



DELLTechnologies

Maximizing Your ROI and Employee Experience With PC as a Service

Creating a top-notch employee experience is the focus of many employers. After all, a happy employee is a productive employee. But make no mistake: An employee who has the right computer, software and accessories is going to be the most productive. If you have employees using slow PCs that frequently need IT support, all the perks in the world won't make them happy.

With employees spending most of their workday in front of the screen, their PC can be the difference between getting work finished and getting frustrated. The right end-user computing solution is critical to attracting and retaining the best talent, while the amount of technology-induced downtime your employees suffer directly impacts their ability to work and generate revenue.

With the world quickly shifting to a work-from-anywhere model, employees need to be able to work anytime without interruption. But all too often, IT struggles to manage the PC lifecycle process, creating unnecessary disruption.

With PC as a Service (PCaaS), IT teams can manage the complexity of delivering a modernized employee experience bringing a new level of predictability to their IT budgets. Just like any "as a service" solution, PCaaS allows you to make one predictable monthly payment, helping IT spread out its costs instead of paying all at once. At the same time, PCaaS can provide all the hardware and lifecycle solutions your employees need to do their best work.

In this paper, we'll discuss the economic impact PCaaS can have on your organization, what to look for in PCaaS and the process for adopting PCaaS in your organization.

This guide will outline:

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The Total Economic Impact of Dell PCaaS

Dell PCaaS modernizes the employee experience and simplifies IT by providing end-to-end PC services, including hardware, deployment, support, asset recovery and transitioning to new devices every three years, all for one simple, predictable monthly price with no upfront investment required.

In a recent analysis commissioned by Dell Technologies and Intel, Forrester Consulting measured the total economic impact of Dell PCaaS. This analysis assumes a 4,000-user composite organization modeled after 10 Dell PCaaS customers. In this scenario, they assume the organization is a global manufacturer with an employee base shifting to work location flexibility. Here's what they found.

Reduced Device Lifecycle Service Personnel Costs

Forrester compared Dell PCaaS to the average monthly cost the model organization would incur if it handled procurement, support and asset recovery services internally. They estimate that Dell PCaaS would help reduce the organization's monthly PC lifecycle costs per device from \$24.34 to \$19.39, **a saving of 20.3%**.¹

They also estimate that Dell PCaaS saves **5.26 hours of IT support labor per device**, allowing IT to re-deploy those hours toward more strategic initiatives.¹

What Can Dell PCaaS Save Your Organization?

Use our Total Economic Impact (TEI) calculator to estimate your current PC lifecycle costs compared to Dell PCaaS for a high-level economic impact estimate of your specific environment. For a more detailed analysis, please contact your Dell Technologies sales representative.

[Go to the TEI Calculator](#)

“We moved to Dell’s PC as a Service because we wanted devices managed end to end. Dell is managing everything from providing the devices to managing the security through device recovery and recycling. For the next two years, most of our IT personnel are not going to touch anything to do with laptops, devices or peripherals.”

—IT director, financial services¹

Decreased Average Device Age and Faster Support

Forrester found that organizations traditionally refresh devices approximately every five years, leaving employees working with slower, dated devices as their PCs reach the end of their useful life.

Dell's PCaaS best-device policy provides users with high-end devices that are **refreshed every three years**, ensuring employees are always using fast, responsive PCs. Even for companies that refresh every four years, the pace of PC innovation means that final year can make employees feel like they're working with a dinosaur.

Dell PCaaS also helps users **receive their PC five days faster** and receive support **resolution five days more promptly** on average compared to in-house deployment and support. Newer devices and responsive support help improve the employee experience and decrease downtime, leading to higher productivity and higher employee retention.¹

“We had realistically been refreshing our devices every seven years. It's great now having newer devices, fewer issues and some standardization across devices and applications.”

—Senior operations lead, museum¹



Reduced Device-Related Hardware Costs

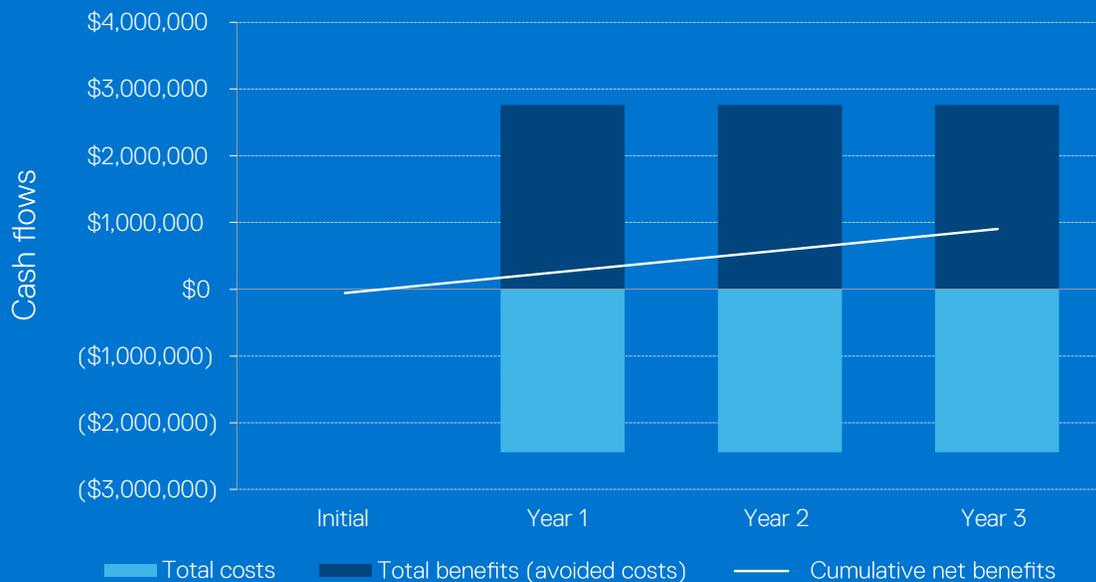
By consolidating device-providing vendors and standardizing device offerings, Forrester determined the model organization could **reduce their hardware costs by 5%** compared to sourcing similar devices from multiple providers.¹

