
LET THE
TRANSFORMATION
BEGIN
DELL EMC Forum

Making Your Workforce Future Ready from Day One



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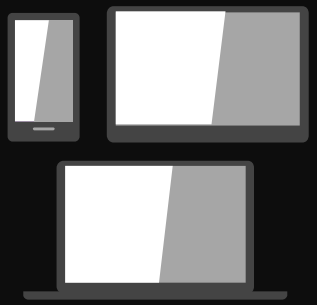
Thinking about System Deployment



LOW VALUE

Devices & OS

Commoditized IT Services



Keep PCs working

RFPs ● Auctions ● Optimizing Box Cost

HIGH VALUE

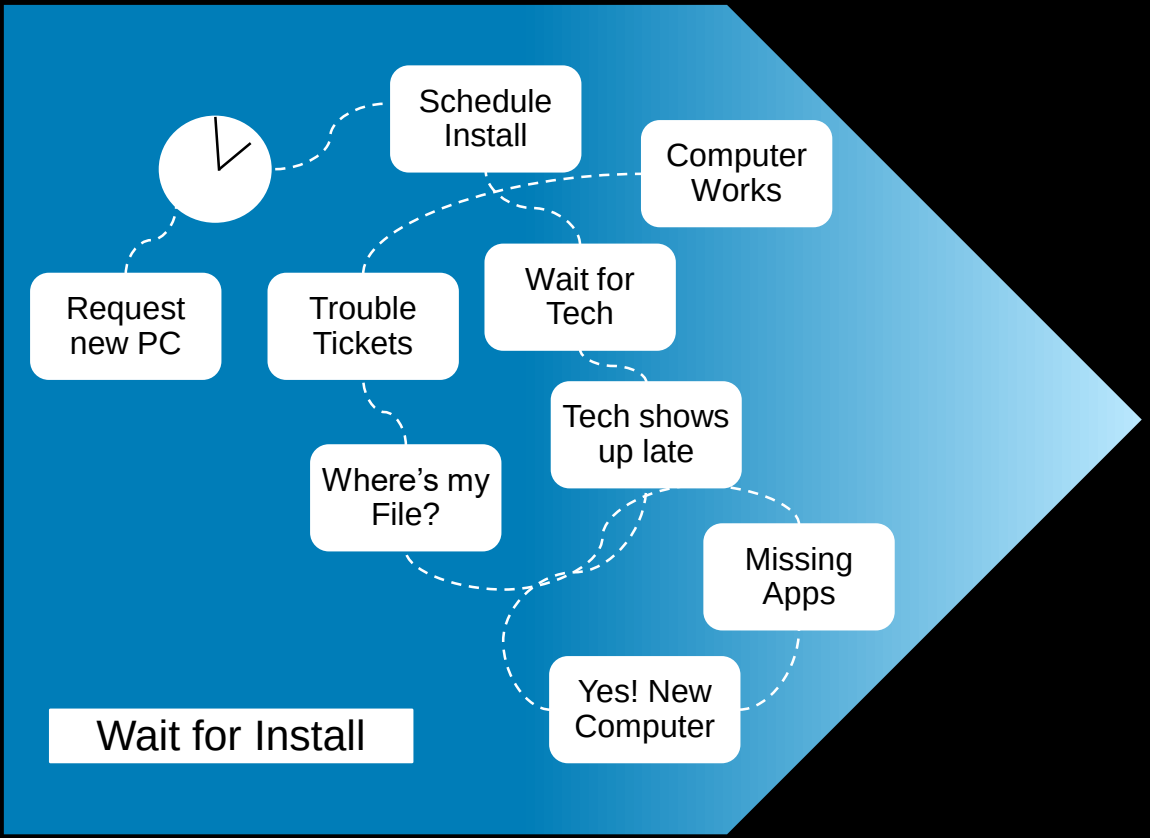
Digital Transformation

IT Transformation

Workforce Transformation

Security Transformation

