Fast track the journey to a modernized IT infrastructure

Brillio's Tech-Refresh-as-a-Service (TRaaS) solutions ensure faster IT deployments, lowering costs, eliminating downtimes, and maximizing efficiencies.

The evolution of tech refresh

Traditionally, tech refresh followed a capital expenditure model where companies purchased hardware and software outright. IT teams manually planned and executed refresh cycles every 3–5 years, often reacting to system failures or performance issues. The approach required significant upfront investments, leaving businesses vulnerable to outdated technologies. It has since evolved into a managed service model, becoming a part of the broader 'everything-as-a-service' trend. Companies now outsource IT lifecycle management to experts like Brillio, who handle upgrades, replacements, and security patches. With AI and automation, refresh cycles are proactive, reducing downtime and ensuring systems stay optimized. Our **TRaaS** model offers superior cost predictability, reduces the burden on clients' internal IT teams, ensures security compliance, and scales easily with evolving business needs.

Current trends in tech **refresh to consider**

- **Zero-day attack mitigation:** An increasing focus on preventing security breaches from external system vulnerabilities.

- **Proactive vulnerability management:** A shift toward using third-party tools for early detection and mitigation of security risks.

- **Asset management evolution:** Adoption of self-help, self-service, and AI tools to empower asset managers for greater efficiency.

- **Data and process silos:** Increased efforts toward integrating tech stacks and leveraging analytics to break down silos.

- **Automation in governance:** Trending toward automating governance, risk, and compliance for continuous innovation.

- **Sustainability in operations:** Emphasis on eco-friendly management of tech assets, highlighting the importance of GreenOps.

Brillio's **TRaaS model**

When clients work with us, we ensure that we adopt a structured approach to maintain a modern, high-performing IT environment to position them for guaranteed growth in an evolving digital landscape.

Discovery and documentation: The first step to any successful tech refresh is discovery and documentation. During this phase, we capture a detailed inventory of IT assets and facility infrastructure to access current capabilities. On-site inspections help us verify hardware conditions, spatial configurations, and potential gaps in the existing setup. A thorough evaluation serves as a solid foundation for a seamless upgrade process.

Pre-cutover configuration and planning: During this phase, we focus on minimizing operational disruptions by optimizing equipment layouts, updating cabling, and establishing network frameworks to ensure a smooth transition. Additionally, configuring end-user devices and critical systems in advance helps streamline deployment, reducing downtime and technical issues during the upgrade.

Go-live execution and user support: It marks the activation of new systems while ensuring uninterrupted business operations. A structured go-live approach allows organizations to switch to upgraded technology without affecting productivity. To facilitate a smooth transition, intensive user and network support is provided during the initial rollout, and documentation is transferred for ongoing management.

Project oversight: The final phase ensures the entire process stays aligned with strategic objectives. Continuous monitoring and site optimization guarantee efficiency, while a well-defined project roadmap keeps timelines and resources on track. Regular stakeholder engagement ensures all key decision-makers remain informed throughout the transition, leading to a successful project completion.

Addressing key focus areas with
strategic tech refresh solutions

Managing large-scale IT refresh projects comes with several challenges, including vendor inefficiencies, technical debt, and inconsistent processes. Our structured approach to TRaaS helps clients mitigate these challenges while ensuring operational efficiency and cost-effectiveness.

Integrated program management and extended turnaround time:
A major challenge is integrated program management and extended turnaround time. Lack of vendor coordination leads to delays and disrupts critical Warehouse Management Systems (WMS) conversion timelines. To address this, **operational streamlining** ensures that processes are optimized, reducing TAT and aligning with conversion goals. Integrated program management enables seamless end-to-end coordination, ensuring smooth communication across all tech refresh stages.

Complex vendor landscape:
The complex vendor landscape adds further inefficiencies, leading to fragmented service delivery. By implementing **accelerated timelines**, organizations can leverage a factory model approach, expediting the refresh process while maintaining consistency. **Process standardization** also plays a crucial role in enhancing efficiency by ensuring uniform processes across all sites.

