ProDeploy Client Suite

Deploy PCs with greater speed and less effort.
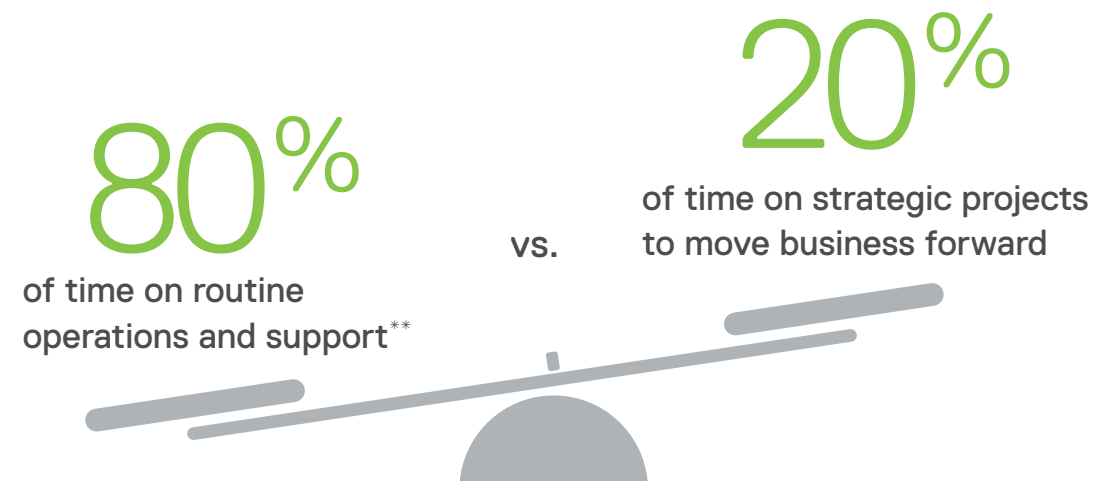
Reduce deployment time by up to

56%[1]

DELL

Shift from maintenance to innovation

Information technology does not last forever. It has a lifecycle, a measurable beginning and end to its productivity and value. You are tasked with optimizing this lifecycle and driving breakthroughs for your organization, but the 80/20 split makes it difficult, if not impossible.

80%
of time on routine operations and support[**]

vs.

20%
of time on strategic projects to move business forward

[**]IDC: Proactive, Predictive, Prescriptive Deskside and Mobile Worker Support, Rob Brothers, March 2015

To foster growth for your organization, you have to:

- Anticipate new requirements
- Assess current capabilities and future needs
- Design and implement new solutions
- Drive new systems into production quickly
- Educate staff
- Maintain system health

And at the end of the lifecycle, when systems are obsolete or new realities trigger change, you have to start the process all over again. Our deployment services give you the flexibility to outsource to us, the tedious deployment tasks that divert your IT staff from those initiatives that enable innovation.

Simplify and speed up the deployment of Dell systems

Integrating new computer systems into your IT environment can improve performance and increase user productivity. Deploying them involves time consuming tasks — such as imaging, migration of user data, installation at multiple sites and for remote users, and securing the intellectual property and personal information which resides on systems that have reached end of life.

With ProDeploy Client Suite you can get an end-to-end deployment designed to address these specific needs plus comprehensive project planning, knowledge transfer and 30-day post-deployment configuration support. Or, if you only need a little help, we can handle the imaging and configuration tasks which will save your staff time once your new PCs arrive on site.

ProDeploy Client Suite saves you time and money. ProDeploy Plus can...

reduce deployment time by up to	reduce deployment cost per PC by up to
56%[1]	$792[1]

Expert planning and execution ensures we get it right from day one

The stable environment you've created leads to fewer touches and infrequent deployments. Our deployment engineers deploy PCs every day all over the globe. As a result, they can maintain reference architectures and best practices which are integrated into our planning and processes. This vast experience enables us to scale easily to your specific deployment project no matter how large or small. So in addition to being fast and thorough, we avoid common mistakes that can result from infrequent execution. Finally, to ensure you don't have to start from scratch the next time, we document your entire project and save it in the TechDirect online portal so you can reference it at your convenience.

Execution without excuses

Delivered on a global scale

Experts

Best practices acquired from years of experience yield unprecedented efficiency.

- Deployment engineer develops implementation plan
- Training credits help your IT staff and end-users keep skills up-to-date
- 17 patents on deployment technology

Insights

Gain insights from teams who do this every day.

- Over 11M systems configured in the last fiscal year
- 54.6K units imaged globally every week
- Project documentation with knowledge transfer

Ease

Effortlessly deploy PCs by outsourcing to us, the tasks that divert your attention away from your highest priorities.

