



SHI

Solve what's next.

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Intelligent Refresh Program

Only refresh the devices that truly need it

Agenda

1. Top priorities for C-level execs

2. Intelligent Refresh Program Overview

3. Where IRP delivers value

4. DEX

5. BenchSmart

6. Next-Gen Device Lab

7. SHI Capital

8. End-User Integration Center

9. Device Lifecycle Management

10. SHI One

Top device concerns for CTOs

The growing challenges of device and experience management

End-user device management has gotten more complex over time

70%

Of IT organizations will use data to trigger PC replacement in 2028.¹

34%

Of organizations rely on spreadsheets to track IT assets.²

\$2.59

Million in asset optimization value over 3 years with good device lifecycle management practices.³

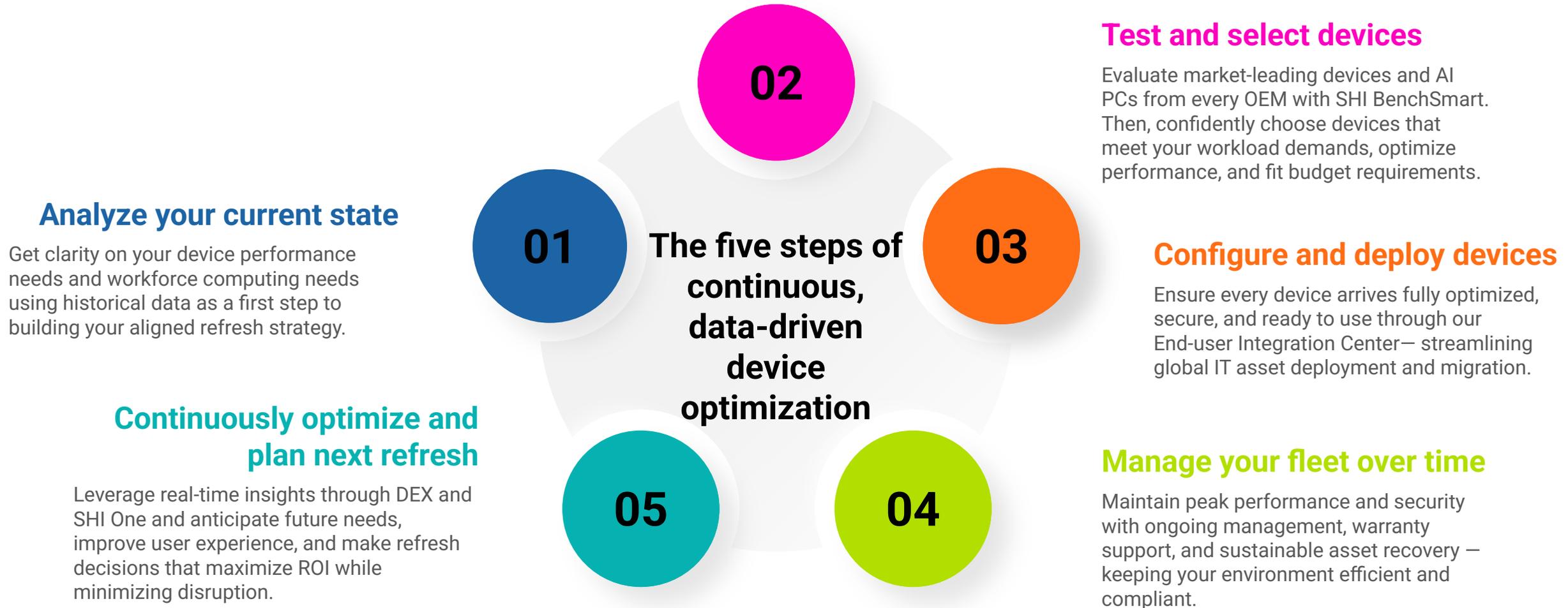
Source:

1. [Gartner](#)
2. [Ivanti 2025 Digital employee Experience Report](#)
3. [Omdia Economic Validation Report](#)



