

# DELL Technologies

## Dell PC as a Service



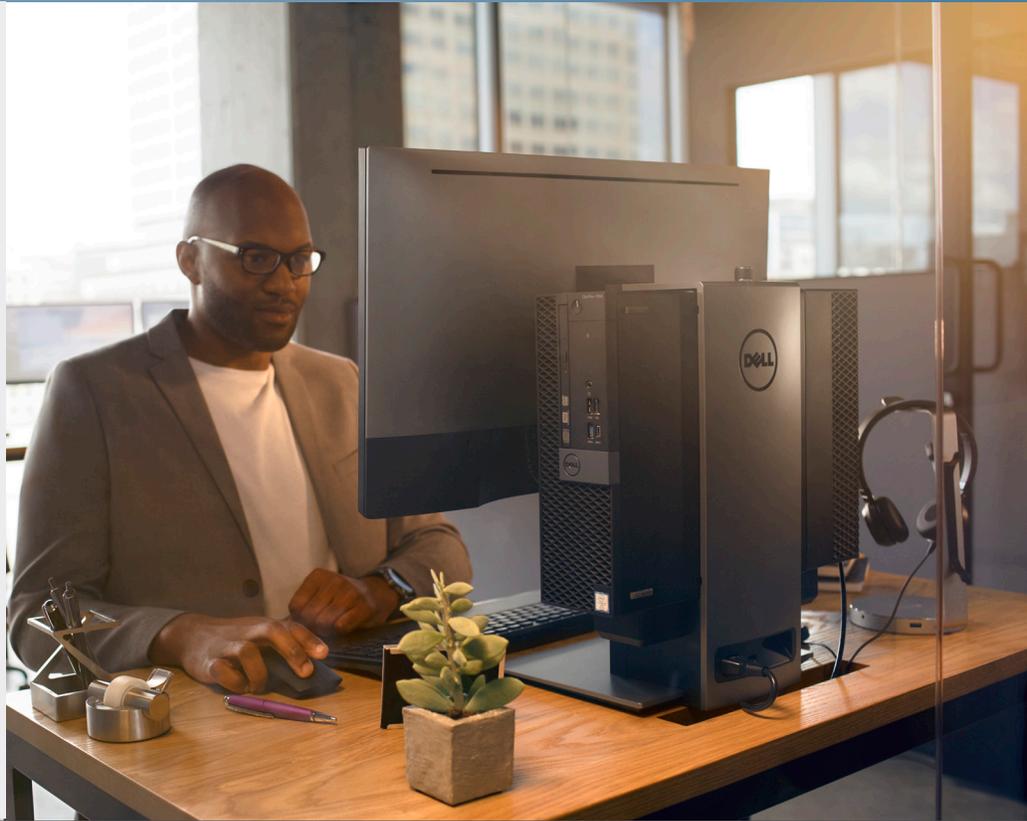
Dell PC as a Service (PCaaS) delivers a modernized employee experience at a single, predictable price per unit per month. It combines latest hardware, software, lifecycle services and financing into one all-encompassing solution.

# Modernized employee experience with a predictable budget

## Businesses that prioritize employee experience win

Making employee experience a priority for the business is not new, but what is different now is that in order to stay competitive and retain and attract the best talent, employee experience has to become a priority. We know that companies in the top quartile of employee experience scores enjoy a higher level of innovation from their workforce and higher profits than organizations that don't prioritize employee experience\*

\*Source: <https://www.avanade.com/~media/asset/thinking/mit-research.pdf>



**Reduce PC lifecycle costs by up to 25%\* and simplify day to day burden of management with PCaaS.**

### Key Benefits of PCaaS:

- Predictable budget planning. No upfront investment
- Reduce day to day management costs
- Ensure most up to date technology through accelerated PC refreshes
- No ownership or disposal burden
- Get flexible financing
- Get personalized hardware tailored to your employees' needs
- Get access to dedicated experts with payment solution acumen from Dell Financial Services

\* 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>

# PCaaS

GET FLEXIBLE IT AND PAYMENT SOLUTIONS FROM ONE TRUSTED PROVIDER AT A SINGLE, PREDICTABLE PRICE PER UNIT PER MONTH



The Latest PCs and Accessories

+



Deploy

+



Support

+



Asset Recovery

+



Flexible Payment Solution

=

## A single, predictable price per unit per month



Choose from the broad portfolio of Dell PCs and accessories. Learn more in the following pages.

