

Client Managed Services

Tailored end user solutions to transform your workplace



Our Client Managed Services (CMS) portfolio provides tailored end-to-end lifecycle management and end user solutions. CMS provides a better user technology experience and maximizes on technology investments allowing IT to focus on strategic business goals.

CMS builds on long standing Dell services

like service desk, consulting, imaging and deployment to create a solution that solves customer problems. Our solutions focus on end user experience and lifecycle management improvement and innovation.

End User Experience

- Global delivery for Dell and other brand devices
- Follow the sun model of omni-channel support
- End user choice with self-service and proactive monitoring and alerts
- Global break-fix and IMACs
- Predictive analysis identifies possible issues and enables advanced repair or replacement

Lifecycle Management

- Day one employee productivity
- Asset awareness and control reduces risk and costs
- Device swap for user productivity while device is repaired
- Overall effective asset management
- Integrated with user support services

End User Experience

Best shore solutions to meet budget needs for global always-on support

Reduce user downtime and field service calls with proactive monitoring alerts and predictive analysis

- Level 0 – Self-help and self service
- Level 1 and Level 2 multi-lingual Enterprise Service Desk
- Level 1.5 end user device support service desk
- Device telemetry with Dell SupportAssist
- On-site Tech Central walk-up support centers
- Deskside support for campus and dispatch locations
- Multi-vendor hardware support
- Depot and advance exchange support
- Collaboration and conference room support
- Microsoft 365 management and adoption services
- Education services

Lifecycle Management

Employee productivity on day one

Overall effective asset management

Integrated with user support services

- Design and engineering
- Asset tracking, planning and analysis
- Device selection and customization
- Procurement and provisioning
- Logistics and deployment
- Moves, adds, and changes
- Recovery and reuse
- Client Engineering: OS, firmware, driver, application management, app packaging, and distribution
- End point vulnerability and security management
- End of life data sanitization and asset disposition
- Technology platform management: VMware Workspace One, Microsoft SCCM, MEM/Intune and other

Transformation and Consulting

Transformation design and experience with continual service improvement

- Transformation planning
- End user experience management programs
- Persona development
- Unified endpoint design and management

Account Management

Programed account support with transition management

- Transition management
- Transformation management
- Client Delivery Office
- Service Management Services