- Flexibility to select the level of service that matches your IT staff outsourcing needs
- Deployments can be performed after hours or on weekends
- Available in 70 countries

TechDirect puts our state-of-the-art deployment technology in your hands

You can direct every aspect of your deployment project via our TechDirect portal. This self-service portal allows you to define the scope of your project, make changes and configure your systems. You say what, you say when, you say where. You can even check project status whenever you want from wherever you are. With TechDirect, you can execute faster and with less risk of mistakes, thereby making the entire engagement more efficient.

Get a single point of contact to orchestrate your deployment

From day one, you will be assigned an engagement manager who handles every aspect of your deployment. He monitors your TechDirect activity and coordinates Dell EMC resources to act upon your direction as you provide it. If you need help, he is available to work with you directly at any time throughout the entire project.

For those who feel more confident with personal interaction, your engagement manager will take all direction via phone or email. He will be your single point of contact as your project moves from one phase to another until its completion. Either way, your preference becomes our standard operating procedure.

ProDeploy Plus

Relinquish the tedium, not the control

From the comfort of your office and with the click of a mouse, you can use TechDirect to manage every task required to get new PCs from our factory to your employees' desks, up and running. Are you using system management software[2] such as Microsoft SCCM or MDT? If so, take advantage of Dell Connected Configuration to get a distribution point set up in our factory where you can configure your BIOS and image as well as complete domain join for each individual employee. Or let our technician perform domain join onsite as part of the installation. If you are not using system management software[3], download ImageAssist to create a single cross platform image that we will dynamically update with the latest drivers as they are released.

In addition to installing your new PCs, we can transfer user settings and data peer-to-peer. This makes the whole operation faster, more reliable, and more secure because passwords do not need to be shared with technicians. Or we can adapt to your standard process for data migration.

Helping your help desk

Our best practices ensure a reliable deployment which helps reduce post-deployment spikes in help desk calls in the first place. And to further limit impact to your help desk, we also provide 30-day post-deployment configuration support. All of which saves your IT staff time and improves employee satisfaction.
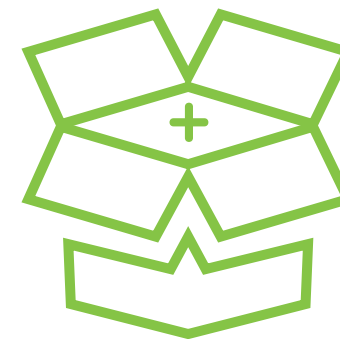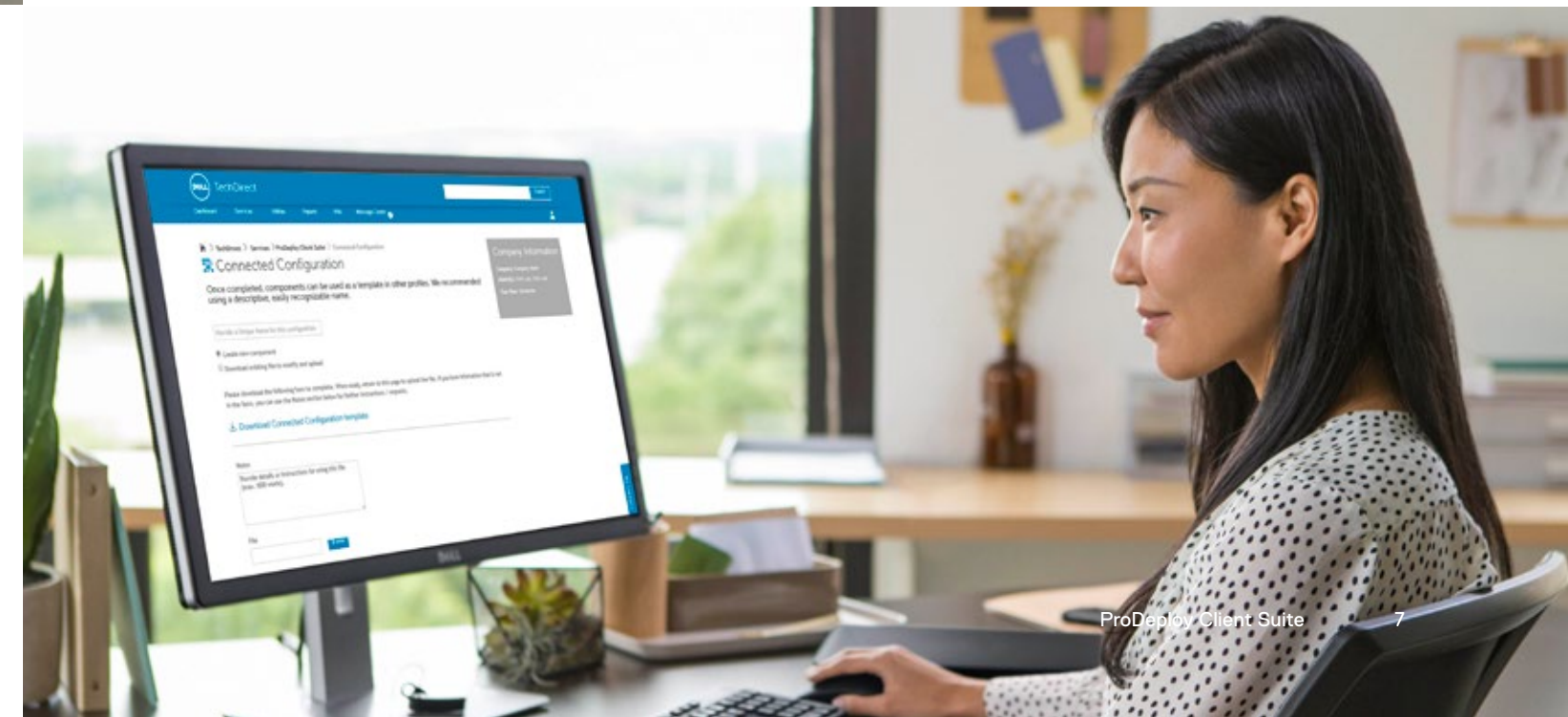
With ProDeploy Plus, you get:

