



Maximise IT Efficiency

Helping You Overcome Operational Hurdles with Direct2Desk

Trusted By



Plus Many More

What is Direct2Desk

From planning, procurement, and integration, to maintenance, upgrades, and eventual retirement, there's a lot of legwork involved in the onboarding and leaver process. Not to mention the considerable space required for storing and processing all of your inventory.

So, once you factor in home and remote working business models, it's really no surprise that the logistics keep Operations Teams perpetually occupied. With our Direct2Desk services though, we take care of it all. Simply, transparently, sustainably, and entirely in-house.

1. Full Management

Fully managed device lifecycle management service with full customer control through customer portals and api. High levels of automation resulting in significant customer cost savings.

3. Fully Featured Management

Branded Management portal for Tech teams, allowing them to request equipment dispatch to end users, arrange collections, view assets, raise support tickets and run custom reports.

5. Secure Storage

The whole process is operated from our 60,000sq ft secure warehouse and backed by our UK based support teams.

7. Communication

Leavers sent email or SMS to arrange allow their own collection time.

9. Rapid Redeployment

Return devices processed ready for redeployment in 7 days

11. API Integration

API Integrations with Customer ITSM and Asset Management platforms allowing real-time, automated updates of customer tickets and assets.

13. Security

Single Sign on security for portals giving the customer granular control over their employee access.

2. High-Quality Experience

Genuine high quality retail experience for the end user, both delivery and collection, resulting in very high levels of employee satisfaction.

4. Slick Onboarding

Branded Onboarding portal for end users presenting them with a pre-selected list of equipment to choose from, whilst also allowing person preferences where required.

6. Rapid Dispatch

Customer products held in stock ready for rapid dispatch (Pre-enrolled into DEP/ABM) - Items ordered before 5pm are shipped for next day delivery.

8. Safe Returns

Packaging sent out in advance to ensure safe return.

10. Real-time Tracking

Customers know in real time where all their devices are ie in our warehouse, with the end user, or in transit.

12. EOL Charities & Restore

End of life go to customers' choice of charity or Restore.

14. Accredited and Certified

Our entire operation is ISO:9001, ISO:14001, ISO:27001 2022 and Cyber Essentials plus certified

Zero Touch, Zero Fuss IT Asset Lifecycle Management



Flexible Cost Efficient IT

Pay-as-you-go pricing eliminates fixed costs and long contracts. Maximise budget, unlock value immediately.



Real-Time Device Visibility

Our portal & APIs offer live tracking, stock levels, and reports. Gain control without the time drain.



Seamless Starter & Leaver Logistics

Automated collections for leavers, pre-configured devices for starters. Smooth transitions, less IT overhead.



Secure Device Recycling & Redeployment

Promptly collect, wipe, and refresh idle devices within 7 days. Eliminate security risks, boost asset utilisation.



More choice of starter devices

Select new or refreshed devices, or let starters choose from a pre-assigned list. Boost IT estate value and user satisfaction



Timesaving Zero Touch Automation

HR/Ops input details; we handle delivery, setup, and collection. Free your IT team for strategic work.



Enhanced Employee Experience

Pre-configured, next-day devices deliver a 'retail-like' unboxing. Boost productivity and satisfaction from day one.



Complete & Sustainable Lifecycle

End-to-end management from procurement to responsible recycling at our 60,000 sq. ft facility. Boost value and eco-impact, meet Net Zero goals.

Why Novatech

We're more than a supplier; we're a dedicated IT partner with a 39-year legacy of excellence.

Complete In-House Control

Unlike fragmented resellers, we handle every physical aspect of the IT lifecycle—from sourcing to refresh—within our own 60,000 sq. ft facility. This eliminates delays and risks, ensuring superior efficiency.

Decades of Proven Expertise

With over 39 years of logistics experience and a track record of supporting enterprises with over 10,000 employees, our systems and processes consistently outperform the competition.

Seamless Digital Integration

Our full API integration ensures Direct2Desk fits perfectly into your existing workflows, creating a truly frictionless environment.

Transparent Partnership

We believe in clear, honest partnerships with no hidden setup fees. You get a dedicated team committed to scaling our solutions with your vision.

Learn More About Direct2Desk

Visit Our Website
novatech.co.uk/business/direct2desk/

