

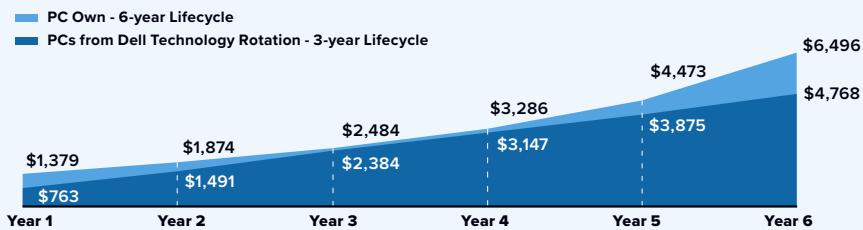


Adopting a Technology Rotation Program from Dell Improves Operational and Cost Efficiencies for Client Devices

Dell client device customers interviewed are achieving a **27% savings** over six years when they use Technology Rotation for their needs compared to purchasing client devices.

CLIENT DEVICE SAVINGS OVER SIX YEARS

6-Year Running Costs per Client Device



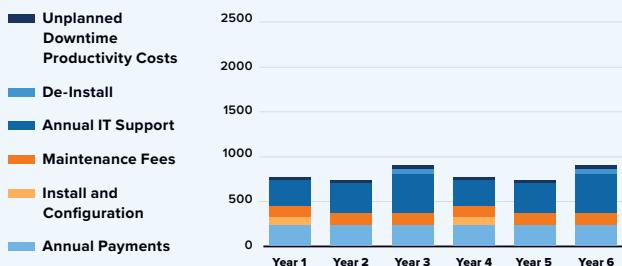
CUSTOMER QUOTE:

“Because of the cost savings and the productivity savings (from Technology Rotation), I think we'll have an ongoing partnership with Dell for quite some time.”

Scenario 1: One client devices over six years



Scenario 2: Two client devices-each three years



Key Results

27%
savings over 6 years

50%
more efficient IT client devices management

27%
reduced unplanned downtime

CUSTOMER QUOTE:

“(Dell Technology Rotation has) cut the IT department workload by 45% so they can focus deeper issues like connecting 2 different platforms, or dealing with database issues, etc. They rarely spend time figuring out who's laptop is out of commission and how they are going to deal with it. We use Dell to figure out all the logistics and get them a laptop as soon as possible.”

IT Agility Impact

28%
reduced staff time needed to decommission client devices

19%
more efficient client devices deployment

29%
reduced staff time required to patch/update client devices

IDC's Methodology for this Study

To understand the benefits of client devices refreshes and costs associated with aging client devices, IDC conducted two analyses based on interviews with study participants that inform this study:

- ▶ **A before/after analysis of costs for study participants** of their refreshed client devices environments compared with continuing to operate the client devices they replaced (at operational cost levels at the time of replacement) as well as an analysis of the impact in terms of additional business supported and metrics pertaining to agility and performance (“before/after client devices refresh” analysis.) (For this analysis, the “before” costs are calculated at the end of client devices life cycles based on the average replacement cycle for client devices refreshes discussed during interviews.)
- ▶ **An analysis of projected net cash flow over six years** for an organization that refreshes its client devices after three years (i.e., has two three-year client devices life cycles in six years) and an organization that does not refresh its client devices (i.e., buys and keeps a client devices for a single six-year client devices life cycle in six years) (“two three-year life cycles versus one six-year life cycle” analysis.)
- ▶ **This study references results from both analyses** and uses the identifiers noted previously to indicate which analysis provides the basis for the data being discussed.



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