The 5 stages of continuous data-driven decisions

Build a cycle of device excellence



Device management for every stakeholder

See benefits across teams



Business leaders

- Optimize IT spend
- Equip employees and support AI PC adoption
- Reduce risk and device downtime
- Avoid emergency replacement
- Eliminate budget shocks



IT teams

- Dispose of assets responsibly and securely
- Simplify OEM procurement and deployments
- Scale integration and staging
- Decrease help desk calls and trouble tickets
- Plan proactively

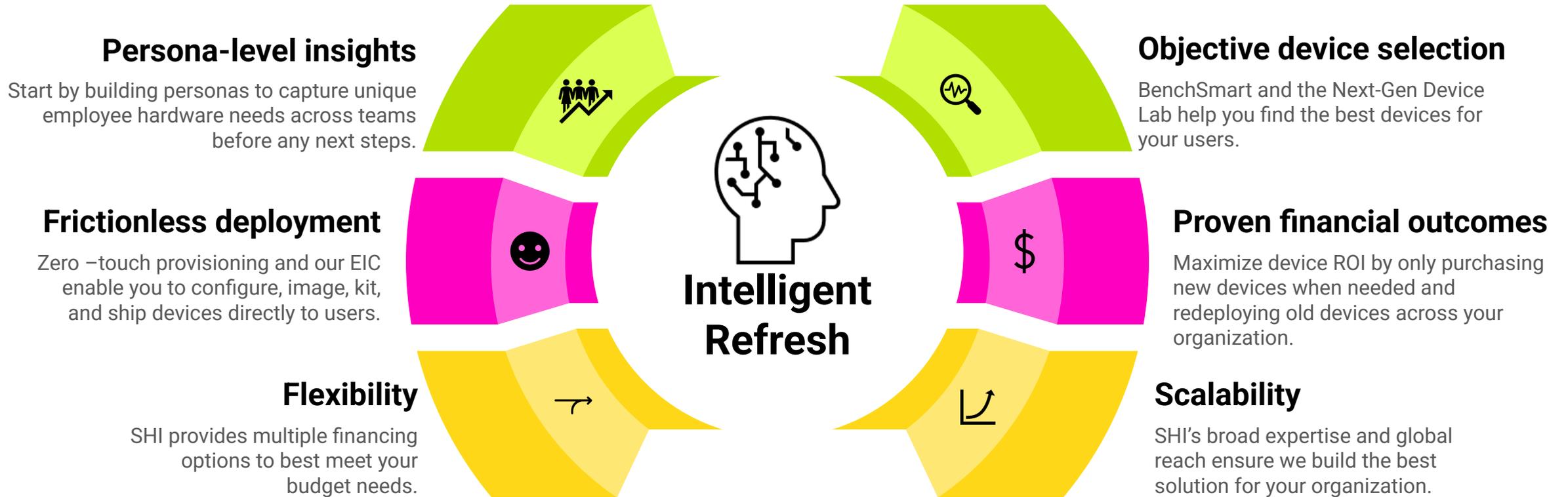


Employees

- Right-fit devices by persona and workload
- Onboard faster with pre-configured devices
- Access to AI-capable devices
- Minimize device disruptions
- Increase performance consistency

Where IRP delivers value

How is SHI different?



