



Transforming Your Business with Tablets



Tablets are an attractive form factor for consumers. They're small, lightweight, portable, and offer an engaging user experience for content consumption and simple tasks like Web browsing and video watching. As with many consumer technologies — especially the mobile ones — tablets are increasingly finding their way into the workplace as workers become accustomed to their portability and ease of use, and find no benefit in switching between work and home devices.

Workers in a number of job roles, such as field service technicians, might find the tablet form factor to be the perfect fit for their on-the-go responsibilities, but they are often unable to take advantage of tablets because many existing tablet devices present issues for the IT departments that need to procure and manage them.

The obstacles that often prevent IT departments from deploying tablets in the business include:

- **Device Management:** Because many of the tablet devices available run on the Android™ or Apple® iOS operating system, they present management challenges for IT infrastructures accustomed to managing Microsoft Windows devices. It's more difficult to manage these devices using Dell KACE appliances and Microsoft System Center Configuration Manager, for example.

- **Access to Applications:** It's believed that 95 percent of business applications are built on a Microsoft Windows platform, which means tablet devices running a non-Windows operating system cannot easily access the business applications many organizations use daily without investing time and resources into software development work.

- **Costs:** Non-Windows tablet devices are essentially companion devices, built to co-exist with — not replace — a PC. That means businesses that deploy non-Windows tablet devices will need to pay to purchase, manage, and maintain multiple devices per employee. Maintenance costs should not be ignored: non-Windows tablet devices are often designed for consumer use (i.e., just a few hours a day) and will age quickly under the stress of today's extended workdays. These can often require a product to be shipped for service or brought to a retail location directly, versus being able to be repaired by in-house IT staff.

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- **Accessories:** Mobile devices like tablets require cases, and in some instances attachable keyboards, docking stations, and wireless projection capabilities for both the office and remote locations. There’s no shortage of suppliers for these accessories, but finding quality, affordable products can take work; if a business is supporting multiple tablet devices, the challenge becomes even greater.

Tablets as Primary Business Devices

- **Must replace multiple devices:** Using tablets as a companion device adds cost and complexity. That complexity exists not only for the IT department, which needs to know who is using tablet devices and take steps to secure and backup the devices and data, but for the users as well. It’s one more device to remember and one more device to lose. Each device a user has also provides another place to store data, making it more difficult to find and share files.

- **Must run Windows:** If the business applications used in the organization run on Windows, then the tablets need to run Windows in order to become the primary computing device. Windows devices will fit seamlessly into the existing IT infrastructure, be familiar to IT professionals experienced with managing a Windows environment, and be easier for end users to master as well.

- **Must allow easy content creation:** Most of the popular non-Windows tablets on the market were developed primarily to consume content by browsing the Web, using apps, checking

email, and more. But in business, many workers spend hours creating and editing content in productivity applications like spreadsheets and word processors. A Windows 8.1 Pro device means new versions of favorite Office applications like Word, Excel, PowerPoint, OneNote, Access and Publisher to enable easy edit and content creation.

- **Must have sufficient processing power:** To be the primary computing device, a tablet needs to have the processing power required to run multiple business applications without negatively affecting user productivity. Many of the consumer-grade tablets on the market are not designed to run modern business applications. In short, to act as the primary computing device, tablets need a processor similar or equal to the typical computer.

- **Must have an ecosystem of accessories:** For many business users, their current primary computing device (usually a laptop PC) requires accessories like a carrying case, a headset, speakers, an extra monitor, and more. The same is true of tablet devices, where business users will often find that a detachable keyboard, a stylus, a carrying case, docks, and more will improve their experience and help protect the device. To be a primary computing device, a tablet requires an ecosystem of quality, affordable accessories designed to work with the tablets in question.

The Business Advantages of Tablet Adoption

The tablet form factor represents an opportunity for businesses to transform the way they work, but unfortunately many businesses are under-investing in tablet technology and



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missing opportunities to increase productivity and revenue. The problem isn't the tablet form factor itself; it's the issues we've highlighted above.

Many businesses that are deploying tablet devices are providing the devices to executives to use as companion devices, either because they travel often or because they simply use a tablet at home and want the same convenience at the office. However, this isn't where the true value of tablet deployment exists.