The bottom line: When comparing the costs of Dell PCaaS to its benefits of reduced PC hardware and lifecycle costs, greater IT labor savings and improved productivity, Forrester determined an **ROI of 12%** over three years.¹

“We have made a 25% savings on our PC budget since we moved to Dell PCaaS.”

—Technical director, manufacturer²

Financial Analysis (Risk-Adjusted)



Read the full [“Total Economic Impact of Dell’s PC as a Service”](#) for a complete analysis.

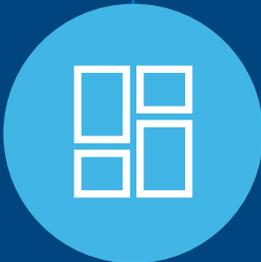
Understanding Dell PCaaS

Dell PCaaS provides everything you need in one easy-to-manage service for one predictable price:



Hardware

Choose from Dell Technologies' leading portfolio of PCs and accessories to deliver exactly the right solution for every employee, while our best-device policy means employees are working with newer, higher-performing devices compared to older PCs.



Lifecycle Services and Software

Dell ProDeploy Client Suite simplifies the deployment process by provisioning and delivering devices directly to employees, helping them be productive from day one. For support, Dell ProSupport provides proactive support that allows Dell Technologies experts to detect and repair issues before they impact the employee. Meanwhile, Dell Asset Recovery lets you plan in advance for PC end-of-life so you can effectively transition employees to new devices faster.



Flexible Payment Solutions

PCaaS provides one-stop financing for all the hardware, software and services you need to help your employees work at their highest level.

4 Steps to Adopting PCaaS

PCaaS helps IT modernize the workplace and improve the employee experience. However, it also requires organizations to think differently about how they procure, support and retire devices. Here are the four steps you need to take to evaluate, access and implement a PCaaS model for your organization.

1. Evaluate Business and End-User Computing Strategy:

One of the major benefits of PCaaS is that you can customize it exactly to fit the strategy of your business. Use this step to understand what you want to accomplish so you achieve success, however you define it. In this stage you will:

- Define your business and employee experience imperatives, along with your procurement requirements.
- Establish a decision-making committee for PCaaS.

2. Evaluate Your Current Environment, Devices and Processes:

To reduce friction, frustration and employee downtime, it's essential to understand your current environment so you can transition without disruption. Dell Technologies' Client Deployment Assessment process helps drive discovery so you know exactly what to do next. The assessment includes:

- Defining all internal processes and gaps
- Mapping operational responsibilities
- Determining the age and status of the existing device fleet
- Determining locations and device quantities per location
- Developing a prioritized plan for the deployment process





3. Establish the Business Case for Employee Experience Modernization Through PCaaS:

Armed with your Client Deployment Assessment, you'll be able to populate the TEI calculator with the exact values for your business, such as your number of devices, worker profiles and leasing status. With this calculation, you'll be able to:

- Review cost savings opportunities.
- Model various scenarios to right-size your plan.

4. Engage with Dell Sales to Design PCaaS for You:

Dell PCaaS combines everything you need for end-to-end PC lifecycle services, all customized to your business and user requirements. Best of all, the entire PC lifecycle can be managed through a single point of contact, making the entire process simple. In this step, you'll define how you want Dell PCaaS to help you:

- Deliver Dell Technologies' portfolio of the most intelligent, most secure, and most manageable PC hardware.
- Establish day one productivity and get devices to employees faster.
- Take advantage of a monthly payment plan and flex up-or-down options to stay responsive to business budgetary and cash flow needs.
- Ensure expert support throughout the PC lifecycle.
- Retire devices securely, responsibly and quickly.
- Transition employees to new devices at the end of the PC lifecycle.

Simplifying the PC Lifecycle With Dell PCaaS

With Dell PCaaS, IT can improve the digital employee experience while achieving several benefits compared to the traditional way of buying, deploying, and supporting employee PCs, including:

- A predictable price per unit per month
- No upfront investments
- Reduced day-to-day management costs
- Services Delivery Manager for a single point of contact and expertise
- No ownership or disposal costs
- Devices customized to employee needs
- Access to Dell Technologies support experts throughout the PC lifecycle
- Improved productivity thanks to accelerated PC refreshes

To learn more, visit DellTechnologies.com/PCaaS or contact your Dell Technologies Sales Representative today.



Sources

¹Based on a Forrester Total Economic Impact™ Study commissioned by Dell “The Total Economic Impact™ Of Dell’s PC As A Service” November 2020. Results derived from customer interviews and survey data. Estimated savings in U.S. Dollars, calculated over 3 years for 4,000 users. Actual results will vary. Full report: <https://www.delltechnologies.com/resources/en-us/asset/analyst-reports/solutions/forrester-the-total-economic-impact-of-dells-pc-as-a-service.pdf>.

²“A smarter way to refresh client devices”: <https://www.delltechnologies.com/resources/en-us/asset/customer-profiles-case-studies/solutions/delltechnologies-customer-profile-shiseido.pdf>.

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