



Save up to
25%
on PC lifecycle
management with
**Dell PC as
a Service¹**

Optimizing the PC Lifecycle

Dell PC as a Service

Why optimize the PC lifecycle?



Managing the day to day burden of PC lifecycle management leaves IT little time for innovation. It leaves little opportunity to take advantage of new trends fundamentally changing the way IT is consumed and delivered. And it prevents IT from focusing on the strategic priorities that help drive the business transformation.

And, hardware technology doesn't last forever. It has a lifecycle, a measurable beginning and end to its productivity and value. IT is tasked with optimizing the PC lifecycle and also driving strategic breakthroughs for their organization.

To foster growth, IT has to:

- Anticipate new requirements
- Assess current capabilities and future needs
- Design and implement new solutions
- Drive new systems into production quickly
- Keep systems running at peak performance
- Plan and forecast to meet budget needs quarters, even years in advance

At the end of the PC lifecycle, when systems are obsolete or new realities trigger change, the process starts all over again. So, how can IT accomplish all of this?

The solution is simple – Dell PC as a Service.

Dell PC as a Service (PCaaS) simplifies PC lifecycle management by combining hardware, software, lifecycle services and financing into one all-encompassing solution – providing a single, predictable price per seat per month.

The flexibility throughout the offer assures you will always have exactly what you need, when you need it and helps keep end users engaged, productive and happy.

And with the combination of our reliable, high-performing systems, exclusive tools and technology as well as expert service professionals, Dell PC as a Service helps reduce the daily burden and cost of IT management, allowing you to focus on the transformation of your business with confidence.



By moving to this type of consumption model, your business can benefit from:

- Predictable budget planning
- Reduced IT effort to manage computing needs
 - Simple, non-disruptive deployments
 - Proactive fault detection means less downtime or outages
- Planned and streamlined system refreshes so that users quickly migrate to the latest technology without disrupting their workflow
- Technology tailored to how end users want and need to work with profiles in minutes, not days
- Flexibility throughout the offer designed to fit business needs

The best solution available today.

Whether you are a small business, a large enterprise or somewhere in between, PC as a Service is designed with flexibility in mind to meet your unique business requirements. Options include the latest Dell PC technology, software and lifecycle services including deployment, support and asset return and exclusive Dell technology and tools that automate, troubleshoot and resolve system issues faster. All of this combined into a predictable payment solution, financed through Dell Financial Services**.

PC technology:

Dell offers a broad range of systems to fit your workforce, so you can tailor the technology to how your workers want and need to work – from powerful workstations to ultra-light laptops and everything in between including monitors and accessories. All business systems come with Dell Client Command Suite, an industry-leading client systems management tool that make Dell commercial client systems the world's most manageable client devices.

- **OptiPlex** desktops are the most secure and manageable desktops built with the highest quality.
- **Latitude** laptops are reliable, durable, serviceable, secure and easy to manage.
- **Precision** workstations are the highest performing, fully customizable and certified with professional applications.
- **XPS** laptops provide the ultimate experience with exceptional build quality, powerful features with manageability and security options.
- **Vostro** desktops and laptops with the right balance of business features and outstanding support for small business.

Security and asset management software:

Enhance your Dell experience with the latest software designed to help protect, secure and manage your investment including software options from the Dell Technologies Security Software Portfolio as well as VMware Workspace ONE.





PC lifecycle services, technology and tools:

- **Deployment services**—including ProDeploy Client Suite helps you deploy PCs with greater speed, less effort and increased control. Leverage Dell provisioning capabilities with VMware Workspace ONE or Microsoft AutoPilot and experience fully configured systems delivered, ready to work right out of the box. Client Installation Service is also available for customers that simply need the help with a single installation project for 25 systems or less. Dell offers you the flexibility to choose the level of deployment that best meets your needs.
- **ImageAssist** – a simple user interface which helps you prepare your custom cross-platform image. This includes OS, licensing, applications, desktop customization and network configuration settings.
- **Award-winning support services**—Dell support services offer a range of options including ProSupport and ProSupport Plus to meet all your support needs. ProSupport Plus with SupportAssist is the only available service for PCs that automates support to prevent issues before they occur and quickly resolves them when they do. It is the most complete offer that includes 24x7 expert hardware and software support, next-business day onsite service and coverage for accidents.
- **TechDirect**—the self-service online portal that puts Dell state-of-the-art deployment and management technology at your fingertips and allows you to manage multiple support cases and dispatch parts as well.
- **Asset recovery**—at the end of the PC lifecycle, Dell will help you transition to the latest technology quickly. We will handle the pick-up logistics of your Dell hardware and if needed, options for data sanitization are available for your Dell systems⁵.
- **Managed services** – when you need more than the standard services available, Dell custom managed services can assist with all aspects of PC lifecycle management from onsite personnel to remotely administered capabilities.

ProDeploy Plus can reduce deployment time by up to

56%²

Up to
92%
less time to resolution
with ProSupport Plus with
SupportAssist³

Shorten the
refresh cycle by up to

5 months⁴



PCaaS Services Delivery Manager:

- ♦ For orders that include 300+ systems, a Services Delivery Manager (SDM) will be assigned as your single point of contact throughout the PC lifecycle. The SDM will help streamline communications and assist you in all phases of the PC lifecycle including planning to deployment, support and management through to asset recovery and refresh.

Simple, Flexible, Dell PC as a Service

Your Dell team works hand in hand to ensure you get the right PCaaS solution with a predictable price per seat per month and a term that works for your business and your budget, financed through Dell Financial Services**.