Nearly half of the workforce in the U.S. consists of practitioners and field workers. These workers play mission-critical roles in their organization, and their job performance is judged, in part, by metrics:

- How many patients did they see?
- How many service visits did they complete?
- How many sales calls did they make?

Whether they are working in a hospital, on the floor of a large manufacturing facility, or in the field making sales calls, these workers do not currently have a device that fits their needs. There is a tremendous amount of upside for businesses that can equip these employees with a primary computing device that is both portable and powerful.

When workers like practitioners, foremen, and field service workers are equipped with a powerful Windows tablets as their primary device they gain the ability to bring business applications to the point of impact. They can also reduce non-work time.

Take, for example, a business that needs to generate more revenue but lacks the budget to increase its sales force. When a sales person leaves a meeting with a client, she needs to find a place where she can get Internet access, go online, open up business applications, fill out a call report, check email, and prepare for the next client visit. It can be a time-consuming, cumbersome process using a device that isn't built for business.

With a Windows-based tablet running an Intel® processor, this story changes dramatically. A tablet with extended battery life, access to business applications, and touch capabilities puts everything that sales person needs (quite literally) at her fingertips. With the time saved, each sales person in the organization could make one or two more calls a day, providing the business with the same productivity as if it hired more people.

In a retail environment, where physical stores are battling to avoid being a showroom for online merchants, powerful yet portable Windows-based tablets allow the store's staff to get out from behind the counter, interact with customers, look up promotions and specials, and place orders — providing a level of service that simply didn't exist when the technology stayed in one place.

Discover

the difference between tablets and 2-in-1 devices.

Feature	Dell Venue 8 Pro	Dell Venue 11 Pro
Operating System	Windows 8.1 Pro	Windows 8.1 Pro
Hard drive	32 or 64 GB	Up to 256 GB
Processor	Intel® Atom™ Quad Core	Intel Atom up to Intel® Core™ i5
Screen size	8 in.	10.8 in.
Memory	2 GB	2 or 4 GB
Ports	Micro USB	USB 3.0, Mini HDMI
Video Card	Intel HD Graphics	Intel Gen 7 or GT2 Graphics
Battery	Integrated	Swappable
Wireless	802.11n WiFi, Bluetooth® Smart, built-in mobile broadband card	802.11n WiFi, Bluetooth 4.0, built-in mobile broadband card
Cameras	1.2 MP HD on front; 5 MP back	2 MP HD on front; 8 MP back



Dell, Intel, and Microsoft as Your Technology Partners

The Dell Venue 8 Pro and Dell Venue 11 Pro are 2-in-1 devices, built to replace the capabilities of a PC and a tablet with one portable device. The Dell Venue Pro tablets are powered by Intel processors and run the full-featured Windows 8.1 Pro operating system. With touch capability, available detachable keyboards, and access to the business applications employees need to get their jobs done, Dell Venue 8 Pro and Dell Venue 11 Pro tablets feature the power of a primary computing device and the mobility and convenience of a tablet.

[Learn more about](#)

[the Dell Venue family of tablets from Dell.com.](#)

Dell Venue Pro tablets provide businesses with a range of options that fit the needs of their employees, including a choice of Intel processors, hard drive capacity, form factor, cameras, and more.

Dell Venue Tablets Deliver Savings for Business

The ability to deploy Windows-based, Intel-powered tablets as primary computing devices delivers real savings to organizations when compared to issuing a PC and a companion device.

In a paper commissioned by Intel, Principled Technologies compared the three-years costs and value for an organization that planned to issue a sub-\$1,000 laptop and a tablet (either an Apple iPad Air™ or Android consumer tablet) to each staff member with a Dell Venue 11 Pro with a fourth-generation Intel Core vPro™ processor, a keyboard, case, and a tablet dock. In addition to hardware, the comparison took into account manageability, security, and support.

The analysis found that businesses saved money by deploying the Dell Venue Pro 11 with the Intel vPro processor in a number of ways, including:

- **Hardware and software costs:** By issuing one Dell Venue 11 Pro device instead of a laptop and a tablet, businesses save on hardware costs and software licensing because they only need to buy licenses for one device instead of two.
- **Maintenance and support:** One Dell Venue 11 Pro device requires less work and IT staff time to manage and secure, as opposed to two devices. Business-class tablets also have a longer lifecycle than consumer-grade tablets, which reduces replacement costs.