### THE LATEST PCs AND ACCESSORIES



### DEPLOY

ProDeploy Client Suite simplifies and speeds up the deployment process ensuring the workforce can be productive starting from day one.



### SUPPORT

Dell ProSupport for PCs allows IT to stay informed, maintain control and take action with telemetry-driven insights.

Dell ProSupport Plus with SupportAssist has helped customers reduce time to resolve a failed hard drive up to 11x faster than the competition<sup>3</sup>.



### ASSET RECOVERY

Dell Asset Recovery allows IT to plan in advance for asset recovery at the end of the PC's life and help transition end-users into new technology faster.



### FLEXIBLE PAYMENT SOLUTIONS

Your Dell and payment solution account executives work hand in hand to ensure you get the right all-encompassing solution with a predictable price per unit per month and a term that works for your business and your budget.

# The world's most intelligent PCs featuring Dell Optimizer\*



Dell Optimizer is a built-in artificial intelligence software that learns and adapts to your behavior to create a smarter, more personalized user experience. It automatically improves application performance, battery run time and more in the background, so you have fewer disruptions no matter where you're working.

Dell Optimizer is available on select Latitude, Precision and OptiPlex PCs.

## ExpressResponse

Learns how you typically use your favorite applications, continuously improving and applying settings so you get the most nimble performance possible.

## ExpressCharge

This technology learns your day-to-day charging habits and ensures your battery operates at its full potential.

## ExpressSign-in

A PC proximity sensor that automatically wakes your system and logs you in via the IR camera and Windows Hello. It also automatically locks when you walk away, enhancing security and preserving battery life.

## Intelligent Audio

Tunes your system's audio settings by adjusting background noise, managing speech volume, and refining overall sound experience. Every conference call will feel like you're in the room no matter where you are.

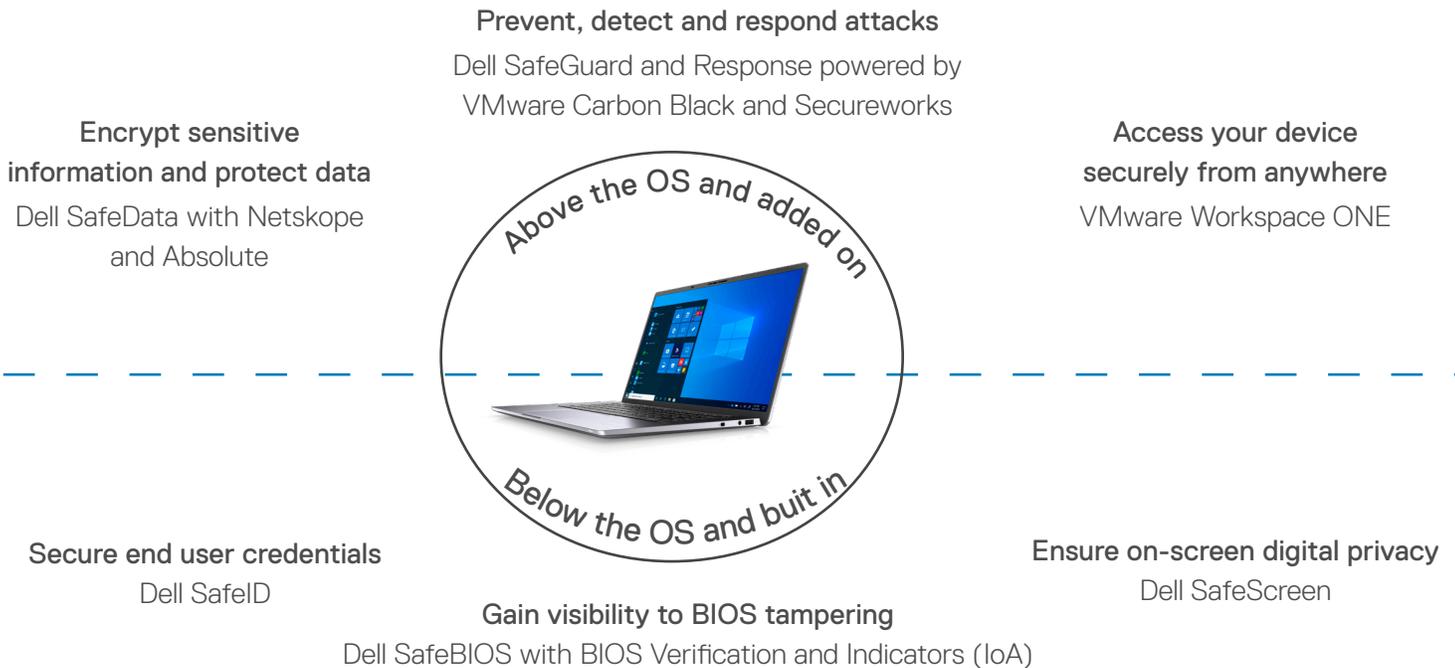
\* Based on Dell analysis, November 2019