Employee experience tools

Bridge the gap between devices and employees

IT burden

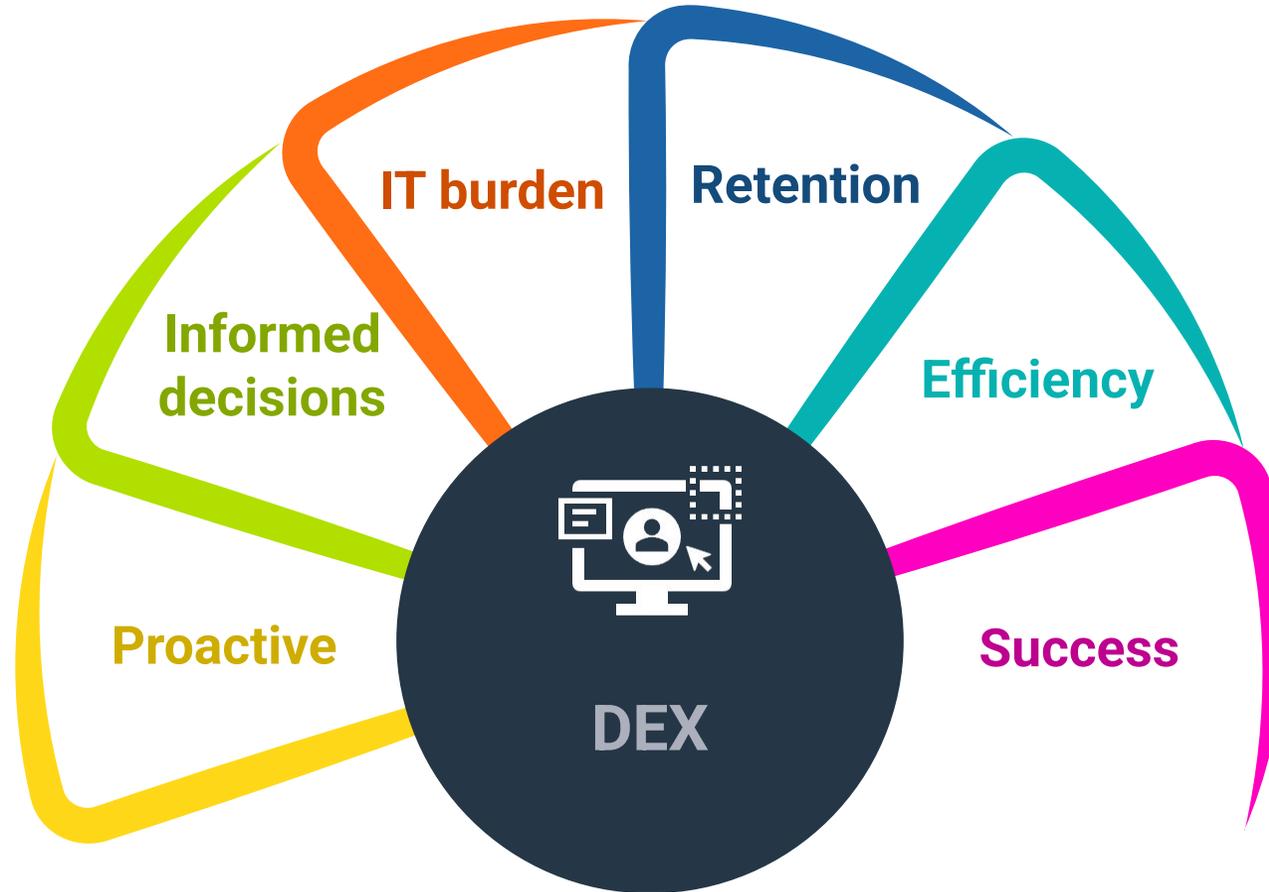
Take the guesswork out of hardware refreshes with in-depth insights into device performance.

Informed decisions

Easily identify how devices are meeting the needs of end users and use this data to identify underperforming devices.

Proactive

Identify device issues before they happen to prevent critical failures and improve productivity.



Retention

Match devices to the right users to increase productivity, satisfaction, and retention.

Efficiency

Optimize efficiency by only replacing devices that truly need to be, while redeploy devices with value left.

