

FOR CIOs, HEADS OF IT, AND IT ASSET MANAGEMENT

Your Refresh Runs on a Calendar. Your Devices Do Not.

Most refresh programs still start with a spreadsheet of devices approaching year four or five, while the performance data your DEX platform already collects rarely informs the refresh decision. XOPS maintains the Device Position for every device and drives refresh from it: continuously evaluated against condition, eligibility and budget, confirmed by the employee, then orchestrated end to end without IT opening a ticket.

WHERE THE REFRESH CALENDAR BREAKS

Refresh decisions ignore performance data

DEX platforms capture device health continuously, but that signal rarely reaches the refresh decision. A device degrading in year two waits for year four. A device still healthy at year five is replaced anyway.

Eligibility is validated by hand, every time

Someone checks device age, confirms model eligibility, verifies business unit budget and cross-references the refresh profile. That is IT labor applied to a decision the system could settle in milliseconds.

Budget is reconciled after the fact

Spend is tracked in spreadsheets and reconciled once the quarter closes, so the constraint that should shape the decision arrives after the decision has already been made.

Reactive break-fix adds cost on top

When devices fail mid-cycle the planned process breaks down. Expedited hardware, IT escalation, employee downtime and data-recovery risk compound on top of the standard lifecycle cost.

WHAT A DEVICE POSITION IS

THE DEFINITION

A Device Position is the continuously reconciled answer to three questions for one device: what is true now, what it means, and what should happen next. XOPS maintains it by reconciling DEX, MDM, HAM and CMDB, HRIS, warranty, inventory and finance data into a single evaluated state.

WHAT XOPS ADDS

Device health, employee and organizational context, eligibility rules and budget state each live in a different system, owned by a different team for a different purpose. XOPS reconciles all four into one governed refresh decision, with the policy applied and the audit record attached.

HOW IT WORKS

1 · Connect

DEX, device, employee

One continuous view of every managed device, its owner and its organization.

2 · See

Eligibility, budget, guardrails

Every device tested against profile, budget and rate limits before anything moves.

3 · Automate

Sidekick, ITSM, runbook

The employee confirms, then the refresh executes and updates each system of record as the work happens.

ONE DEVICE, END TO END

1

Signal received

Sustained degradation crosses a threshold and holds. XOPS evaluates months before the calendar date.

2

Eligibility clears

Persona, region and device class are matched against a live refresh profile and its rate limit.

3

Budget reserved

Checked against the business unit's remaining budget and held, not yet spent.

4

Employee confirms

Two delivery windows are offered in Teams or SMS. The employee picks one.

5

Refresh orchestrated

Stock reserved. Imaging, shipment, recovery and sanitization coordinated. Records close automatically.

If the employee does not respond in the configured window, the reservation is released and the device re-enters evaluation next cycle, with no open ticket left behind. A stockout, delivery failure or failed image raises a governed exception to IT with the current state attached.

WHAT XOPS ORCHESTRATES. WHAT YOU CONTROL.

XOPS ORCHESTRATES

- Continuous evaluation and eligibility against profile, org, geography, persona and rate limits.
- Budget verified and reserved at the moment of decision, not reconciled later.
- Employee notification, scheduling and confirmation through Sidekick.
- Sourcing, order and delivery, with existing stock reserved before any new purchase.
- Recovery and disposal, with chain of custody, grading, sanitization and certified evidence.
- Ticket, CMDB, asset and audit records written as the work happens.

YOU RETAIN CONTROL

- Policy. Profiles, budgets, guardrails and rate limits are defined by IT. The system never sets its own.
- Budget exceptions. Anything above the configured limit stops and escalates.
- Override and expedite. Any pending action can be reviewed, overridden or cancelled.
- Fulfillment exceptions. Stockout, delivery failure or failed imaging raises a governed exception.
- Physical work and judgment. Hands-on work, executive exceptions, legal holds and anything outside declared scope.

THE CONTROLS YOU DEFINE

Deterministic

Explicit rules for performance, eligibility and budget.
Conditions met, it proceeds.
Not met, it defers.

Audited

Every evaluation, decision and action recorded with its trigger, policy, budget state and outcome as it happens.

IT-controlled

IT holds authority throughout. Pending actions can be reviewed, overridden or cancelled, deferred devices expedited.

Bounded

XOPS operates only within configured business units, profiles and policies. Nothing outside declared scope is touched.

PROVEN IN PRODUCTION

\$4.3M+

Saved per year

+1–2 yrs

Additional device life

Tens of thousands

Devices under signal-driven refresh

"We stopped replacing devices because the calendar said so. Every refresh now has a real reason behind it, and every device we keep in service has real signals telling us it's fine to keep."

IT Asset Management Lead · Fortune 500 semiconductor manufacturer

Results measured in the customer's own environment on Smart Refresh™, which runs signal-driven refresh decisions in production today. Autonomous Proactive Refresh extends those decisions through end-to-end execution; the coordination effort it removes is counted separately from the hardware savings above.

CERTIFIED & COMPLIANT

ISO/IEC 27001:2022**CERTIFIED**

Information Security

ISO/IEC 27018**CERTIFIED**

Privacy Protection

ISO/IEC 42001:2023**CERTIFIED**

AI Management

SOC 2 Type II**CERTIFIED**

Security & Availability

GDPR**COMPLIANT**

Privacy Protection

See signal-driven refresh run against a fleet shaped like yours.

A short working session: the decision, the guardrails and the audit trail, end to end.

[Request a demo →](#)

You already have the performance data. XOPS turns it into the refresh decision: the Device Position evaluated against eligibility and budget, confirmed by the employee, orchestrated end to end and recorded as it happens.

MAKE IT TRUE.