

# Dell Technologies Services Accelerates Deployment And Time-To-Value With Microsoft 365 And Teams

Organizations often lack the knowledge to develop plans for successful large-scale IT deployments and even efficient and well-staffed IT teams may not have the experience, skills, or bandwidth to undertake the implementation of productivity solutions such as Microsoft 365 and Teams. The problem is amplified when other common industry issues such as antiquated systems or reluctant end users come into play. Decision-makers can be overwhelmed by the complexity of the technical decisions they need to make, which ultimately delays putting these modern productivity tools into use.

[Dell Technologies Services](#) helps organizations through the planning and deployment of modernization efforts by delivering the expertise and assistance needed for an efficient and effective migration from Windows 10 to Microsoft 365 and Teams. By consolidating disparate solutions into an integrated productivity suite and migrating customers from an on-premises environment to a cloud or hybrid model, Dell Technologies Services facilitates widespread adoption of the solutions through persona-based rollouts, enabling organizations to make the most of their entire Microsoft 365 investment and improve employee experience in the process.<sup>1</sup>

To better understand the benefits, costs, and risks associated with leveraging Dell Technologies Services to deploy Microsoft 365 and Teams, Dell and Microsoft commissioned Forrester Consulting to interview a decision-maker at an existing customer and conduct a Total Economic Impact™ (TEI) study.<sup>2</sup> This customer is a large grocery retailer with 1,500 retail locations and over 20 other facilities for distribution and back-office functions. The



Projected reduction of deployment timeline:

**36 months**



Projected avoided spend on idle licenses awaiting deployment:

**\$3 million**

organization employs 5,800 people in the back office and distribution locations and 30,000 at the retail stores. The interviewee is the director of the IT service centers, and this Spotlight focuses on the grocery retailer's experience using Dell Technologies Services and its value to that organization.

## INVESTMENT DRIVERS

The customer faced challenges that prompted the organization to explore modernizing the productivity tools used by employees and deploying Microsoft 365 and Teams. These challenges included:

- **The replacement of end-of-life technology.** The director said: "Our retail environment is using Office 2003. It works well, but it's a continual conversation about files coming from the office that need to be a lower version [of Microsoft Office] in order to be able to send it to the to the [retail] store [employees]. It's a constant irritant that permeates your organization, and we'll be able to remove all that."
- **Lack of skills and bandwidth on the IT team to implement transformation.** The director acknowledged that the IT team wasn't structured

to handle a large-scale deployment of Microsoft 365 and Teams, saying: “We simply didn’t have the staff internally. We’re quite light when it comes to IT staff.”

- **A need for help developing an effective plan for deployment and adoption.** The director said: “We have processes that have been in place for quite a long time, and in some cases, people don’t really understand why particular decisions were taken and how these processes came about. So there were a lot of discussions occurring about how we shake up our internal processes and transition to best practices when it comes to [Microsoft 365].”

**“[Dell Technologies Services] helped us really put some meat in the project plan and then keep us honest to stay on it. ... It really focuses you to keep this as a priority in your roadmap.”**

*Director, IT service center, grocery retailer*

## DELL TECHNOLOGIES SERVICES FEATURES

To address these challenges, the grocery retailer approached Dell to understand how the organization might facilitate this transformation. Several features prompted the decision to partner with Dell:

- **Persona-based rollouts to foster an effectual implementation.** Rather than roll out individual components sequentially across an enterprise, Dell Technologies Services works with its customers to develop a persona-based rollout in which the entire productivity suite is deployed to designated personas, giving the organization and Dell the ability to tailor change management

activities, enhance the employee experience, and promote greater adoption, faster.

- **Assurance that large-scale, complex projects are manageable and successful.** The director explained: “Dell Services had done a similar work effort with [another grocery retailer] that had similar challenges that we had. Being able to leverage [Dell’s] experience with a retailer such as this made a difference. ... We’re not the first organization moving to the [Microsoft Cloud] environment, so there should be some learnings we can use by tapping Dell.”
- **Better fit for customer deployments to customer preferences and needs.** Although the customer needed Dell Technologies Services to provide the vision and resources to accomplish this modernization effort, the retailer also sought to leverage the customized deployment strategy in certain aspects of this and other initiatives. The director said, “We asked [Dell] to help us create two separate personas and then to help us understand the recipe they used [so we can] continue to do that work.”

## KEY RESULTS

The grocery retailer engaged with Dell Technologies Services and started with the transition of the 5,800 back-office and distribution center employees to Microsoft 365 and the implementation of Microsoft System Center Configuration Manager. The director explained: “We utilized Dell in two ways: One was to set up the environment, and [the other] was to set up the basic processes and controls around it so that our staff that really didn’t have that knowledge could jump onto the bandwagon and start using it.”

From there, the retailer began deployments of Teams and SharePoint for the back-office and distribution center personas, as well as the transition from an on-premises Exchange environment to the cloud environment. The expected benefits of working with Dell Technologies Services through this transformation include:

**Expedited deployment projected to improve time-to-value by 36 months.** The expertise and level of service that Dell provides accelerates the deployment of Microsoft 365 and Teams. The director said, “It would have taken us three times longer to do it internally than if we didn’t use Dell.” The project timeline for the grocery retailer is 18 months and had the retailer not partnered with Dell Technologies Services, it would be 54 months. The difference between these two timelines results in the projected completion of this project 36 months sooner than what would have been achieved with the internal IT team. The accelerated deployment is expected to lead to significant benefits for the grocery retailer, including:

- **Earlier use of licenses acquired for Microsoft solutions, rather than remaining dormant.** The director explained, “We’re paying for subscriptions ... so you’re paying for it whether you deployed it or not.” The expected annual cost of licenses for the deployed Microsoft solutions is approximately \$1 million per year for the grocery retailer. The acceleration of the deployment by Dell Technologies Services avoids the situation in which licenses are acquired but the solutions are not fully utilized. For the grocery retailer, an internal deployment projected at 54 months decreases to 18 months with Dell, resulting in potential savings of 36 months or three years of idle license cost, amounting to \$3 million.