Success

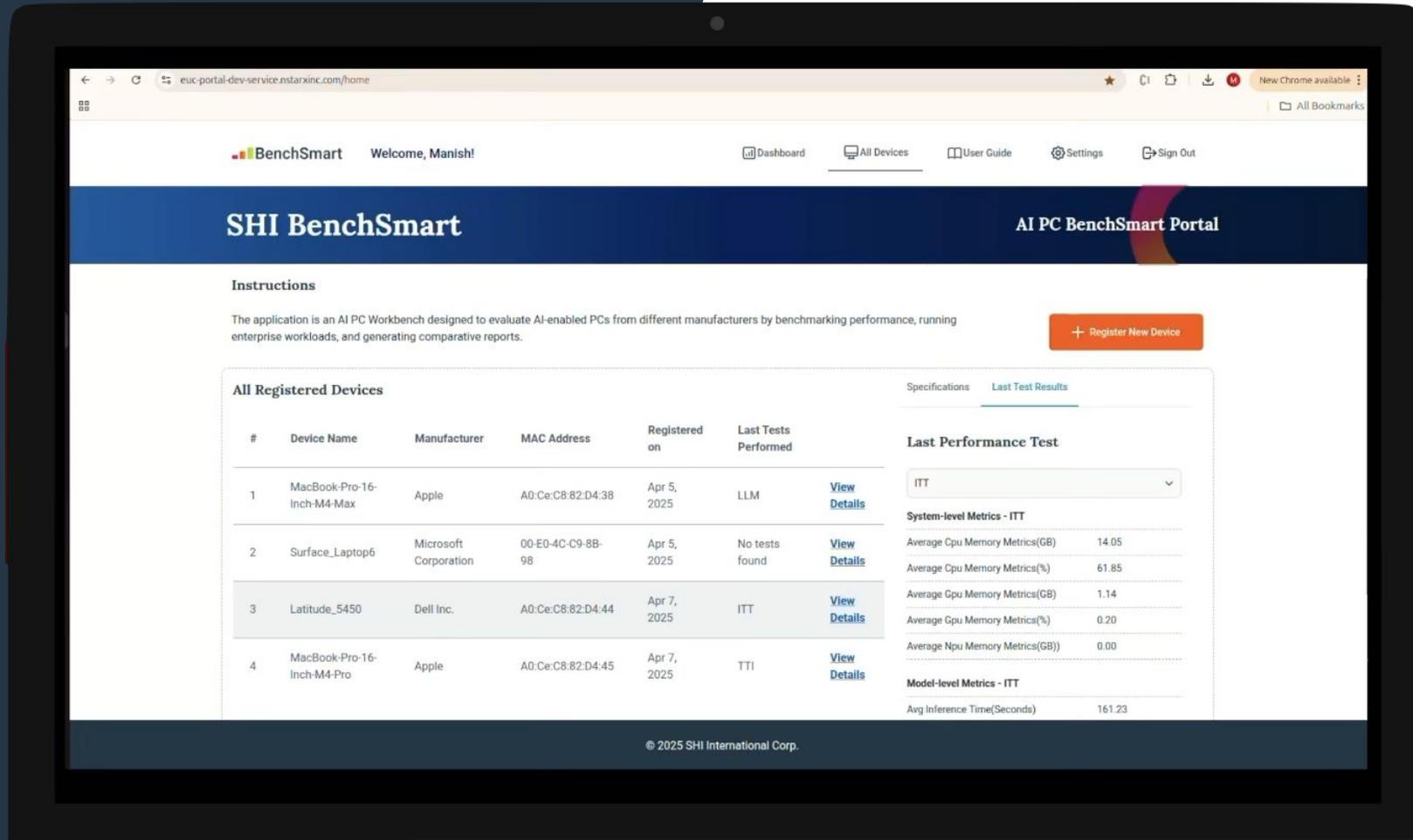
Ensure long-term organizational success by maximizing device ROI, optimizing budgets, and creating stronger employee experiences.

Device benchmarking

Innovate with confidence

BenchSmart

- SHI's tool to evaluate endpoint AI performance across multiple OEMs
- Measure CPU, GPU, and NPU performance, battery life, and power draw
- Easily compare devices to find the best fit for your end users



The screenshot displays the SHI BenchSmart AI PC BenchSmart Portal. The page includes a navigation bar with links for Dashboard, All Devices, User Guide, Settings, and Sign Out. The main content area features an 'Instructions' section, a 'Register New Device' button, and a table of 'All Registered Devices'. The table lists four devices with their respective manufacturers, MAC addresses, registration dates, and last test results. A 'Last Performance Test' section on the right shows system-level metrics for the ITT test, including average CPU and GPU memory metrics.

