

TECHNOLOGY HEALTH CHECK

The gaps that cost the most are the ones no one flagged

Most technology risk isn't hiding — it's just never been asked about directly. Budget gets approved for what's visible; the fleet running past end-of-life, the shadow workarounds in the field, the device nobody remembers provisioning, rarely make it into a status update. This worksheet is built to surface exactly those gaps. Under each question is the follow-up most leaders haven't asked themselves yet. Answer honestly, then turn to page 2 to see what your pattern of answers typically indicates.

QUESTION	YES	NO	NOT SURE
Our devices are less than four years old. <i>Blind spot: age is rarely the trigger — the failure curve is. Devices don't fail on a schedule; they fail in clusters once warranty coverage lapses.</i>	☐	☐	☐
Employees have the tools they need to work efficiently from anywhere. <i>The tell: if field staff carry a personal phone as backup, the fleet is already failing them — you just haven't heard about it yet.</i>	☐	☐	☐
We have visibility into cybersecurity risks across our environment. <i>Ask further: could you produce a list of every device on your network right now, patched or not? Most leaders can't, and that gap is the risk.</i>	☐	☐	☐
Our technology purchasing process is streamlined and cost-effective. <i>Hidden cost: reactive, one-off purchasing rarely shows up as its own line item — it hides inside "miscellaneous IT" and inflated per-unit pricing.</i>	☐	☐	☐
We have a clear plan for upcoming hardware refreshes. <i>The real test: is the plan written down and funded, or does it live in someone's head? Unwritten plans don't survive a budget cut or a resignation.</i>	☐	☐	☐
We are prepared for increasing AI and data demands. <i>Worth checking: AI-assisted workflows push more compute and data to the edge device itself — a fleet bought two years ago may not be built for that.</i>	☐	☐	☐
Our technology strategy supports our growth plans for the next 12–24 months. <i>The harder question: does your technology roadmap have an owner and a date, or is it an assumption everyone shares but no one has tested?</i>	☐	☐	☐

Next: Turn the page to tally your results and see what they typically indicate for organizations like yours.

SCORE YOUR RESULTS

What your answers mean

Count how many questions you answered "No" or "Not sure." The number matters less than the pattern — a "Not sure" is often the most important answer on the sheet, since it points to a gap in visibility rather than a known, budgeted problem.

0

NO / NOT SURE

Ahead of the curve

Fewer organizations land here than expect to. Your risk now is complacency — revisit this worksheet every two quarters, since AI and data demands are moving the bar.

1–2

NO / NOT SURE

One gap from a bad quarter

Isolated gaps rarely stay isolated — an aging fleet and no refresh plan compound each other. Worth mapping which gap is closest to becoming a visible incident.

3–4

NO / NOT SURE

Running on borrowed time

At this range, the organization is likely already absorbing the cost of these gaps — in support tickets, workarounds, and unplanned spend — just not in one line item that makes it visible.

5–7

NO / NOT SURE

Reactive by default

Technology decisions are probably being made in response to failures rather than ahead of them. That's the most expensive way to run a fleet, even when no single purchase looks expensive.

Why each question matters

- 01 Device age:** The cost of an aging fleet rarely appears as "the devices are old" — it shows up as rising support tickets, one-off replacement purchases, and staff quietly working around broken hardware.
- 02 Remote efficiency:** When field tools fall short, employees improvise: personal phones, paper, delayed data entry. Leadership often has no visibility into how much workaround is happening below the surface.
- 03 Security visibility:** Unmanaged or unaccounted-for devices are the most common blind spot in a fleet's security posture — you can't patch, monitor, or retire what you don't know exists.
- 04 Purchasing process:** Fragmented purchasing — different models, vendors, and timing across departments — quietly drives up per-unit cost and turns fleet management into a patchwork.
- 05 Refresh planning:** Without a documented refresh cycle, hardware decisions default to "replace it when it breaks" — the most expensive and least predictable way to manage a fleet.
- 06 AI & data readiness:** AI-assisted and data-heavy workflows are shifting compute demand to the edge device itself. Fleets spec'd for yesterday's workloads may not have the headroom for what's coming.
- 07 Strategic alignment:** Growth plans assume the technology will keep up. Few organizations stress-test that assumption until a rollout, acquisition, or new site exposes the gap.

NEXT STEPS

Closing the gaps

None of these gaps are unusual — they're the predictable result of hardware decisions made under deadline pressure, one purchase order at a time, without anyone owning the fleet as a whole. Closing them isn't about buying more technology; it's about making the plan explicit, funded, and someone's job. That's the conversation worth having, whatever your score.

CONSIDER DEVICE-AS-A-SERVICE

If your results point to aging hardware, unpredictable budgets, or no clear refresh plan, our DaaS program converts device ownership into one predictable monthly payment — with proactive fleet monitoring and next-business-day replacement built in.

- Guaranteed hardware refresh every 3 years — no ad-hoc replacement decisions
- Real-time fleet health monitoring, so failures are visible before they cause downtime
- Next-business-day device replacement
- CapEx converted to one predictable monthly OpEx line

A simple way to start

Share your completed worksheet with our team, and we'll walk through your results together — no pressure, no obligation. We'll help you prioritize what matters most for your environment and your budget.

Talk to the Glacier Computer team

866.724.6257 · sales@glaciercomputer.com



GLACIER COMPUTER