End User Experience



1 **Logoff & shutdown Old PC**



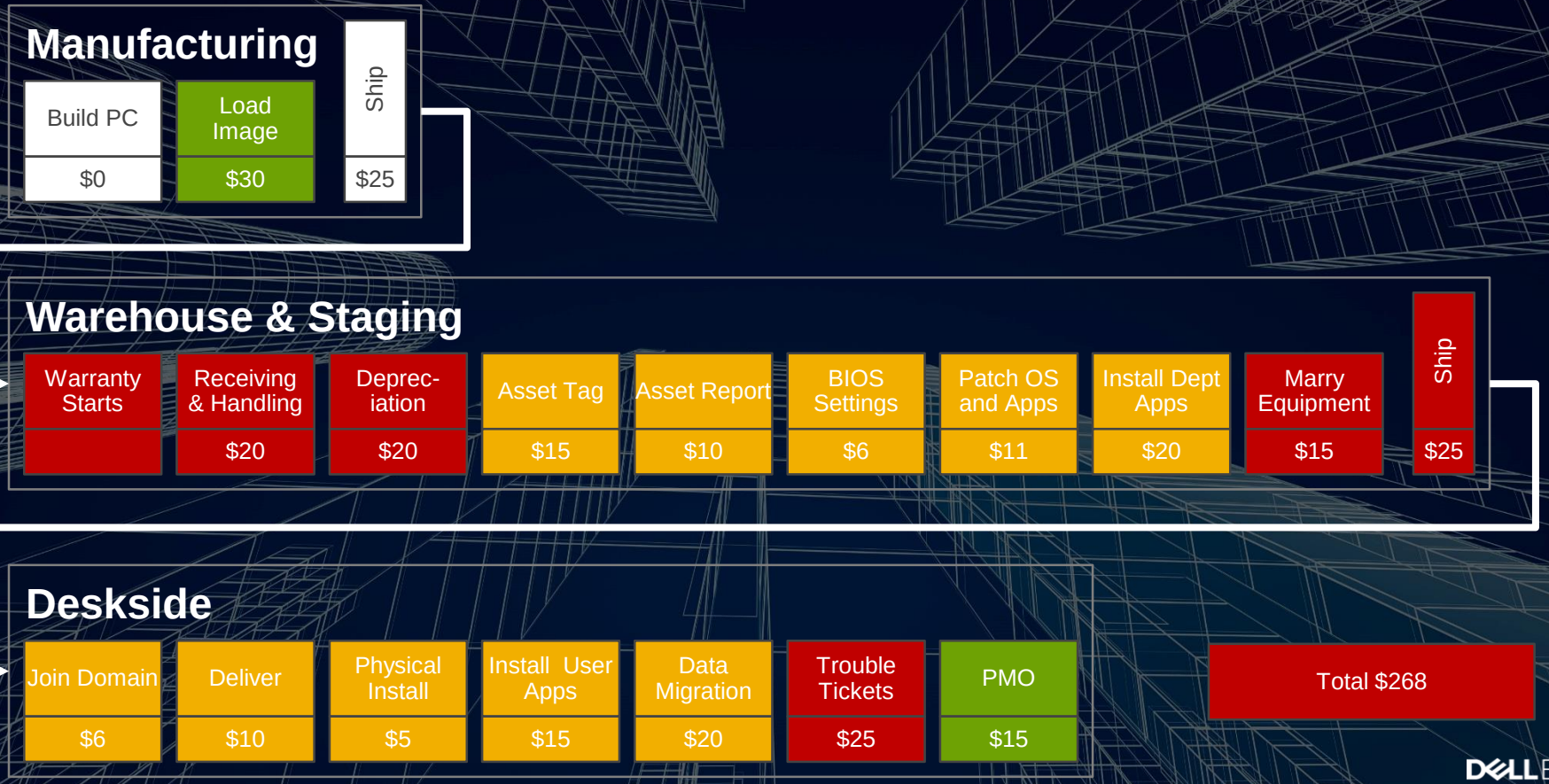
2 **Turn on & login to New PC**



3 **Start Using Your New Computer**

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Typical process



Move work to the factory

Factory	Warehouse/Staging	Onsite
Image Load		
Asset Tag		
Asset Report		
BIOS Settings		
Join Domain		
Patch OS (SCCM)		
Install Apps (SCCM)		
Data Migration (Cloud)		

Moving work to
the factory saves money and time.