#	Device Name	Manufacturer	MAC Address	Registered on	Last Tests Performed	
1	MacBook-Pro-16-Inch-M4-Max	Apple	A0:Ce:C8:82:D4:38	Apr 5, 2025	LLM	View Details
2	Surface_Laptop6	Microsoft Corporation	00-E0-4C-C9-8B-98	Apr 5, 2025	No tests found	View Details
3	Latitude_5450	Dell Inc.	A0:Ce:C8:82:D4:44	Apr 7, 2025	ITT	View Details
4	MacBook-Pro-16-Inch-M4-Pro	Apple	A0:Ce:C8:82:D4:45	Apr 7, 2025	TTI	View Details

Last Performance Test

ITT

System-level Metrics - ITT

Average Cpu Memory Metrics(GB)	14.05
Average Cpu Memory Metrics(%)	61.85
Average Gpu Memory Metrics(GB)	1.14
Average Gpu Memory Metrics(%)	0.20
Average Npu Memory Metrics(GB))	0.00

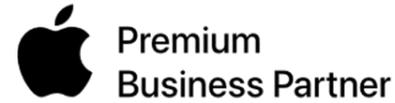
Model-level Metrics - ITT

Avg Inference Time(Seconds)	161.23
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Our partners

We partner with all major OEMs so you can evaluate the latest market-leading devices



Next-Gen Device Lab Demos

Facilitating rapid experimentation with next-generation AI PCs & devices



Laptops



Tablets



Smartphones



AR/VR Headsets



Application Development Tools



AI Assistants



Accessibility



Data analysis



Digital sales



Sales productivity



Security



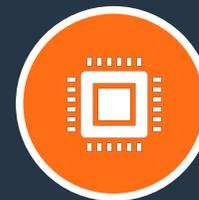
Video creation & effects



DEX tools



Writing assistant



Local AI processing



and more

Endpoint AI Services

Moving towards goals quickly with clarity

AI PC Performance Analytics

Evaluate leading AI PCs from top OEMs across 48+ attributes to get a better understanding of how AI PCs perform AI workflows. Reports allow you to make data driven decisions about the devices you are evaluating

On-Demand Reports

AI PC Briefing

Learn more about the latest AI PC landscape, how other organizations are leveraging AI PC in their environment and how SHI clients are navigating the unique challenges that AI PCs present

45 mins, Virtual



Endpoint AI Discovery Assessment

Build an AI on the endpoint plan tailored to where you are now and where you want to be to align with business goals working with SHI endpoint AI experts who have worked with organizations like yours

4 Hours, Virtual

Endpoint AI Lab Workshop

Hands-on experience with AI PCs and solutions that are important to you. Collaborate on a hypothesis or challenge that we can help you build a strong business case to support the requirements right for your organization

4-6 Hours, Next-Gen Device Lab

CORE INTEGRATION SERVICES

End-user Integration Center

Logistics and Integration Facilities

- Any device, any platform, any location
- Mobile devices, laptops, and desktops
- 750,000+ square feet of SHI-owned logistics, integration, and configuration facilities globally
- ISO 9001:2015 certified for quality assurance
- OEM-certified technicians and architects
- Multi-vendor stocking and storage for unique customer requirements
- Customer-owned inventory management
- 24/7/365 security monitoring
- Real-time access to over \$1B in inventory
- Customer access to inventory systems (SHI One)



End-User Integration Center

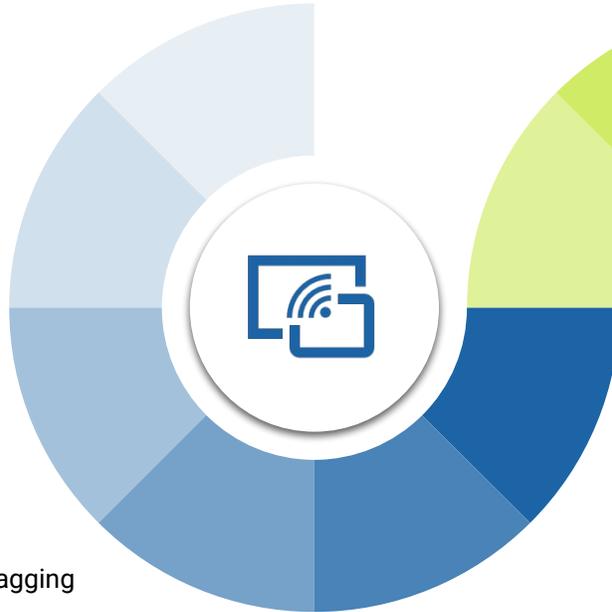
- Devices/image design
- Windows updates
- Autopilot deployment
- Asset tagging/labeling
- Asset laser etching
- Encryption
- System configuration