- TechDirect portal for configuration and status updates
- Factory distribution point for imaging and configuration of system management software[3] such as SCCM or MDT
- 30-day post-deployment configuration support
- 24x7 onsite installation
- Data sanitization* on legacy PC prevents data excursions
- User setting and data migration
- Knowledge transfer
- Training credits for Dell EMC Education Services
- Provisioning for VMware® Workspace ONE™

ProDeploy

Liberate your IT staff from time consuming deployment tasks

Get a reliable deployment that puts time and money back in your pocket so your IT staff can focus on more critical initiatives. You'll experience a shift from a labor intensive implementation to light-touch deployment enabled by robust upfront planning and automating configuration tasks in the factory. This reduces the tasks that must be performed onsite yielding greater efficiency.

Our TechDirect self-service portal puts full control in your hands and real-time status updates at your fingertips. As with ProDeploy Plus, use our ImageAssist tool to reduce the amount of time it takes to create your image. Then upload the image via TechDirect and we load it on your systems in our global configuration centers. Perhaps best of all, we can install your new PCs after hours or on weekends so employee productivity is not impacted.
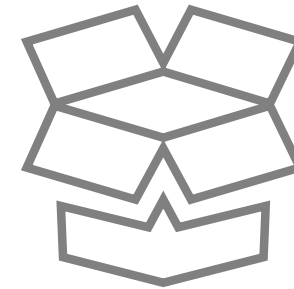
With ProDeploy, you get:

* TechDirect portal for configuration and status updates
* 24x7 onsite installation
* Dell deployment engineers
* Single point of contact for project management
* BIOS configuration
* Box labeling, Asset Tagging and Reporting
* Knowledge transfer
* Imaging: WIM, Ghost, ISO, or ImageAssist
* Provisioning for VMware Workspace ONE

Basic Deployment

## Receive systems ready to install, out of the box

Basic Deployment accelerates your PC deployment by reducing the configuration tasks that otherwise would be performed onsite. You will save time and resources by having systems arrive imaged, and configured. All that is left for you to do is install them and migrate your employees' data and settings. You can even track systems from our factory to your employees' desks.

The TechDirect portal makes it easy select your BIOS setting and asset tags, request asset reports and provide your static image. Our imaging service alone saves an incredible amount of time. From our global configuration centers, we can image thousands of systems simultaneously.

With Basic Deployment, you get:

