D∕ELL Technologies

Modernize the workforce experience

Software and services that integrate current endpoint environments and provide enhanced efficiencies, actionable insights and an optimized experience for both IT and end users.

MODERNIZE

Workforce modernization

It's more than a concept; it's our approach to modernizing your workforce. Our products, solutions and services support your IT team and help your employees work from home, the office, or a combination of both — simplifying and streamlining their work-life even if they're always on the move.

Dell Software & Services Solutions

END USER DEVICES
Provide the right device with the right software for any setting to give employees satisfaction and business perspective.

SUPPORT
Automatically detect and proactively prevent issues through predictive analytics. Use our AI-driven insights to resolve issues remotely or leave time-consuming support issues in our hands with 24x7 access to our hardware and software experts.

DEPLOY
Quickly get employees to work and save valuable IT time by provisioning applications at the factory and shipping ready-to-use devices directly to employees wherever they work.

Enhanced efficiency

Actionable insights

Optimized experiences

MANAGE
Take advantage of the console of your choice to set up, configure, monitor and update your entire endpoint fleet. Securely deliver and manage applications from the cloud, giving users smooth access to any device, including from other vendors.

SECURE
Use intelligent solutions that secure endpoints from both above and below the OS. Prevent, detect and remediate attacks. Detect outside attacks that have altered the BIOS. Encrypt sensitive data on devices and in the cloud. Protect credentials with built-in hardware.

aaS
You can enjoy modernization through different consumption models:
Traditional cash purchase outright or as fixed monthly plan with no upfront investment.

[1] Source: ESG Remote Work Report, 2020
[2] Source: Dell User Group Pulse Survey March 2020

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MODERNIZE

Modernize the PC lifecycle environment

Dell Technologies Unified Workspace helps you keep employees engaged and productive with a seamless, hassle-free experience, no matter where they work. As the gold standard to a modernized endpoint environment, it saves you time and money while providing the ability to optimize the end user experience.

INDUSTRY LEADING EXPERTISE FROM

vmware®   (DELL)   **Secureworks**®

D∅LL Technologies

MODERNIZE

Dell Technologies Unified Workspace

For years, a top IT business initiative has been to lower the total cost of ownership (TCO) and efficiently deploy, secure, manage and support the PC lifecycle. But current IT tools require constant attention and monitoring, have limited visibility and create silos across workflows. Our software and services integrate with current endpoints to modernize your environment and provide enhanced efficiencies, actionable insights and an optimized experience for both IT and end users.

ENHANCED EFFICIENCIES

- **Connected Provisioning** for an easy, fast and transparent way to provision devices in the factory
- Streamlined device management with **VMware Workspace ONE**
- Comprehensive **Dell Endpoint Security** above and below the operating system

ACTIONABLE INSIGHTS

- **Unified Endpoint Management** from a single console of your choice
- **ProSupport Plus for PCs** provides proactive and predictive support
- Gain visibility into device health, operating system, performance and application use with **ProSupport Plus for PCs**

OPTIMIZED EXPERIENCE

- AI that adjusts device performance while ensuring a continuous workflow with **Dell Optimizer**
- An intelligent, secure app experience on any device with **VMware Workspace ONE**

MODERNIZE WITH DELL TECHNOLOGIES AND TRANSFORM THE WORKFORCE EXPERIENCE

30%
savings in PC Lifecycle Management costs over 3 years[3]

Zero
IT touch deployment and 50% reduced deployment time[4]

50%
reduced resolution time for support calls[5]

6x
faster issue resolution[6]

EXPLORE

Dell Technologies Unified Workspace ⊙

Hardware products for today's modern business environment ⊙

[3] Estimated savings are calculated over 3 years using the VMware Value Realizer tool, May 2020. Estimates are customized for each situation and will vary by customer. Acquisition cost of devices not included in net savings. Dell vs. unnamed company based on internal analysis. For more information, visit: www.dell.com/unifiedworkspace.

[4] Based on IDC White Paper commissioned by Dell, "Business Value of Optimized Device Deployment", October 2019. Results derived from a survey of 1000 organizations worldwide. Savings calculated reflect costs associated with IT staff time for deployment-related activities and do not include the list price of ProDeploy Plus. Cost savings in U.S. Dollars. Actual results will vary. Read full report.

[5] Based on a Forrester Total Economic Impact Study commissioned by VMware, "The Total Economic Impact of VMware Workspace ONE. Cost Savings And Business Benefits Enabled By Workspace ONE For Windows 10 Modern Management." May 2021. Results derived from customer interviews and survey data. Estimated savings in U.S. dollars calculated over 3 years for 100,000 users. Actual results may vary. Read the study.