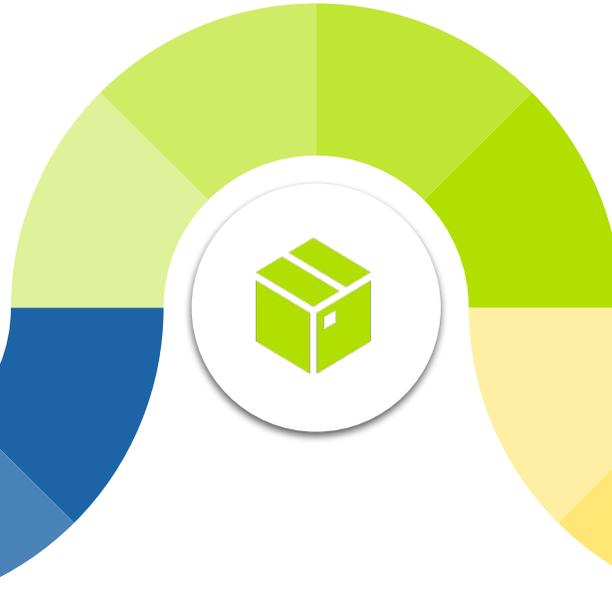
Our end-to-end solution

SHI as your device lifecycle partner

Configure



Deploy



Support



Recover



- Asset tagging
- Etching
- BIOS configuration
- Imaging
- Application installation
- Hard drive encryption
- Validation testing
- Custom bundling & kitting

- Support for modern deployment technologies
- Pre-staged, dedicated inventory
- Rapid deployment to home residence
- On-site / field services

- Service desk/self-service
- Advanced exchange services
- Break/fix
- Service level reporting

- Asset recovery
- Secure box program
- Data erasure
- HDD shredding
- Hardware redeployment
- Lease return services
- EPA compliant asset disposal
- Chain of custody reporting
- Certificate of destruction

DEVICES: AI PCs | Laptops | Desktops | Tablets | Smartphones | Hosted Workspaces | VDI | IoT | Conference Rooms

SHI One

Gain complete visibility into your solutions

SHI One

A homegrown digital platform that provides a single pane of glass into SHI delivered solutions, IT asset management, and lab access.



Visibility

Gain complete visibility into your dedicated inventory levels, book sessions in our Next-Gen Device Lab, and order the best hardware for your end users.

Deploy and manage

Our self-service platform ensures you have complete control over your inventory and can easily deploy devices to end users on your schedule.

Order devices

Use SHI One to order the latest devices after testing them in the Next-Gen Device Lab.



YOUR TRUSTED PARTNER TO

solve what's next

FOR INTELLIGENT REFRESH





Solve what's next.

Tim Snook – Sr. Business Development Manager – Windows – SHI Int'l Corp
WindowsDevices@shi.com

The AI PC – Better Together with Intel & Microsoft

Enabling the next wave of AI-driven productivity

“As new AI-infused apps arrive, it will be critically important that your company is positioned to embrace them with the latest PC hardware.”¹

Tom Mainelli

Group Vice President, IDC's Device and Consumer Research



¹IDC, [Considering the Benefits of NPU-Equipped Silicon and Artificial Intelligence Workloads as You Plan Your Next PC Refresh](#), 2024.



AI is here – are you ready?

AI is both a business opportunity and a strategic imperative.