+ much better for
mobile and remote users

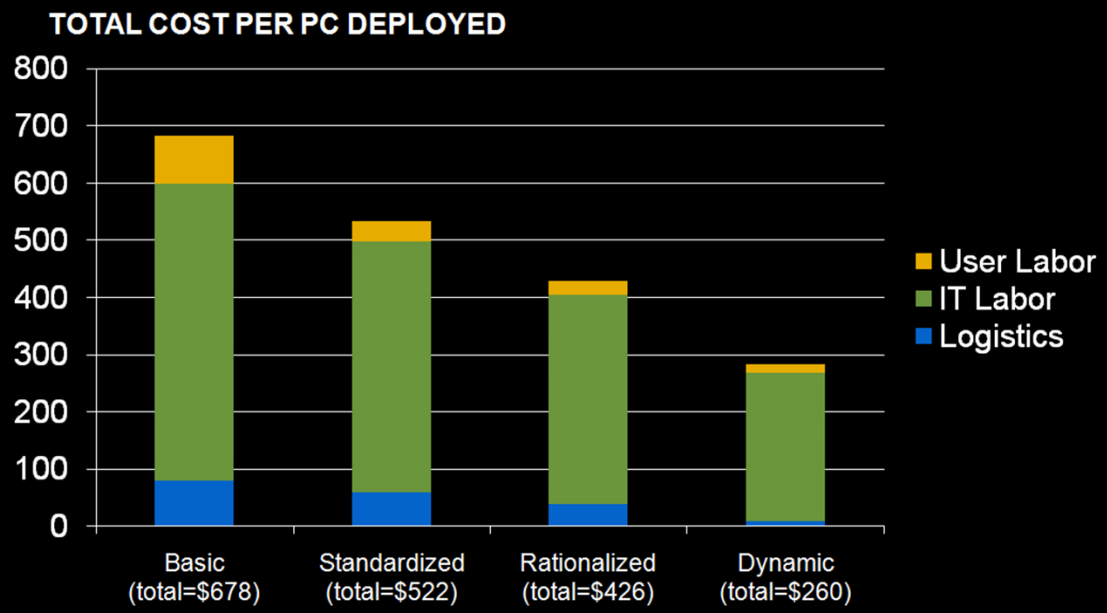
Minimize user impact



Client Deployment Assessment Financial Model

"The research shows … significantly lower costs to deploy PCs, as much as 62% less."