[6] Based on a Principled Technologies report, "Diagnose and resolve a hard drive issue in less time with Dell ProSupport Plus" May 2020. Testing commissioned by Dell, conducted in the United States. Actual results may vary. Read the full report. SupportAssist must be activated through ProSupport or ProSupport Plus to realize proactive or predictive alerts or benefits. SupportAssist automatically detects and proactively alerts Dell to: operating system issues, software upgrades, driver updates and patches, malware, virus infected files, failures of hard drives, batteries, memory, internal cables, thermal sensors, heat sinks, fans, solid state drives and video cards. Predictive analysis failure detection includes hard drives, solid state drives, batteries and fans. SupportAssist not available on Linux, Windows RT, Ubuntu or Chrome based products.

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DEPLOY

Easy, factory deployment for a hassle-free experience

Deliver ready to work devices right to your end user's door, loaded with all of the applications and settings preconfigured from the Dell factory, so they can get to work right away.

Dell Provisioning for Workspace ONE

Dell ProDeploy Client Suite

DELLTechnologies

DEPLOY

DELL PROVISIONING

End users expect their corporate devices to work on day one with no disruption, regardless of whether they are a new hire or going through a system refresh.

Setting up a system is time consuming. Application files are large in size, and depending on the network connection, the time to productivity for end users could be hours as they wait for gigabytes of data to download and install. By integrating factory and cloud, we provision applications with VMware Workspace ONE or Microsoft Intune right in the Dell factory. Then we ship the systems directly to your employees wherever they are so they can hit the ground running, and IT can focus on what's next.

DELL PRODEPLOY CLIENT SUITE

It's not about company size; it's about specific needs. ProDeploy Client Suite helps you deploy PCs with greater speed, less effort and more control. You will direct every detail of your deployment with our Tech Direct portal with an unprecedented level of control, automation and simplicity.

Our team is dedicated to making deployments easy for you. Trust our experts and partners to lead deployments from project management through planning, configuration and installation. You get the flexibility to choose the specific service level that meets your needs. We offer Basic Deployment, ProDeploy and ProDeploy Plus.

For end-to-end deployment, ProDeploy Plus includes critical configuration, asset tracking, and installation with data migration. This service includes every task that is required to get new PCs from factory to desk, up and running fast. We provide 24x7 onsite installation, data migration to new systems and wiping the old data from the legacy system. Combined with 30-day post-deployment support, these robust features reduce IT staff effort and minimize end-user downtime.

EXPLORE

Dell Modern
Deployment Services ⊙

DELLTechnologies

Endpoint security that protects from the inside out

Dell Trusted Devices gives employees the flexibility to be fully productive wherever they are by arming IT with endpoint security measures that prevent, detect and respond to the growing threat landscape.

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SECURE

Dell trusted devices

IT teams are responsible for more devices, applications and data than ever before. Defending against an evolving threat landscape troubled by constant attacks requires protection above and below the operating system (OS).

84%
of IT leaders reported that data loss prevention is more challenging[7]

$6 trillion
is the expected cost of global damages from cybercrime in 2021[8]

148%
spike in ransomware attacks on global organizations amid COVID-19[9]

Access Your Device Securely from Anywhere
VMware Workspace ONE

Prevent, Detect & Remediate Attacks
Dell SafeGuard and Response, powered by VMware Carbon Black and Secureworks

Encrypt Sensitive Information & Protect Data
Dell SafeData with Netskope and Absolute