Three-year costs	Dell Venue 11 Pro with Intel® vPro™ processor	Apple iPad with sub-\$1,000 laptop	Android tablet with sub-\$1,000 laptop
Hardware and support, including replacement of consumer devices	\$1,506.27	\$2,084.30	\$2,049.78
Software (Office 365 or Office 2013 and management software)	\$399.99	\$620.00	\$479.99
Deployment	\$72.00	\$180.00	\$180.00
Management & security	\$421.42	\$842.83	\$1,076.95
IT support	\$157.98	\$315.96	\$384.96
Total (approx.)	\$2,558.00	\$4,043.00	\$4,172.00
Savings for Dell Venue 11 Pro with Intel vPro		\$1,485.00	\$1,614.00
Percent savings		37%	39%

Source: Principled Technologies, January 2014



Discover how tablets can

help people with disabilities use technology.

• **The Intel vPro™ Advantage:** Taking advantage of the remote management and security features of Intel vPro processors available on the Dell Venue 11 Pro can create additional savings.

In the end, Principled Technologies found that over three years the savings when deploying a Dell Venue 11 Pro device with an Intel vPro processor was \$1,485 per employee when compared to equipping each employee with a Dell Latitude 14 5000 Series laptop (without Intel vPro technology) and an Apple iPad Air. When the iPad was replaced with a Samsung Galaxy Note 10.1, the savings increased to \$1,614.

Dell Venue Tablets Deliver Performance

Dell Venue Pro tablets powered by Intel processors and running Windows also offer a superior experience when running business applications compared to tablets that need to run apps instead of full-featured business applications. A paper by Prowess Consulting commissioned by Intel compared the experience using the Salesforce.com® Sales Cloud® on a Dell Venue 11 Pro, a Samsung Galaxy Note 10, and an Apple iPad Air. The Dell Venue 11 Pro, running a full-browser version of the Salesforce Sales Cloud outperformed the other tablets, which ran the Salesforce1 app. Both the Samsung and Apple devices lacked several features

critical to sales reps, including the ability to convert leads to opportunities, generate quotes, and view reports, the paper found.

The Dell Venue 11 Pro with an Intel Core vPro processor, like the one used in Principled Technologies’ analysis, packs the processing power and manageability features of a primary computing device in a business environment. For employees that don’t often use multiple business applications but still need a powerful portable device running Windows, both the Dell Venue 8 Pro and Dell Venue 11 Pro are available with energy-efficient Intel Atom quad-core processors. A Dell Venue 8 Pro device, with its smaller form factor, lower price point, and Intel Atom processor can serve as the perfect fit for on-the-go employees in manufacturing, retail, or restaurant environments where portability is important and the number of software applications needed is more limited.

Because Dell Venue Pro tablets run Windows 8.1 Pro, they fit right into existing IT infrastructures and management tools, including Dell KACE appliances and Microsoft System Center Configuration Manager. IT departments can use their existing knowledge of Windows troubleshooting and security to solve problems and protect data.

Dell Venue Pro tablets are also backed by Dell service and support, which includes 90-day premium phone support and a one-year limited hardware warranty for Dell Venue 8 Pro and Dell Venue 11 Pro tablets. The Dell Venue 8 Pro also includes one year of rapid return for repair after remote diagnostics, while the Dell Venue 11 Pro includes one-year in-home service after remote diagnostics.

An entire line of accessories for both Dell Venue 8 Pro and Dell Venue 11 Pro devices is available direct from Dell, including keyboards, docks, stylus, cases, and chargers.

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Dell Venue Pro Tablets at Work

Dell Venue Pro tablets are helping organizations across a number of industries transform their business, delivering employees with a degree of mobility and flexibility that simply wasn't available in the past. At the same time they provide access to the applications and computing power employees expect from a primary computing device.

Non-profit organizations are transforming their services with Dell tablets as well. Organizations that work with the disabled use powerful Windows-based tablets from Dell and Intel to help clients communicate and interact with technology.

Educational institutions use the tablets to help increase student retention, by loading them up with campus maps, class schedules, and activity calendars, all in a powerful, mobile, easy-to-use, touch-enabled form factor.

