



The Right Solutions for a Growing Remote Workforce

Practically overnight we experienced a mass shift from working in a physical office location to working from home. All throughout, we've helped our customers rise to the challenge, providing the equipment needed to keep business running as usual.

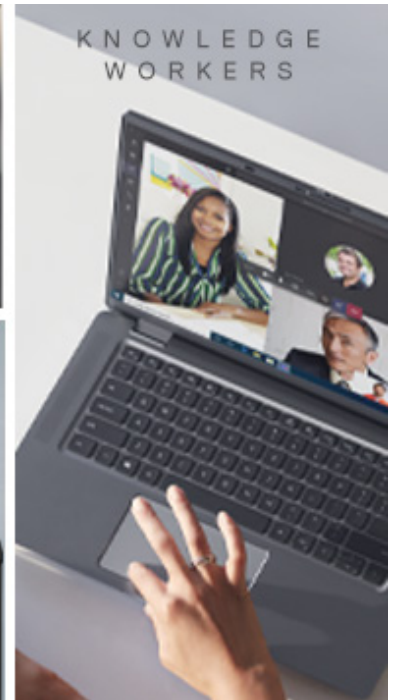
But now that the pace of change has slowed, it's important to go back and do it right, ensuring the IT environment drives you closer to your digital transformation goals, while also empowering your team members to work anytime, anywhere. We can help you build permanent IT strategies to sustain your growing remote workforce now and into the future.

REMOTE WORK IS HERE TO STAY. OPTIMIZE FOR THE LONG TERM.

About 40% of the workforce will continue to work remotely long after employees begin returning to the office.¹ However, their technology expectations, regardless of location will stay the same. A recent ESG Digital Work Survey reported:

- 70% of all workers expect to be productive from anywhere²
- 54% expect to use the same device for both business and personal tasks²

That's why having a solid, remote-capable workplace ecosystem is critical. You want to ensure your end-users can still stay productive wherever they're working with purpose-built solutions that meet their specific needs.



UNDERSTAND END-USER NEEDS

Across the board, all remote workers desire uninterrupted, seamless work experiences. Changing their work location doesn't lessen their expectations for productivity. While different kinds of organizations have different kinds of work, we've identified four major types of worker personas that fit within most businesses:

Knowledge workers: executives, outside sales, lawyers, doctors

Educators & students: K-12, higher education

Phone-based workers: customer service, inside sales, government agencies

Specialized personas: engineers, data scientists, video editors

Ultimately, each type of worker will need their own set of tools to be successful. For example, Educators need priority access to Education Services and seamless connectivity for virtual classes. Knowledge workers that are used to being on-the-go might prefer ergonomic set-ups and consistent connectivity that allows for quick adaptability. On the other hand, specialized personas require high-performance

networks and applications. Whether they're working with large file sizes, rendering video, or using multiple apps, this persona type requires high-performing devices equipped to handle the size of their workload.

The requirements, down to the hardware and peripherals, will look differently based on the nature of each persona's work.

From services to security and infrastructure, we've intelligently designed solutions to support all remote workers, including the remote IT workforce. Our tailored solutions ensure you have exactly what you need to deploy, secure, manage, and support your new remote environment for the long term.

THE RIGHT TECHNOLOGY

Remote experiences are made infinitely more rewarding with tech that makes it easier for employees to get work done. Our [intelligent business PCs with Dell Optimizer³](#) learn directly from users, so that selected apps run faster⁴, and conference calls sound clearer. And with built-in AI, users can experience improved performance so they can work better from anywhere.



For virtual environments, we have a [VDI](#) option to meet needs specific to your worker personas and [SD-WAN](#) for dedicated network connectivity. And to keep data safe, we offer [SafeGuard & Response](#) with Carbon Black.

To help you deploy, support and manage your remote environments and endpoints, we offer [Unified Workspace](#) modern lifecycle solutions, giving you and your employees a seamless, hassle-free work experience.

All of this is available through [flexible financing](#), including as-a-Service consumption.⁵

SETTLE IN, THIS IS FOR THE LONG-HAUL.

Now more than ever is the time to ensure the right systems are in place for a permanent remote work environment. In just three years, remote work will become our new normal with up to 50% of employees working away from the office¹.

You've helped your end-users get up and running. Now, with these innovative, purpose-built solutions, we can help you do it right by optimizing these new remote environments for the long term.

¹Pre and Post CV19: Dell User Group Pulse Survey, March 2020

²2019 Digital Work Survey, Enterprise Strategy Group (ESG) Based on Dell analysis, November 2019

³Dell Optimizer not available in OptiPlex 3000 series

⁴Faster application launch time only available on mobile devices

⁵Payment solutions provided and serviced by Dell Financial Services LLC or its affiliates or designees ("DFS") for qualified customers. Offers valid through July 31, 2020, to qualified business end-users in the US (excluding DBC accounts). Offers may not be available or may vary in certain countries. Offers may change without notice, may be subject to minimum transaction size, and are subject to credit approval, product availability, applicable law and documentation provided and acceptable to DFS. For important offer information visit delltechnologies.com/paymentsolutions.