Above the OS & added on

Below the OS & built in

Ensure On-screen Digital Privacy
Dell SafeScreen

Gain Visibility into Bios Tampering
Dell SafeBIOS with BIOS Indicators of Attack (IoA)
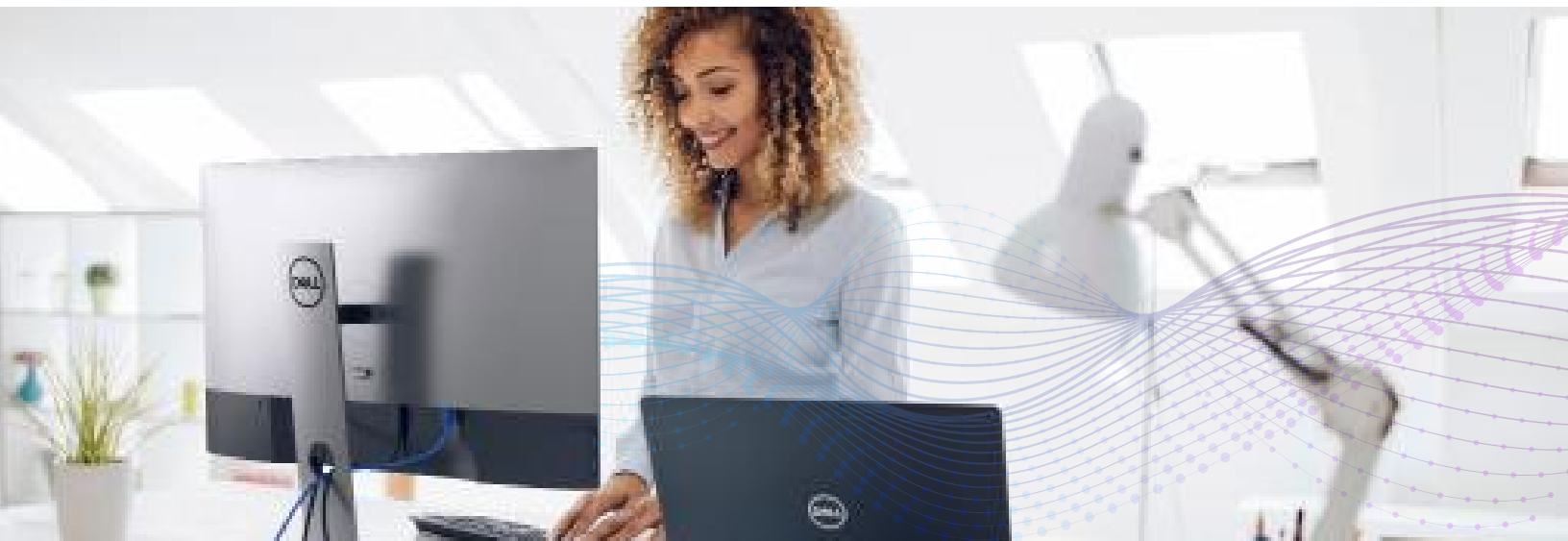
Secure End User Credentials
Dell SafeID

[7] Tessian "The State of DLP 2020" report.
[8] The National Law Review "Ransomware Attacks Predicted to Occur Every 11 Seconds in 2021 with a Cost of $20 Billion."
 Read the review.
[9] VMware Carbon Black.

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SECURE

DELL SAFEGUARD AND RESPONSE

When your device is free from malware and cyber attacks, you can stay productive and free from the disruption and churn an attack can cause. Dell SafeGuard and Response, powered by VMware Carbon Black and Secureworks, uses AI and machine learning to prevent unknown threats. It responds quickly and efficiently to hidden attacks across endpoint, network, and cloud to give you peace of mind while ensuring unidentified threats don't slow down your business.

DELL SAFEBIOS WITH BIOS EVENTS AND INDICATORS OF ATTACK

Every time you boot your Dell Trusted Device, know that it will perform to the high standards you expect, free from hidden threats that might slow it down. Gain visibility into lurking attacks with BIOS tamper alert through Dell exclusive offhost BIOS verification. And with integrated Carbon Black audit and remediation features, you have the combined visibility of what's going on above and below the OS.

DATA SECURITY SOLUTIONS TO ADDRESS ANY CHALLENGE BEYOND THE ENDPOINT

With the increase in new attacks on corporate systems and employee devices outside the firewall, Dell security solutions provide robust backup, security, and cyber recovery for your data center workloads and applications, wherever they reside.

EXPLORE

Dell Trusted Devices ⊙

MANAGE

Unified endpoint management for a modern workforce

From PCs to mobile devices, in the cloud or on-premises, you can manage your entire endpoint environment from a single console, regardless of the operating system. Provide a single sign-on intelligence-driven digital workspace that lets end users download any app at any time while experiencing a consistent work environment across all of their devices.

Dell Client Command Suite

VMware Workspace ONE

DELLTechnologies

MANAGE

Dell Client Command Suite

Ensure systems stay secure and up to date throughout the PC lifecycle with less time, effort and resources. Dell Client Command Suite is a comprehensive collection of system management tools that automate and streamline client device image setup, configuration, monitoring and updates.

Dell Command Deploy	Dell Command Configure	Dell PowerShell Provider	Dell Command Intel VPRO
Driver packages (CABs) for commercial systems	BIOS configurations	Local or remote BIOS configuration via PS script	Out of band management

Dell Command Monitor	Dell Command Update	Dell Command Update Catalog	Dell Repository Manager
Health monitoring and inventory management	BIOS, firmware, apps, and driver updates via CLI or GUI	Catalog that powers DCU	Custom repository of fleet environment

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VMware Workspace ONE

Give your workforce secure access to the technology of their choice at the pace and cost the business needs. Workspace ONE is a digital workspace platform that provides ready to work experiences. From day one, your workforce can easily choose the applications that make the most sense for their workday. They have a unified experience across all of their devices, so they can start work on their PC and pick up right where they left off on their phone.