2017 IDC Study
- User Experience
- ROI Savings
- Whitepaper
- ROI Calculator

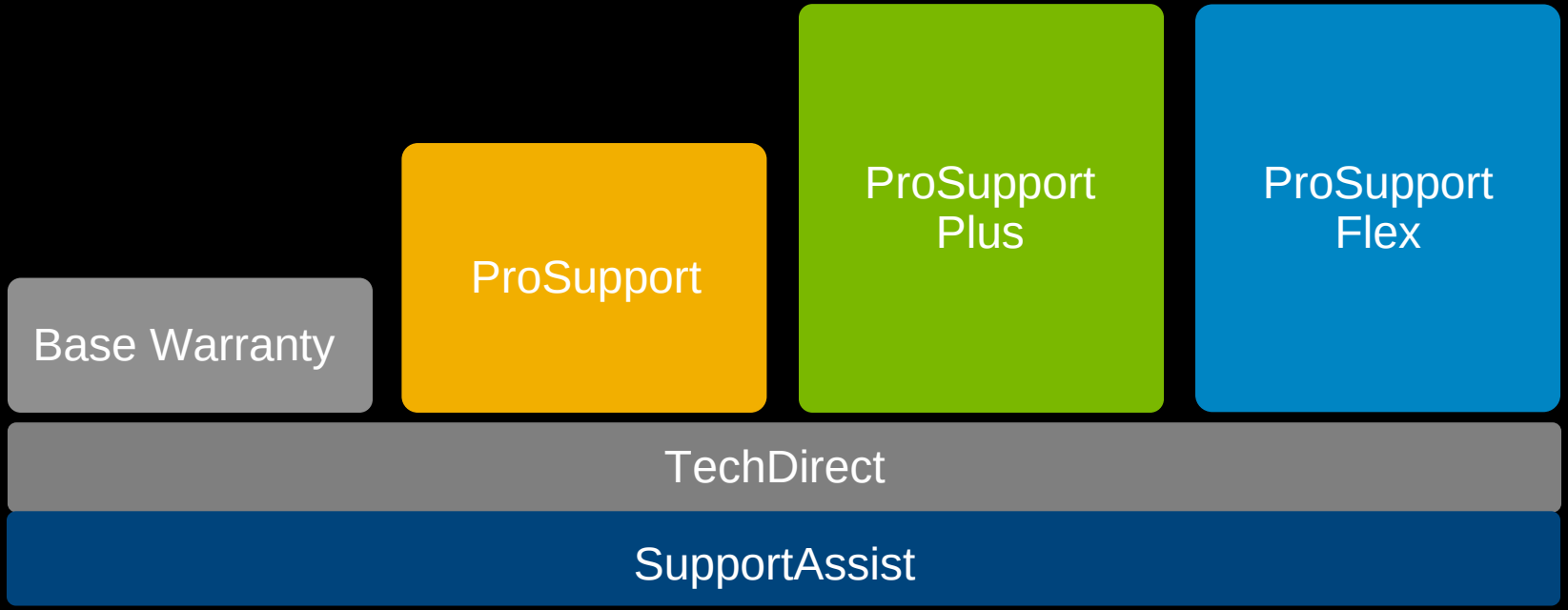


What about Support?



Tools for Commercial support

Good, better, best and semi-custom enabled by industry leading technology



Reduce customer effort and downtime with SupportAssist

Proactive and predictive automated support

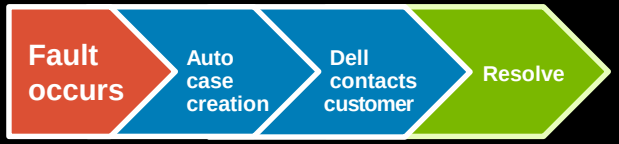
Hardware Support

Traditional manual support
Higher customer effort, longer downtime

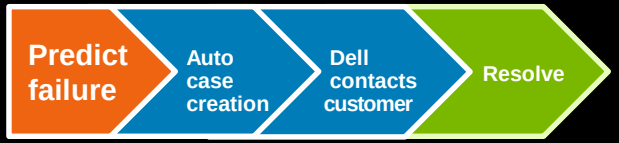


Hardware & Software Support with ProSupport Plus

Proactive automated support
Less customer effort and downtime



Predictive automated support*
Avoid failures and downtime



*hard drives and batteries

Parts dispatch, case management workflow and asset reporting



TechDirect



Simple

- 1 tool
- 11 languages
- Bypass phone-based support requests

Convenient

- Efficient online resolution for Client and Infrastructure
- Manage status and history of support requests
- Access profile information, installation certifications and Message Center

Customizable

- Modular layout = custom dashboard, reports and summaries
- Custom reporting
- Full parts dispatch enrollment of assets and warranties built into workflow

Dell EUC Services

Proven operational excellence & customer satisfaction

6 Years running
Microsoft Windows Deployment Partner of the Year

115M+ Systems Supported in **167** countries

+11M
PCs configured annually



+1M
PCs deployed annually



6
Patents on Dell deployment technology

91%
Customer satisfaction with Deployment Services



Gartner Magic Quadrant identifies Dell as a leader



42,000+
Dedicated Services Professionals

TechDirect - Mobile app

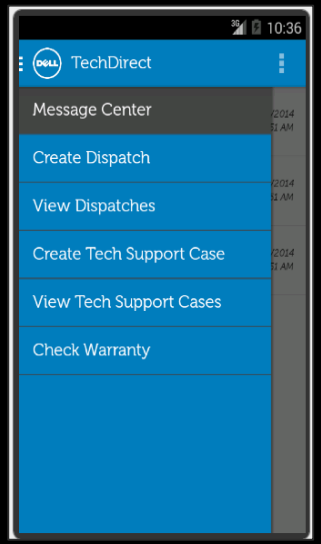
Download on the App Store

ANDROID APP ON Google play

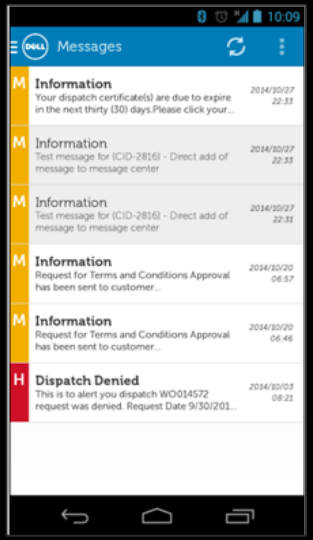
Available on **iOS** and **Android** devices

