



Dell Services Automated Deployment

Automated deployment services for desktops and notebooks.

A single process to reduce PC deployment time and labor

PC deployments present a complex set of challenges that are both costly and disruptive. From image and application management to data and settings migration, these labor intensive tasks are often poorly managed and can ultimately result in unnecessary user downtime and expense.

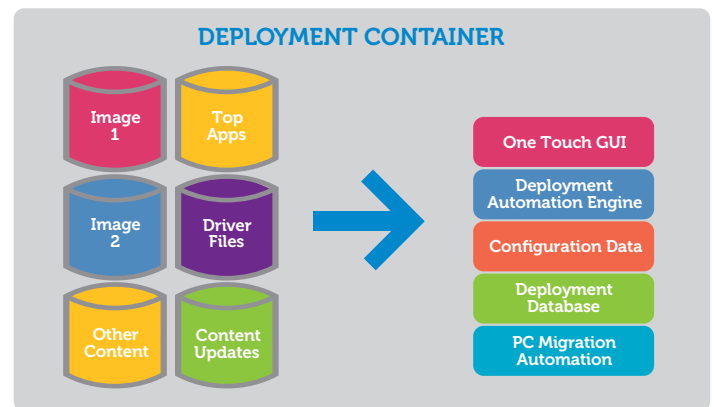
We have developed patent pending technology and processes that automate the PC provisioning process which can greatly reduce the overall cost associated with PC deployments. By minimizing technician intervention and reducing their time spent in the process, Dell Automated Deployment (DAD) is able to perform the complex tasks that occur during deployment. This can allow technicians to spend just minutes at a PC. Based on each customer's deployment objectives and rules, we can deploy an Operating System (OS) image, install all required applications, securely migrate individual user data and settings and perform all other necessary tasks within a single process.

In effort to reduce network dependencies and accelerate the overall process, all of the content required for deployment is pre-staged onto each PC's hard drive during the factory build. We call this pre-staged content the 'deployment container'. This container will hold items like corporate OS images, hardware drivers, application packages, security patches, and the Dell automation toolset. By staging the complete set of content, customization can occur as late in the process as required, greatly simplifying the ordering and logistical steps.

Key benefits

Some of the key design principals of DAD can enable significant cost savings through decreased use of technician labor, accelerated deployment times, little to no infrastructure investment, and simplified logistics:

- **Lowers cost:** Streamlined automation enables technician multi-tasking which can reduce time and ultimately deployment costs.
- **Preserves network bandwidth:** Dependence on the network can be eliminated to simplify the process and minimize unnecessary infrastructure costs. And extends support to remote users as well as campus users.
- **Simplifies logistics & scheduling:** Allows customization to occur late in the process.
- **Reduces risk:** Automates high-risk decisions and manual steps to ensure a quality process.
- **Consistency:** Migrates data and settings securely to ensure a consistent end-user experience.
- **Visibility:** Captures and provides access to real-time deployment data to improve visibility of work in progress



Why deployment contents are pre-staged locally.

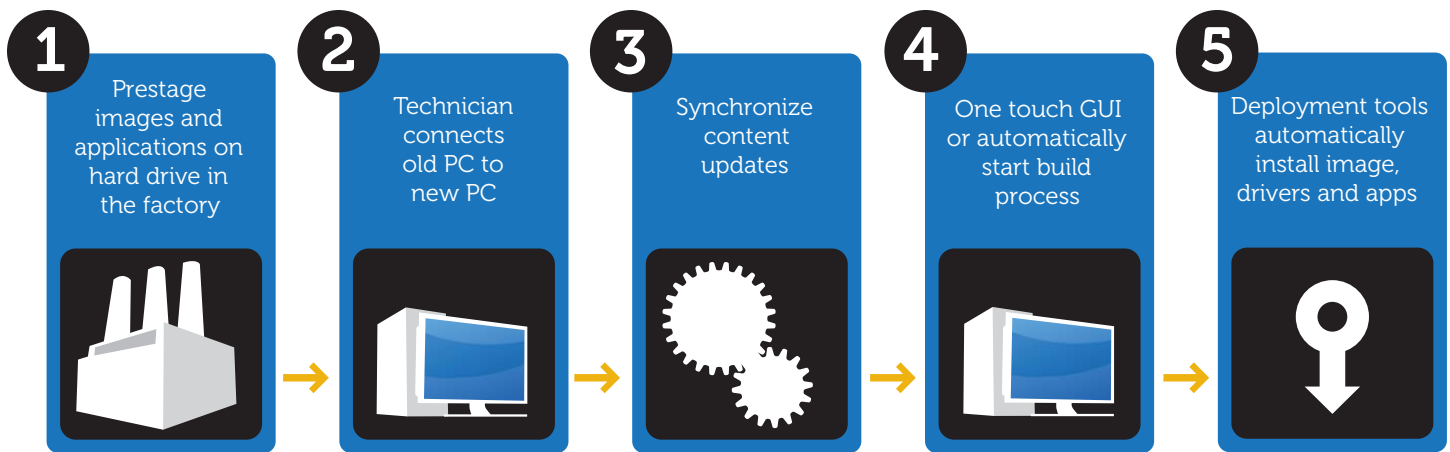
As the image, drivers, applications, and the data and settings migration all occur local to the PC, deployment times can be quick and consistent. Since the deployment container provides

the content necessary to deploy, PCs can be processed without impact to infrastructure allowing the solution to rapidly scale. As part of the design work Dell will work with customers to identify the complete set of content to cache—including any custom requirements that are unique to the deployment scenario.

Automation equals consistency, efficiency, and accuracy

The Dell process for automatically installing and configuring the OS, loading applications, and migrating data and settings from the old PC to the new PC is based on pre-defined business rules and objectives coupled with unique profile build data. This profile build data, similar to a provisioning database, is used to match a unique deployment profile to the established build rules. As Dell supports any custom data points defined, solution flexibility should not be compromised. Which profile to deploy against is selected either via the Dell One Touch interview on boot, which prompts for a minimum amount of information upfront. In some cases a No Touch install can occur if the complete deployment profile is already available as part of the factory loaded deployment container. In these instances, once a profile is selected, the deployment is performed unattended and without negative impact to the corporate network or servers. Since all labor-based tasks have been minimized and moved to the beginning of the process, technicians are able to multi-task and ultimately deploy more PCs per day than some other tools allowed.

Figure 1: Example deployment workflow for PC replace scenario



Flexible integration points with existing infrastructure

The Dell Automated Deployment process is able to connect directly to data sources within the environment such as Directory Services, Electronic Software Distribution, or the Asset Management Repository to reduce touch points within the deployment. If these data sources do not yet exist, the Dell process can enable the collection, validation, and rationalization of the data. An automation engineer will work with company Subject Matter Experts to determine how the deployment should occur, provide best practices from Dell's experience deploying millions of PCs per year, and configure the integration points to enable an automated deployment.

For more information about solutions for your business or organization, contact your Dell account representative or visit dell.com.

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