and reporting requirements, such as bulk packaging of keyboards (rather than including with individual PCs); package labeling (PO, contact point, specific ship-to instruction, etc.). Delivery of electronic asset data may also be performed at this stage.

PDS Asset View

Information on all items purchased from PDS, including serial number and asset numbers of all configured items, are uploaded to a secure client portal. PDS Asset View is a simple-to-use, yet effective asset management tool that helps PDS clients track device lifecycle, warranty status, and other PDS-supported services. Effective asset management starts at procurement. PDS Asset View is the essential first component for full lifecycle asset management, and it is offered free to PDS ALM partners. PDS Asset View provides you with direct access to your device purchase history for rapid access to basic information and queries used in lifecycle management decisions. PDS Asset View is available in both a web portal as well as an app for iOS devices.
Logistics Services

PDS employs logistics-certified field engineers, has our own fleet of trucks, vans, and logistics equipment, and can provide managed, up-to-the-minute deliveries to streamline the product delivery and deployment process. Our unique ability to combine our logistics expertise with our technology skills help to create a streamlined implementation process that ensures up-to-the-minute scheduling capabilities.

Managed delivery

Typical delivery of IT product usually looks like this; order the product — track the order and shipment online — wait until you receive delivery notification- call your receiving department to verify it arrived- call them back after they can’t seem to find it- then hustle down to the dock to find it and get it back to your config area. PDS Managed deliveries eliminates all of that. By consolidating orders, organizing bulk and standard packaged equipment, and hand delivering it directly to your stock-room or deployment area at the same time, the same days, each week, PDS helps reduce product handling costs and makes your service levels more predictable.

- Designated delivery time per approved location (driver will arrive within 60 minutes of designated time or will pre-notify the site contact of any delays or early arrival)
- Inside delivery to IT stock room or deployment area.
- Removal of empty Rack N Roll Racks or laptop totes.
- Pick up of any equipment designated for depot repair or retirement

Quality

(ISO 9000 certified)

Our Quality Program is built around the goal of total customer satisfaction and continuous improvement throughout our business. We value our customers and strive to provide products and services that not only meet, but exceed their expectations. Our Quality program focuses on our configuration and logistics processes to drive consistency, standardization, and continuous improvement. By concentrating our efforts on the needs of existing and future customers, we can leverage these areas and promote operational efficiencies to drive forward our strategy in delivering IT solutions that lower total cost, improve agility, and enhance customer experience.