**“When you show your team an investment in their department, it helps them feel better about the organization as a whole and that they’re needed and wanted.”**

*Director, IT service center, grocery retailer*

- **Productivity gains expected from Microsoft solutions for an additional period.** The director also described how the deployed Microsoft solutions are expected facilitate productivity gains for employees, saying, “The value is really in the functionality and collaboration that we’re going to have by having everybody on the same level of toolkit.” He went on to discuss how he saw employees embracing the new productivity features: “They see the value of Teams and they want to get away from using the other collaboration tools ... and focus on Teams and save some time and effort.” Because Dell Technologies Services is expected to implement these solutions up to 36 months sooner than anticipated, the expected productivity gains from Microsoft 365 and Teams will be realized for an additional period.

In a separate study that examined the experience of other organizations, Forrester calculated an ROI of 203% and a three-year net present value of deploying Microsoft 365 E5 of \$4,876 per user.<sup>3</sup> Another separate study on other organizations determined an ROI of 832% and a three-year net present value of \$5,416 per user for organizations deploying Microsoft Teams.<sup>4</sup>

- **Accrual of the full value of Microsoft enterprise agreement.** By acquiring the licenses for the Microsoft solutions, the grocery retailer is entitled to assistance from Microsoft’s FastTrack program that assists customers with aspects of their deployment.

The director talked about how Dell can help his organization take full advantage of such features without tying up internal resources: “What we found with FastTrack is that [Microsoft is] very useful for velocity work, [but] they are quick to pass back it back to you when it gets complicated. And that’s where we want to leverage Dell and use some of their resources to tackle this stuff, and we expect that Dell can help

us. ... At the end of the day, it's going to be helpful to get experienced resources to work day in and day out and figure out those elements that [need attention] and keep the project on track."

The retailer avoids internal efforts that would have been needed from the IT team by fully leveraging the resources of Dell Technologies Services, resulting in productivity gains from IT personnel.

**Migration to cloud to allow for sunseting legacy solutions and on-premises hardware.** The director elaborated on how his organization projected savings from the retirement of legacy solutions and on-premises hardware, saying: "We're obviously going to retire a significant amount of space that we have in the computer room that has been used up for personal shares or network drives or even our Exchange environment. [It's] going to be severely reduced. ... It's part of the business case of going to the cloud. ... We're going to sunset the amount of hardware on-premises to support about 5,800 individuals." The cost avoided by no longer needing to power and cool on-premises hardware, or the hardware cost avoided by reprovisioning the legacy hardware to other productive uses, provide benefits to the organization.

## **SUMMARY**

Dell Technologies Services provides broad experience and expertise to organizations seeking a refresh or modernization of their employee productivity tools and Microsoft ecosystem. Migrating from on-premises to a cloud-based environment can provide organizations with the flexibility to retire legacy hardware and software. The ability of Dell Technologies Services to accelerate deployments of Microsoft 365 and Teams can be expected to accelerate the realization of benefits related to those solutions as well as maximize the value of underutilized licenses that can positively impact employee experience.

## Appendix A: Endnotes

<sup>1</sup> [Dell Technologies Services](#) assists customers [migration to Microsoft 365](#) (including [Windows 10 migration, Teams, and Teams Rooms](#)), [accelerate the adoption of Microsoft 365](#), modernize their workers' experiences with Microsoft 365, and simplify [management of their Microsoft 365 ecosystem](#). Dell Technologies Services industry experts offer strategic guidance and proven practical capabilities to accelerate time-to-value of workforce modernization objectives.

<sup>2</sup> Total Economic Impact is a methodology developed by Forrester Research that enhances a company's technology decision-making processes and assists vendors in communicating the value proposition of their products and services to clients. The TEI methodology helps companies demonstrate, justify, and realize the tangible value of IT initiatives to both senior management and other key business stakeholders.

<sup>3</sup> For more information about the potential benefits of Microsoft 365, read "The Total Economic Impact Of Microsoft 365 Enterprise E5," a commissioned study conducted by Forrester Consulting on behalf of Microsoft, December 2020.

<sup>4</sup> For more information about the potential benefits of Microsoft 365, read "[The Total Economic Impact™ Of Microsoft Teams](#)," a commissioned study conducted by Forrester Consulting on behalf of Microsoft, April 2019.

### DISCLOSURES

The reader should be aware of the following:

- The study is commissioned by Dell Technologies Services and Microsoft and delivered by Forrester Consulting. It is not meant to be a competitive analysis.
- Forrester makes no assumptions as to the potential ROI that other organizations will receive. Forrester strongly advises that readers use their own estimates within the framework provided in the report to determine the appropriateness of an investment in Dell Technologies Services deployed with Microsoft 365 and Teams.
- Dell Technologies Services reviewed and provided feedback to Forrester. Forrester maintains editorial control over the study and its findings and does not accept changes to the study that contradict Forrester's findings or obscure the meaning.
- Dell Technologies Services provided the customer names for the interview but did not participate in the interview.

### ABOUT TEI

Total Economic Impact™ (TEI) is a methodology developed by Forrester Research that enhances a company's technology decision-making processes and assists vendors in communicating the value proposition of their products and services to clients. The TEI methodology helps companies demonstrate, justify, and realize the tangible value of IT initiatives to both senior management and other key business stakeholders. The TEI methodology consists of four components to evaluate investment value: benefits, costs, risks, and flexibility.

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