A single, predictable price per seat per month

Depending on the size of your deployment, we will work with you to build a solution for your unique business needs.

PC as a Service for Business

For those customers that are looking to simplify PC lifecycle management for **1-299 units**, the solution includes:

- Fully customizable Dell award-winning business laptops, desktops and workstations
- Factory installed software options
- Best-in-class services that span support, asset recovery and optional deployment
- Financing for 3 or 4 years

PC as a Service for Enterprise

For those customers that have a more complex deployment and are looking to simplify PC lifecycle management of **300+ units**, the solution includes:

- Fully customizable Dell award-winning business laptops, desktops and workstations
- Factory installed software options
- Best-in-class services that span deployment, support and asset recovery
- Services Delivery Manager is the single point of contact during the life of the contract
- Flexible financing options built in to 3 or 4 year terms with the option to flex up, flex down or upgrade mid-term

Steps to optimize the PC lifecycle...



Choose your hardware

Dell will help you select from the latest PC technology and design a solution that meets your end users and future IT needs.



Configure and deploy your systems

Dell can manage your entire deployment, from the physical logistics and warehousing to software installation, data migration, training and implementation of your hardware.



Support and manage

Dell's comprehensive support and managed services get you the help you need – when you need it. Best-in-class support offers with around-the-clock experts and automated proactive and predictive tools to keep you productive.



Refresh and retire

At the end of a PC's life, Dell will help you transition to the latest technology, and return the old systems. And to help ensure sensitive data does not fall into the wrong hands, data sanitization⁵ options are available for your legacy system.

...and accelerate your hardware transition

To learn more about Dell PC as a Service, please contact your Dell Sales Representative.

1 Based on Dell's PC Lifecycle Services Estimator tool developed by Forrester Consulting, commissioned by Dell and Intel®, May 2018. Estimated savings is calculated over 3 years and includes hardware, software, services and other resource adjustments across PC lifecycle management. For more information, visit: <https://tools.totaleconomicimpact.com/go/dell/pclifecycle/index.html>

2 Based on IDC White Paper commissioned by Dell, "Business Value of Optimized Device Deployment", July 2018. Results derived from a survey of 500 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. Click here for the full report: www.dell.com/idcdeploymentservicesbusinessvalue

3 Based on a Principled Technologies test report, "Spend Less Time and Effort Troubleshooting Laptop Hardware Failures" dated April 2018. Testing commissioned by Dell, conducted in the United States. Actual results will vary. Full report: <http://facts.pt/L52XKM>

4 IDC Multi-Client Study, Device as a Service 2018 (worldwide results), February 2018

5 No data removal process leaves a hard drive or computer as free from residual data as a new product. Dell makes no recommendations regarding the customer's security needs or representations regarding the effectiveness of one method of data removal over another. It is the customer's responsibility to protect any confidential or sensitive information contained on its hard drives recovered by Dell.

**For US: Payment solutions provided and serviced by Dell Financial Services L.L.C. or its affiliate or designee ("DFS") for qualified customers. Offers may not be available or may vary in certain countries. Where available, offers may be changed without notice and are subject to product availability, credit approval, execution of documentation provided by and acceptable to DFS, and may be subject to minimum transaction size. Offers not available for personal, family or household use.

For Canada: Payment solutions provided and serviced by Dell Financial Services Canada Limited or its affiliate or designee ("DFS") to qualified customers. Offers may not be available or may vary in certain countries. Where available, offers may be changed without notice and are subject to product availability, credit approval, execution of documentation provided by and acceptable to DFS, and may be subject to minimum transaction size. Offers not available for personal, family or household use. Dell and the Dell logo are trademarks of Dell Inc. Restrictions and additional requirements may apply to transactions with governmental or public entities.

For UK: Leasing and financing is provided to qualified commercial customers by Dell Bank International d.a.c., trading as Dell Financial Services (DFS) at Innovation House, Cherrywood Science & Technology Park, Cherrywood, Dublin 18, Ireland and is regulated by the Central Bank of Ireland. Offers may not be available or may vary by country. Not all customers may qualify for these rates. Offers may be changed without notice and are subject to product availability, eligibility, credit approval and execution of documentation provided by and acceptable to DFS. Dell EMC and the DELL EMC logo are trademarks of Dell Inc.

For Ireland: Leasing and financing is provided to qualified commercial customers by Dell Bank International d.a.c., trading as Dell Financial Services (DFS) at Innovation House, Cherrywood Science & Technology Park, Cherrywood, Dublin 18, Ireland and is regulated by the Central Bank of Ireland. Offers may not be available or may vary by country. Not all customers may qualify for these rates. Offers may be changed without notice and are subject to product availability, eligibility, credit approval and execution of documentation provided by and acceptable to DFS. Dell EMC and the DELL EMC logo are trademarks of Dell Inc. Warning: you may have to pay charges if you repay early, in full or in part, a fixed-rate credit facility. Example "On Client products to the value of 1,000€ financed over 36 months, the total cost of credit is 246."

For Australia and New Zealand: Leasing and financing is provided to qualified commercial customers by Dell Financial Services Pty Limited, trading as Dell Financial Services (DFS) (ABN 19 086 351 537) at Building 3, 14 Aquatic Drive, French's Forest, NSW 2086, Australia. Offers may not be available or may vary. Not all customers may qualify for these rates. Offers may be changed without notice and are subject to product availability, eligibility, credit approval and execution of documentation provided by and acceptable to DFS. Dell EMC and the DELL EMC logo are trademarks of Dell Inc.

