

# Forrester: 4 ways Dell PC as a Service reduces IT expenses and complexity.

[Read the Executive Summary](#)



A recent study shows Dell PC as a Service (PCaaS) helps organizations cut costs, improve user experiences and achieve budget flexibility. Forrester reveals that Dell PCaaS customers saw 12% ROI.\* Customers were able to:

## 1 Reduce costs and increase budget flexibility.

Forrester found that Dell PCaaS customers experienced a 20% decrease in device lifecycle management costs\* and a 5% decrease in hardware costs,\* totaling \$733,000 in savings over three years.\* Paying for devices on a per-device, per-month basis, as opposed to an upfront capital expenditure, alleviated budget constraints and improved cash flow.

## 2 Improve user experiences.

Get your employees up and running faster, with newer devices. Forrester found that Dell PCaaS users received their devices on average five days faster\* and operated on hardware that is up to two years newer.\*

## 3 Accelerate support resolution time for end users.

Leveraging Dell's ProSupport greatly increased the average support request resolution time for end users. The interviewed companies reported an improvement of ticket resolution times by up to six business days through a streamlined, consistent support experience.

## 4 Reduce the burden on IT resources.

Dell PCaaS customers collectively saved over five hours per device per year on procurement, deployment, support, refresh and recovery tasks.\* Interviewees also reported that reducing personnel time spent on device support increased their ability to execute business-critical digital transformation projects.

## Advance IT transformation and save with Dell PCaaS.

Improve remote worker productivity and save. Dell PCaaS delivers the latest hardware, software, lifecycle services and financing in one comprehensive solution — improving the employee experience while allowing organizations to manage IT complexity at a single predictable price. Consult this TEI calculator for specifics on how your organization can benefit.

[Learn More >](#)



\* Based on the Forrester Consulting study commissioned by Dell Technologies and Intel, "The Total Economic Impact of Dell's PC As A Service," November 2020. Results based on a composite organization representative of the 14 companies Forrester interviewed in 2018 and 2020 and a survey of 101 IT decision-makers. Full Study: <https://www.delltechnologies.com/resources/en-us/asset/analyst-reports/solutions/forrester-the-total-economic-impact-of-dells-pc-as-a-service.pdf>

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