85%

of organizations believe AI will give them a competitive edge.¹

79%

IT leaders say AI is highly effective in detecting previously undetectable threats.²

3.5x

return on AI investments is reported.³



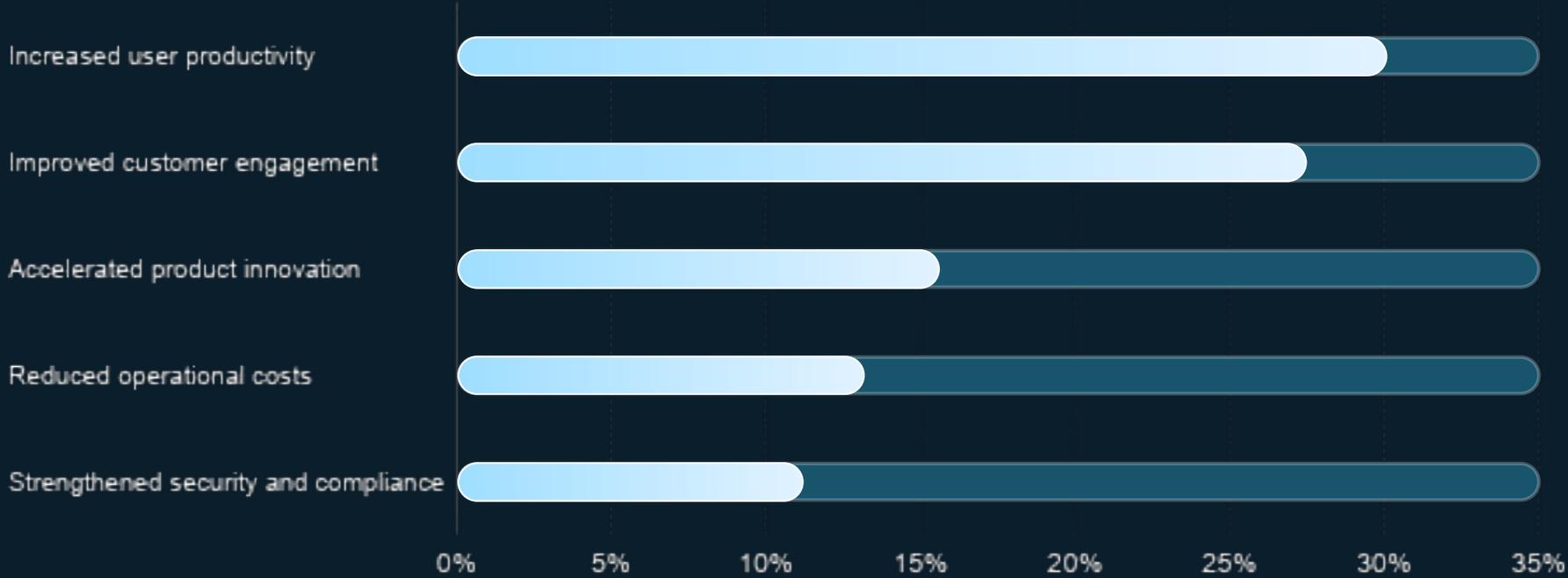
¹ Microsoft, [Work Trend Index Annual Report](#), 2023.

² Forbes, [24 Top AI Statistics and Trend in 2024](#), 2024.

³ VentureBeat, [IDC study: Businesses report a massive 250% return on AI investments](#), 2023



What are the benefits of AI?



n = 414 U.S. ITDMs¹



¹IDC's 2023 U.S. Commercial PCQ.





Microsoft 365 Copilot

SHI customer insights

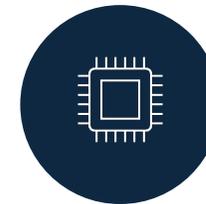
What our customers are saying about AI PCs and AI powered productivity



100% of respondents said that they expect AI to increase employee productivity



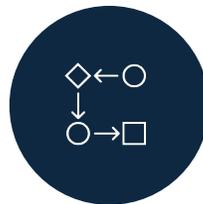
42% cited lack of use cases as the main concern about deploying AI PCs at work, followed by device costs and integration issues.



41% have already rolled out or are evaluating AI-powered PCs in their environment



88% of respondents see automating routine tasks as the main use case for AI at the edge, followed by real-time analytics.



76% of respondents stated that AI security on endpoints still has substantial gaps in addressing data privacy



65% of respondents reported their organization is deploying AI infrastructure in the cloud, while only 26% indicated on-premise deployments.