* BIOS settings customized
* Box labeling, Asset Tagging and Reporting
* Add-on Imaging: WIM, Ghost, ISO, or ImageAssist
* Add-on Provisioning for VMware Workspace ONE
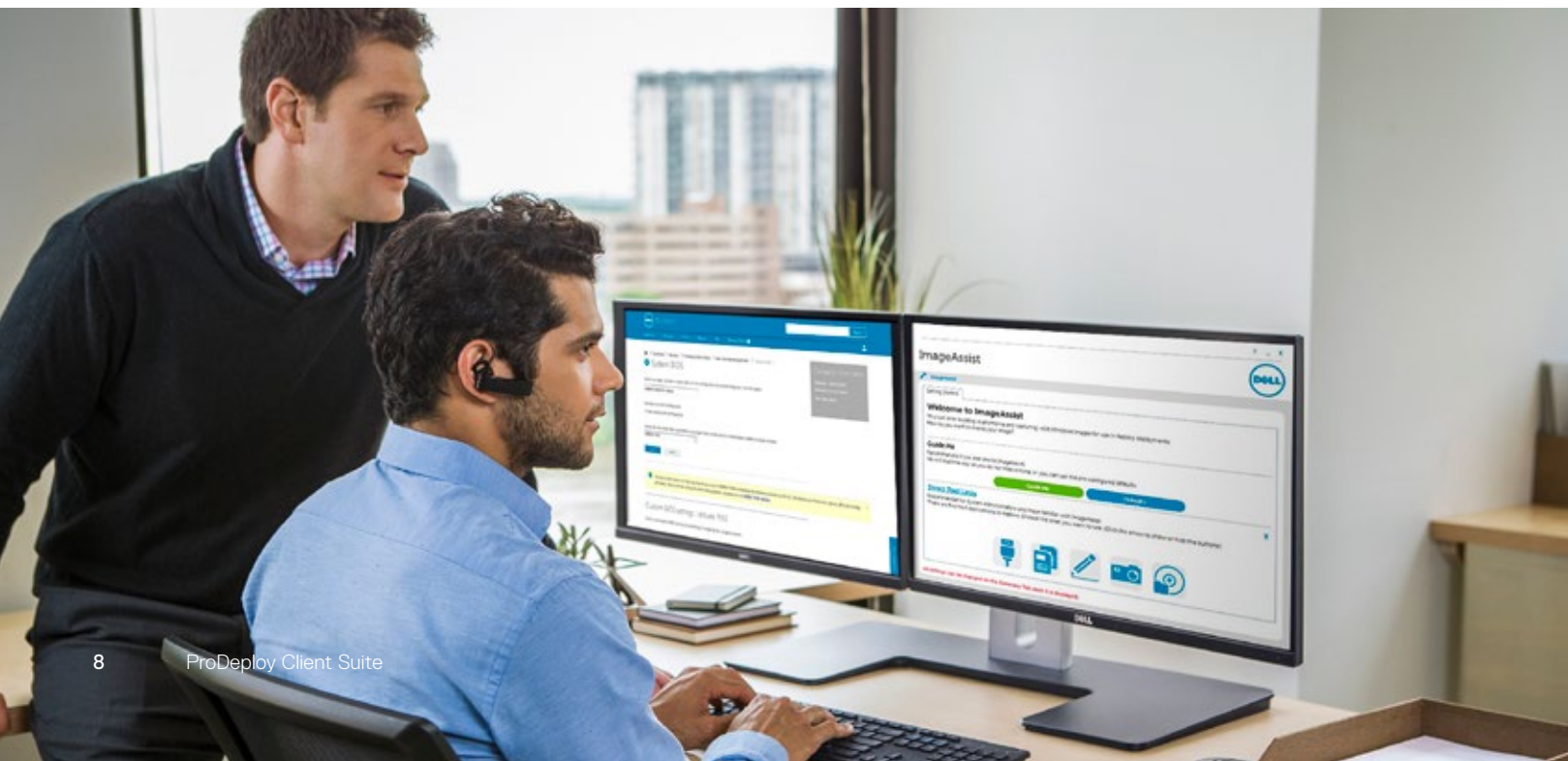
Bring systems online as quickly as possible

ProDeploy Client Suite helps you get more out of technology starting on day one. Trust our experts and partners to lead deployments from project management through planning, configuration and integration. And enjoy the flexibility to choose the level of deployment support that best meets your needs.

ProDeploy Client Suite
Feature comparison

		Basic Deployment	ProDeploy	ProDeploy Plus
Pre-Deploy	Single point of contact for project management	●	●	●
	Self service portal for configuration control & updates	●	●	●
	Deployment Engineer develops implementation plan		●	●
	TSM engagement via ProSupport Plus			●
Deploy	Connected Configuration			●
	Provisioning for VMware® Workspace ONE™	Add-on	●	●
	Load an image: WIM; Ghost, ISO, or ImageAssist	Add-on	●	●
	Configure BIOS settings	●	●	●
	Apply asset tag and box label for each system	●	●	●
	Standard asset reports	●	●	●
	Onsite installation of client systems available 24x7		●	●
	Project documentation with knowledge transfer		●	●
	User settings & data migrated to new system			●
	Data sanitization on retiring client systems			●
Post-Deploy	30 day post-deployment support			●
	Training credits for Dell EMC Education Services			●

Experience the Dell EMC difference

Built on the principle of putting customers first, we provide complete end-to-end solutions across your entire environment with hardware, software and services. Our IT Lifecycle Services are designed to transform your investments and enable you to be an agent of change for your organization. Whether you're adding new technology, replacing existing systems or opening a new office, you can count on us to make sure even the most complex project is effectively planned, configured, integrated and tested right from the start and supported for the future. We'll look after your deployment projects, so you can look after your business.

For more information about **ProDeploy Client Suite**, please contact your Dell EMC representative.