SMART, ACTIONABLE INSIGHTS

Have complete visibility into the workspace and in-depth insights across the entire environment.

ZERO-TRUST SECURITY

Empower employees without sacrificing security with a zero-trust security layer across the entire digital workspace that results in an interconnected, least-privilege system.

UNIFIED ENDPOINT MANAGEMENT
ALL IN ONE CONSOLE

Cloud-based automated endpoint management

Integrated with Dell Client Command Suite

Simplified, secure SSO application access

Firmware, OS, and application management over the air

Provide self-service access to SaaS, native, and virtual applications

Workspace ONE Intelligence: Digital Employee Experience Management (DEEM) provides rich user experience analytics

EXPLORE

Dell Client Command Suite ➔
Dell Management Solutions ➔

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SUPPORT

AI-driven predictive, proactive support

Virtually eliminate downtime with AI-driven telemetry that predicts issues and provides actionable recommendations for prevention, resolution, optimization, and upgrades.

Dell
ProSupport

Dell
ProSupport Plus

DELLTechnologies

SUPPORT

Dell ProSupport Suite for PCs

Empower your team in the office and at home by predicting and resolving issues remotely before problems arise. With ProSupport Suite for PCs, IT teams have a complete view of devices in their environment and receive recommendations about their performance. Your IT teams also have support beyond hardware with anytime access to advanced technology experts for hardware and software issues. Highly trained experts are available around the clock and the globe to quickly resolve your problems, so you can maintain a high level of productivity and minimize disruption.

Up to
84% faster
time to resolution[12]

Up to
6x faster
time to resolution[12]

Up to
73% fewer
steps to resolution[12]

Up to
16% fewer
steps to resolution[12]

PROSUPPORT FLEX FOR PCS

We also provide tailored support plans for large companies with established helpdesks. With ProSupport Flex for PCs, you can supplement your team's capabilities with a relationship-based, scalable support plan. Ideal if you have a robust IT team and a fleet of PCs.

· Connect regularly with a designated support advocate

· Optimize your support budget with modular options

· Receive alerts for issues before they become problems

· Act on AI-driven insights into PC performance

EXPERTS

· Access to consistent, single-source expertise for hardware and software

· 6 Global Command Centers monitor on-time delivery of parts and labor

· 24,000+ support engineers in 165+ countries

INSIGHTS

· Actionable dashboard with visibility into your Dell fleet and the control to resolve issues remotely

· Predictive analysis for issue prevention and optimization

· Up to 16 fewer steps to resolve a failed hard drive than the competition[10]

· Monthly history and contract reporting[11]

EASE

· Same and next business day onsite service after remote diagnosis

· Automated case creation with notification

· Fix issues before they impact end users

EXPLORE

Dell ProSupport →
Suite for PCs

[10] Based on a Principled Technologies report, "Diagnose and resolve a hard drive issue in less time with Dell ProSupport Plus" May 2020. Testing commissioned by Dell, conducted in the United States. Actual results may vary. Read the full report.
[11] Customers must commit to purchase 1,000 Dell client assets with ProSupport Flex within 12 months.
[12] Based on a Principled Technologies report, "Diagnose and resolve a hard drive issue in less time with Dell ProSupport Plus" May 2020. Testing commissioned by Dell, conducted in the United States. Actual results may vary. Read the full report.

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Modernize the employee experience with a predictable budget