# Secure and Sustainable Devices



## Dell Trusted Devices: a comprehensive approach to endpoint security for the industry's Most Secure\* Commercial PCs



For more information please visit us at: [www.delltechnologies.com/endpointsecurity](http://www.delltechnologies.com/endpointsecurity)

\*Based on Dell analysis, January 2020

## Sustainable Devices

At Dell Technologies, we have a responsibility to protect and enrich our planet together with our customers, suppliers and communities. It is a core part of our business and we embed sustainability and ethical practices into all that we do, being accountable for our actions while driving improvements wherever and whenever possible.

How we are making our PCs more sustainable than ever:

- Over thirty EPEAT Gold and Silver registered devices
- Use of 100% waterborne painted parts across more Latitude devices to reduce VOC emissions
- 100% recycled product cushions made from ocean-bound recycled plastic materials in our Latitude 2-in-1s
- Up to 60% recycled plastic across the OptiPlex portfolio



# Dell ProDeploy Client Suite and Dell Provisioning

DEPLOY PCs WITH GREATER SPEED AND LESS EFFORT



## Simplify and speed up the deployment of Dell systems

**Deploy Efficiently** - Direct every detail of your deployment with an unprecedented level of control, automation and simplicity through the TechDirect online portal.

**Deploy Expertly** - Trust Dell 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.

**Day One Productivity** - Dell Provisioning for VMware Workspace ONE combines factory and cloud provisioning to deliver personalized devices so end users are instantly productive at first boot.



## ProDeploy Client Suite.

### Relinquish the tedium, not the control.

From the comfort of your office and home 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. Or let our technician perform domain join onsite as part of the installation.

### With ProDeploy Client Suite, you get:

- TechDirect portal for configuration and status updates
- Imaging and provisioning
- 24x7 onsite installation with ProDeploy and ProDeploy Plus
- Data migration with ProDeploy Plus

### ProDeploy Plus can reduce deployment time by up to 50%\*

\*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. Full report: [www.dell.com/idcdeploymentervicesbusinessvalue](http://www.dell.com/idcdeploymentervicesbusinessvalue)

# Dell ProSupport Suite for PCs



DETECT AND FIX ISSUES BEFORE THEY BECOME PROBLEMS

## ProSupport Suite for PCs

Imagine knowing a system is going to fail so you can fix it before it does. Dell ProSupport Suite for PCs offers that level of service. Using proprietary SupportAssist<sup>2</sup> AI technology, the ProSupport Suite provides predictive alerts to help you stay ahead of issues, proactive support to help you quickly repair both hardware and software problems and priority access to ProSupport engineers – giving you 24x7 support. Our automatic alerts and case creation allow Dell experts to start working on solutions before you ever make a call – saving you, and your end-user, time, money and frustration.