TechDirect

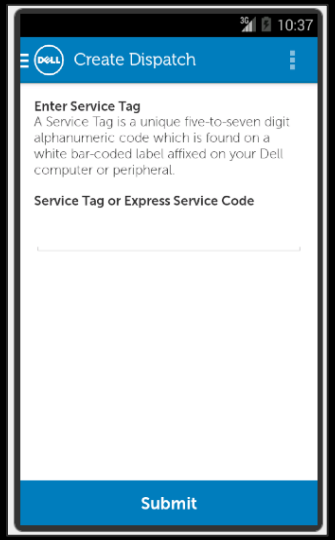
Does your team need the ability to engage Dell Tech Support and dispatch parts on the go? TechDirect mobile app, available in English for iOS and Android devices.



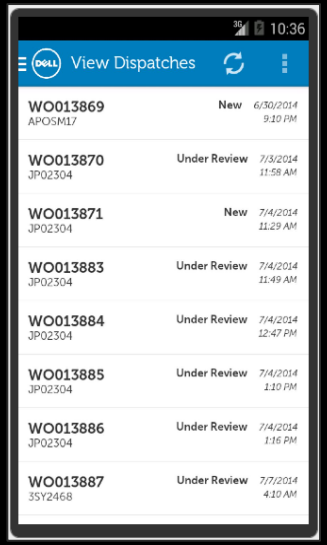
Home screen



Message Center



Create Dispatches



View Dispatches

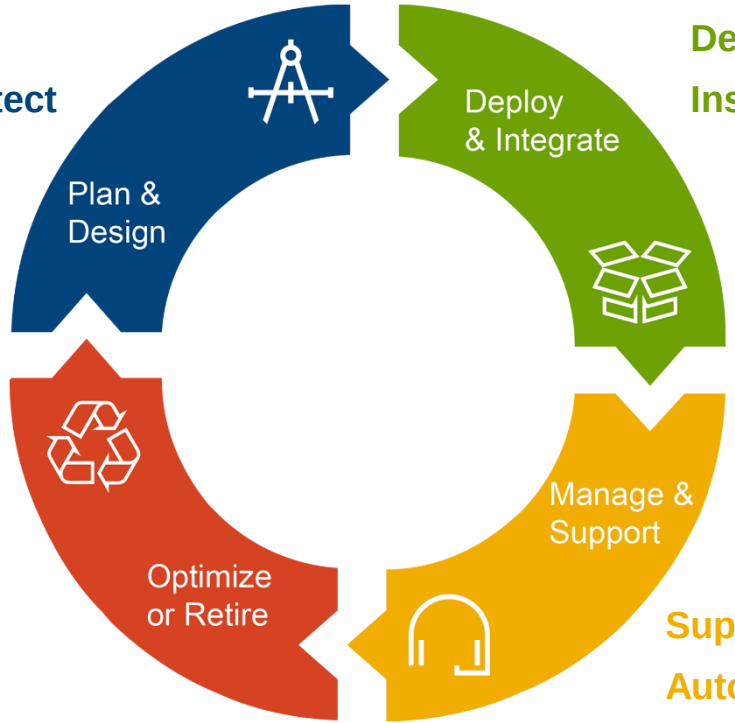
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Dell IT Lifecycle Services – what we do

Transform and modernize through end-to-end services aligned to the IT lifecycle

Deployment Consulting:

Strategize | Analyze | Architect



Deployment/Residency:

Install | Configure | Migrate | Augment

Asset Resale & Recycling:

Evaluate | Resell | Recycle

Support:

Automate | Protect | Maintain | Repair


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