Escalating technical debt:
Another key issue is escalating technical debt, which arises from inconsistent updates and multiple vendor dependencies. This results in system inefficiencies and increased costs. **Cross-functional capabilities** address this by enabling a unified approach to tech refresh, covering everything from cabling to remote configurations, reducing technical debt accumulation.
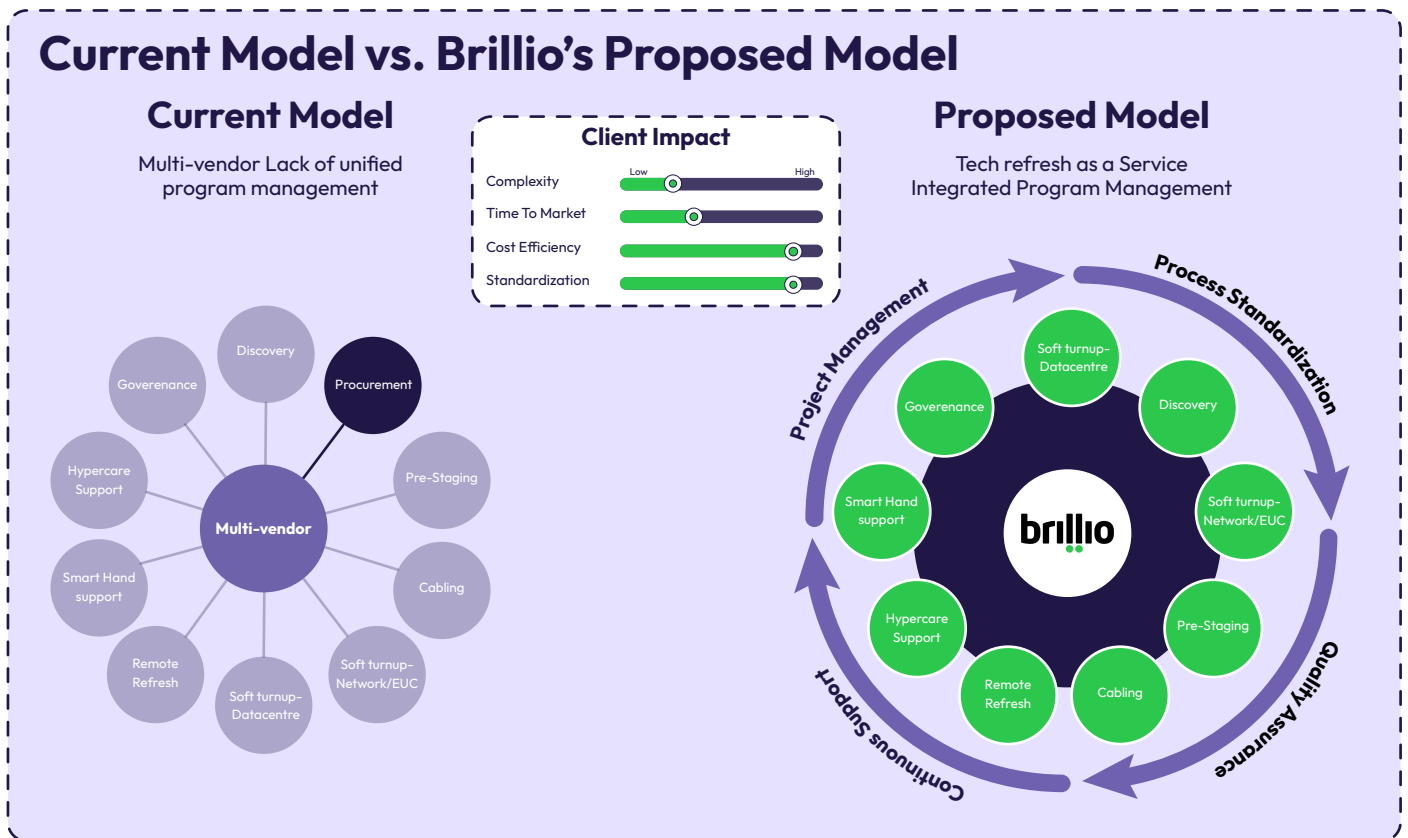
Technology integration:
As businesses expand, technology integration becomes critical, requiring a seamless transition across multiple sites. With **rapid scalability**, organizations can efficiently roll out tech refresh initiatives while maintaining consistency across locations. Our expertise and deep familiarity with various technology environments ensure that each implementation is swift and reliable.

Limited standardization:
Lastly, limited standardization creates inefficiencies due to inconsistent processes and quality controls across different facilities. Implementing a **cost efficiency model** allows organizations to lower administrative and operational costs through an integrated service approach, ensuring greater predictability and streamlined workflows.