Dell PC as a Service (PCaaS) delivers a modernized employee experience at a single, predictable price per unit per month. It combines the latest hardware, software, lifecycle services and financing into one all-encompassing solution.
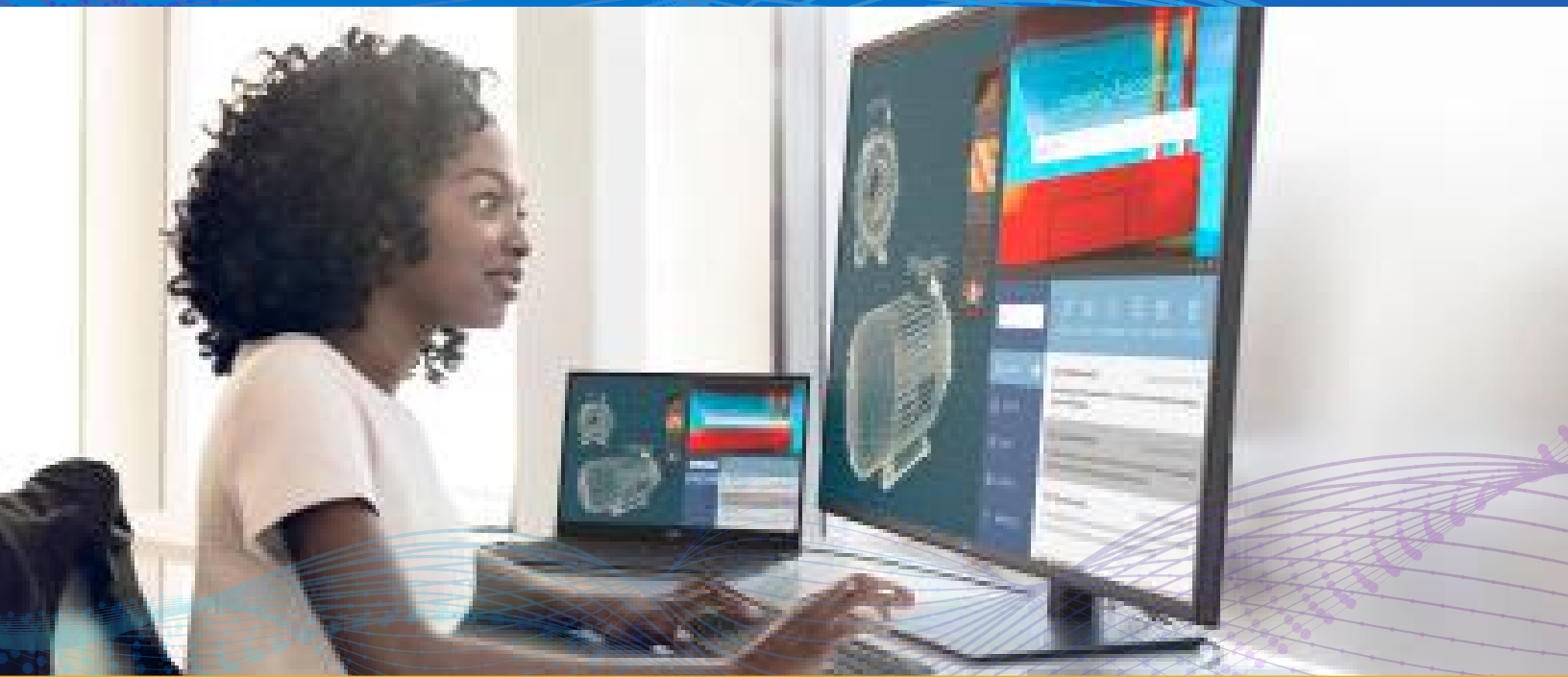
"We moved to Dell's PC as a Service because we wanted devices managed end to end. Dell is managing everything from providing the devices to managing the security through device recovery and recycling. For the next two years, most of our IT personnel are not going to touch anything to do with laptops, devices, or peripherals." — IT Director, Financial Services

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MODERNIZE

Dell PCaaS

Dell PCaaS combines hardware and software, deployment, support, asset recovery and flexible payment solutions into one all-encompassing service at a predictable price per unit per month.

HARDWARE
- Best and broadest portfolio of hardware and end user software

LIFECYCLE SERVICES AND SOFTWARE
- Deployment support
- Managed services
- Asset recovery
- Security management

PAYMENT MODEL
- Predictable monthly payment plan

20%
reduction in device lifecycle service costs[13]

Save 5hrs
of support labor per device over the lifecycle[13]

Employees use devices

2 yrs newer[13]

WHAT CAN DELL PCaaS SAVE YOUR ORGANIZATION?

Estimate your current PC lifecycle costs compared to Dell PCaaS. For a more detailed analysis, please contact your Dell sales representative.

🖩 Go to the TEI Calculator ➔

EXPLORE

Dell PCaaS ➔

[13] Based on a Forrester Total Economic Impact™ Study commissioned by Dell, "With Dell PC as a Service Customers Reduce Device Lifecycle Services. Costs by 20% and Provide Employees with Devices That Are Two Years Newer on Average" November 2020. Results derived from customer interviews and survey data. Estimated savings in U.S. Dollars, calculated over 3 years for 4000 users. Actual results will vary. Full report.

D∕ELL Technologies

Transform the workforce experience

Dell Technologies is committed to transforming business, shaping the future of innovation and developing technologies to drive human progress.

To learn more, contact your Dell Technologies sales representative or visit DellTechnologies.com

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