## Key Benefits

- Resolves issues 11x faster than competitors<sup>1</sup>
- Avoids or minimizes end-user downtime
- Onsite service 24x7, around the world
- Repairs for accidental damage
- AI-driven recommendations and insights
- Remote resolution for IT issues

## ProSupport Plus

Is the only complete support service that combines priority access to expert support, accidental damage repair, and the ability to predict and fix issues before they become problems. With recent upgrades, IT admins can now use telemetry-driven insights and recommendations to remotely act on developing IT issues, anticipate end-user needs and reduce resolution time.

### ProSupport Plus with SupportAssist

uses AI to predict hard drive issues<sup>8</sup>

### ProSupport Plus with SupportAssist

virtually eliminates unplanned downtime<sup>8</sup>

### ProSupport Plus with SupportAssist

resolves hard drive issues up to 11x faster than the competition<sup>9</sup>

## Dell Client Managed Services

This is an end-to-end suite of lifecycle management capabilities to manage end-user assets while improving the end-user experience. Dell client managed services can simplify, automate and personalize user support and manage hardware and software tracking and provisioning, while reducing lifecycle complexity and cost over time.

**Featured offer: ProManage for end users:** service desk and device management (available in the US only)



# Dell Asset Recovery and Payment Solutions



## Asset Recovery Services

We are committed to accelerating the circular economy, offering responsible, secure commercial asset recovery where we handle everything from pick-up logistics to data sanitization, resale and recycling. Plastics and additional materials collected through our other takeback programs also get recycled back into new parts for new computers via a closed-loop process.

Plan in advance for asset recovery at the end of the PC's life and help transition end-users into new technology faster.

- Management of logistics for Dell system returns
- Options for secure, data sanitization
- Optional reporting available during the asset recovery process

## Seamless payment solutions enable PCaaS\*\*

Your Dell and payment solution account executives work hand in hand to ensure you get the right all-encompassing solution with a predictable price per unit per month and a term that works for your business and your budget.

- A single total solution provider offering one stop financing for hardware, software & services
- Financing that is seamlessly integrated into the PC lifecycle management process
- Flexible financing options (flex up, down and mid-term upgrades for more than 150 units)
- 36 and 48 month terms
- Dedicated experts with technical knowledge and financial acumen

\*\*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.



# PCaaS customized to your needs

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
- A services delivery manager as 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

## 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.

### Single point of contact for PC lifecycle

- Across your business and into Dell
- Provides periodic program status updates and results
- Reduces program complexity by coordinating deliverables

### Expert knowledge and resource...

- Certified in IT industry standards e.g. ITIL, Six Sigma
- Leverages experience from projects completed
- Leads responsibility for services delivery

### Customer advocate...

- Working as part of your program team
- First point of accountability
- Executive point of contact





# 54%\* OF COMPANIES WANT PC AS A SERVICE

\*Forrester report - [https://dam.dell.com/content/dell-assetshare/secured/assetshare/details.html/content/dam/marketing-assets/commercial/unified\\_workspace/all\\_trains/third\\_party\\_reports/english-global/cs2101g0005\\_002\\_gl\\_cs\\_cm\\_3rd\\_dell\\_future\\_of\\_enterprise\\_computing.pdf](https://dam.dell.com/content/dell-assetshare/secured/assetshare/details.html/content/dam/marketing-assets/commercial/unified_workspace/all_trains/third_party_reports/english-global/cs2101g0005_002_gl_cs_cm_3rd_dell_future_of_enterprise_computing.pdf)



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The Latest PC and  
Accessories

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Support

Asset  
Recovery

Flexible  
Payment Solution

## A single, predictable price per unit per month

### FIND OUT MORE – GET IN TOUCH.

To find out how Dell can help transform your business, contact your Dell Technologies Account Executive.

To learn more about PCaaS visit our webpage at [delltechnologies.com/PCaaS](https://delltechnologies.com/PCaaS)