Current tech refresh models vs Brillio's **proposed TRaaS model**

Current Model vs. Brillio's Proposed Model

Current Model — Multi-vendor Lack of unified program management

Client Impact — Complexity, Time To Market, Cost Efficiency, Standardization (Low / High)

Proposed Model — Tech refresh as a Service Integrated Program Management

Older tech refresh models rely on a multi-vendor approach, leading to inefficiencies, delays, and a lack of centralized management. This fragmented process creates challenges in discovery, procurement, cabling, pre-staging, and remote refresh, increasing complexity, time-to-market, and costs while limiting standardization. Our TRaaS model streamlines these processes through integrated program management. Instead of managing multiple vendors across different functions, we offer a unified approach that enhances efficiency, reduces deployment time, and improves cost control.

Our proposed model is built around four core principles:

- Project management
- Process standardization
- Quality assurance
- Continuous support

By standardizing processes and implementing quality control measures, organizations achieve higher consistency across locations. Continuous support ensures smooth transitions and minimizes disruptions, leading to long-term operation success. The shift from a multi-vendor setup to an integrated service model reduces complexity, accelerates time-to-market, enhances cost efficiency, and improves overall standardization. Our approach helps enterprises optimize their tech refresh strategy while maintaining

A high-level snapshot of how Brillio **executes a tech refresh**

Let's look at a high-level plan outlining the key phases, deliverables, and timelines for successful execution of a tech refresh project.

IT infrastructure discovery (one week)

The process begins with a comprehensive facility device cataloging, including photographic inventory and a full network assessment. This involves wireless site surveys, connectivity evaluations, and a facility blueprint analysis to assess spatial and power setups.

Key deliverables:

- IT equipment and network assessment report

- Discovery document with survey data and facility details

- Equipment bill of materials and approval sign offs

Procurement

Before deployment, network equipment is verified for delivery and readiness. This phase includes UPS installation, server policy confirmation, system connectivity assessments, and pre-cutover documentation. Key preparations also involve static IP configurations, DHCP settings, and space allocation for hardware installation.

Key deliverables:

- Devices shipped to facilities as per specifications

Pre-cutover configuration (1–2 weeks)

This phase focuses on requirement validation, purchase order issuance, approval processes, and logistics coordination. Ensuring the timely procurement of necessary devices is crucial for maintaining project timelines.

Key deliverables:

- Pre-cutover infrastructure and network readiness report

- New systems and EUC deployment confirmation

- Go or no-go decision and change approvals

Go-live and hypercare (one week)

The final phase involves configuring network devices, validating end-user functionality, and activating key services such as printing and communication. Time clock synchronization and security system assessments are also completed. A rollback plan is in place if needed. Post-deployment, hypercare support ensures smooth operations, with ongoing monitoring and issue resolution.

Key deliverables:

- Go-live testing and validation report
- Post-deployment report and continuous IT enhancement plan

Brillio's value-add as a strategic **partner for TRaaS**

Managing a complex vendor landscape poses significant challenges for businesses, leading to fragmented communication, inconsistent service standards, and extended turnaround times. The lack of integrated program management disrupts WMS conversion schedules, increasing administrative costs and reducing efficiency. Additionally, inconsistent processes across multiple vendors make standardization difficult, while the need for resource-intensive coordination further strains internal teams.

We address these challenges through a streamlined, synergistic approach to program management, ensuring greater efficiency and reduced TAT. By eliminating operation inefficiencies, we accelerate WMS conversion timelines by 30-40%, helping clients deploy technology stacks faster. Our **centralized vendor management model** reduces administrative overheads, cutting operational costs by 30%. Standardized process implementation ensures consistent quality control across all operations, paving the way for seamless global standardization. Furthermore, our **centralized coordination service** relieves clients' internal teams from the burden of multi-vendor coordination, allowing them to focus on core business functions.

About Brillio

Brillio is one of the fastest growing digital technology service providers and the partner of choice for many Fortune 1000 companies seeking to turn disruptions into competitive advantages through innovative digital adoption. We help clients harness the transformative potential of the four superpowers of technology: cloud computing, Internet of Things (IoT), artificial intelligence (AI) and mobility. Born digital in 2014, we apply our expertise in customer experience solutions, data analytics and AI, digital infrastructure and security, and platform and product engineering to help clients quickly innovate for growth, create digital products, build service platforms, and drive smarter, data-driven performance. With 14 locations across the US, the UK, Romania, Canada, Mexico, and India, our growing global workforce of 6,000 Brillians blends the latest technology and design thinking with digital fluency to solve complex business problems and drive competitive differentiation for our clients. Brillio was certified by Great Place to Work® in 2021, 2022, 2023, and 2024.

https://www.brillio.com/
Contact Us: info@brillio.com