



# Cutting edge devices for a new generation of students

Queen Mary University of London enhances student experience with touch screen devices and improves budget efficiency with Dell Financial Services

Queen Mary University of London (QMUL) is undergoing a fundamental transformation, at a time of rapid change in the U.K. higher education sector. The university aims to secure its place among the top universities in the world and has a strategic plan to achieve this. All areas of its operations play a role, with IT being a key component.

At the same time, universities are facing pressure to deliver a higher level of service to students, as students themselves now pay a greater proportion of the cost of higher education. Effectively they have become paying customers.

In addition to these two factors, the university wanted to improve its IT and respond more efficiently to the needs of researchers. QMUL decided on an IT transformation across all its campuses.

A significant part of this was a refresh of the PCs in shared student work areas such as libraries and computer labs. Around 1,500 PCs in these areas had come to the end of their lifecycles. They were running outdated operating systems and cluttering up work areas with towers in large anti-theft cages, separate monitors and peripherals.

## Touch proves a hit with students

QMUL asked a handful of vendors to suggest a solution, from which Dell successfully proposed substituting the PCs with Dell OptiPlex 9020 All-in-One devices with touch screens running Windows 8. These replace a traditional tower and monitor with a one touch-capable unit including a solid-state drive. For Johnathan O'Regan, Assistant Director, IT Infrastructure at Queen Mary University of London, the benefits are clear. "We've gone from a cluttered

## Customer profile



<b>Company</b>	Queen Mary University of London (QMUL)
<b>Industry</b>	Higher Education
<b>Country</b>	United Kingdom
<b>Employees</b>	4,000
<b>Website</b>	<a href="http://www.qmul.ac.uk">www.qmul.ac.uk</a>

## Business need

Queen Mary University of London aims to become one of the world's top universities. With all students now paying more for their education, expectations are higher than ever.

## Solution

QMUL rolled out Dell OptiPlex All-in-Ones with touch screens. Dell managed the deployment and the devices were leased through Dell Financial Services.

## Benefits

- Leasing gives greater control of budgets and allows for a complete refresh
- Student experience is enhanced with modern touch screen devices
- No additional resources are required with managed deployment service
- Power consumption halved with All-in-One desktop

## Solutions at a glance

- Client Solutions

"We've gone from a cluttered to a clean environment. Plus the devices are flexible and easy to use. Students can stand them up, lay them down flat to do shared work, or use them like a traditional PC."

*Johnathan O'Regan, Assistant Director, IT Infrastructure, Queen Mary University of London*

to a clean environment," he says. "Plus the devices are flexible and easy to use. Students can stand them up, lay them down flat to do shared work, or use them like a traditional PC."

Johnathan O'Regan has also noticed how quickly the students took to the new computers. By using All-in-Ones with intelligent power supplies, Johnathan estimates the power consumption of the estate has fallen by 50 per cent, helping towards the university's sustainability goals included in its five-year strategy.

### Enabling a full refresh

A key part of the Dell proposal included leasing the devices. Due to changes in U.K. higher education, funding is difficult to predict. As such, managing a budget can be hard. By choosing to lease with Dell Financial Services, the university swapped a large upfront cost for manageable, predictable monthly payments over three years. "We had the budget to refresh a third of the estate, but through leasing, we managed to refresh the whole lot," says Johnathan O'Regan. This gave QMUL the freedom to deploy the right technology solution immediately. "So we've avoided the problem of some students having to use old machines while others get new Dell OptiPlex devices. Given that each student pays £9,000 a year towards their education, that's only fair."

Over a three-year lease, the total cost of ownership is lower than buying the devices outright. Moreover, the university is able to refresh again in three years without worrying about disposal, ensuring the client estate remains up to date for new students.

### Quick and simple install with managed deployment service

QMUL decided to enlist Dell Services to help with the deployment of the new PCs. "We knew Dell could provide deployment resources, so we didn't have to build and train a team," he says. On some days the Dell team installed 100 devices, which involved drilling desks for support arms, unpacking the machines and cabling. Johnathan also recalls how Dell was able to customise a driver to disable the speakers, while still enabling the devices' headphone sockets to work. "Little things like that make a big difference with Dell," he says.

### Just the beginning

The university will roll out the All-in-Ones across other schools, institutes and departments, upgrading from Windows 8 to Windows 8.1 in the process. It is also working with Dell on some management software projects, having been a Dell Quest customer for several years before Dell acquired the company. "Quest always had a very high quality of service and Dell has maintained that," says Johnathan O'Regan.

## Products & Services

### Services

Dell Deployment Services

Dell Financial Services

### Hardware

Dell OptiPlex 9020 All-in-One with touch screen

### Partner

Windows 8

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