[Watch a video that shows how one school district](#)

[is using tablets in the classroom.](#)

First Responders

California-based IT firm Beyond Lucid Technologies Inc. provides software solutions that emergency responders use to collect, transmit, and communicate critical incident details throughout the continuum of care. The company's primary solution is the MEDVIEW™ electronic patient care record (ePCR) platform, which is used by fire departments and Emergency Medical Services (EMS) agencies across the United States. The Dell Venue 11 Pro tablet is the perfect piece of hardware for first responders running the MEDVIEW application. It easily fits into field packs and it allows medics to take fast, high-quality pictures of patients' ID and insurance cards and send that data into the receiving hospital within 30 seconds.

[Read more about](#)

[Lucid Technologies and its use of Dell Venue tablets.](#)

Hospitality

MICROS Systems, Inc. provides enterprise-wide applications, services, and hardware to businesses in the hospitality and retail industries. The company's solutions are utilized in hotels, casinos, table and quick service restaurants, retail, leisure and entertainment, fuel and convenience, cruise, and travel operations in more than 180 countries worldwide.

Using Dell Venue Pro tablets with Windows 8.1 Pro and Intel Atom processors, MICROS can deliver the enterprise-grade capabilities of its software applications to customers at a lower price point while still delivering a rich user experience and long battery life.

MICROS uses Dell Venue Pro tablets to deliver a fluid, beautiful, touch experience to hospitality and retail operators around the world that use the company's Symphony™ Enterprise for Food & Beverage, Xstore™ for Retail, and OPERA™ for Hotels applications.

The MICROS solution offers a highly customizable experience allowing any staff member to perform multiple activities from one device. Staff members can dock the Dell Venue Pro tablet onto the MICROS mStation, which provides reliable connectivity to peripherals such as cash drawers, scanners, scales, and customer-facing displays, and then go mobile to interact with clients by showing them the specials of the day, upcoming customer events, and taking orders.

Managers can use the same device to access information vital to their job, such as analytics, restaurant wait lists and reservations, inventory orders, or labor utilization.

[Read more about](#)

[MICROS' partnership with Dell and Intel.](#)



Restaurants

The Habit Restaurants specializes in serving burgers, sandwiches, and other fresh, made-to-order fare. The business has grown from 17 stores to more than 80 since 2007, while experiencing 40 percent annual growth in sales. Dell Venue Pro tablets are an important part of a technology overhaul The Habit launched to improve the customer experience and training for its employees.

Among the advantages that Dell Venue 8 Pro tablets with Intel Atom processors delivered for The Habit:

- **Improved customer service:** Thanks to shorter wait times and better-trained, more knowledgeable employees, The Habit turned Dell Windows tablet adoption into a competitive edge.
- **Enriching the company's "green" initiative:** By helping The Habit use more electronics and generate less paper waste, Windows-based tablets from Dell with Intel Atom processors helped protect the environment.
- **Support for existing applications:** Dell tablets running Windows 8.1 Pro with Intel Atom processors can easily run the familiar Microsoft applications, custom x86 applications, and the MICROS point-of-sale (POS) application that The Habit relies on to run its business.

Summary

Many organizations are missing an opportunity to transform their business because they aren't adopting tablets or they aren't properly leveraging their current investments in the tablet form factor. Some businesses are deploying tablets to the wrong employees; others are deploying the wrong device.

In order to become a primary computing device rather than a costly companion device, however, tablets need to meet a number of criteria, including:

- Run the full-featured Windows operating system
- Feature a powerful Intel processor
- Be easy to deploy and support for the IT staff
- Include an ecosystem of accessories, including keyboards, docks, and more

Dell Venue 8 Pro and Dell Venue 11 Pro tablets are powerful 2-in-1 computing devices that run Intel processors and Windows 8.1 Pro and deliver the portability and usability of a tablet with the power and applications of a primary computing device.

Organizations across a number of industries are turning to Dell Venue tablets to put powerful, compact computing devices in the hands of the employees that most need them, without sacrificing access to business applications or computing power.

To learn more about Intel-powered Dell Venue tablets running Windows 8.1 Pro, please visit:

www.Dell.com/WhyVenue11Pro

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