

Dell Lifecycle Hub

Simplify multi-vendor device lifecycle management while providing a high-quality work-from-anywhere employee experience

Employee expectations have evolved in the last few years, with new research showing how organizations are adapting to keep pace:

45%

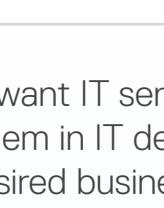
said that remote and hybrid work models are now an embedded part of accepted work practices.^[1]

42%

of organizations say that intelligent digital workplaces are no longer optional, but a business necessity^[2]

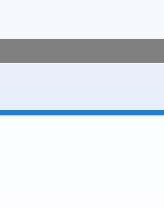
Work from anywhere (WFA) creates gaps in the user experience and adds new complexity to business challenges.

IT assets such as PCs and mobile devices are highly dispersed with multiple storage locations



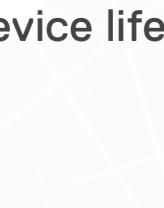
New hires need to receive complete starter kits before they can get to work

Assets must be retrieved when someone leaves the company



Devices break, are lost, and sometimes stolen, rendering valuable employees inactive

Devices require refreshment at their end of life or replacement when an employee's role changes



Hardware's value and utility must be optimized throughout its lifecycle

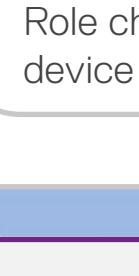
With employees more distributed than ever, IT departments are forced to dedicate increasing amounts of their valuable time managing the company's device inventory.

IT personnel have less time to pursue business priorities and strategic initiatives.

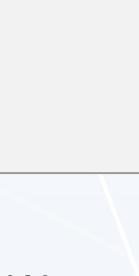
IT bottlenecks can restrict an organization's ability to:

- Unlock the value of data resources
- Enhance customer experiences
- Create new business opportunities

Organizations are seeking expertise from IT services providers for multiple business needs.



69% say their organization lacks sufficient resources or expertise to realize the full value of their technology purchases^[3]



71% want IT services providers to advise and guide them in IT decisions that are aligned with their desired business outcomes^[4]



79% want IT service providers to help improve and deliver a better customer experience^[5]



64% want IT services providers to help provide a better experience for hybrid/remote workforce^[6]

Lifecycle Hub Reduces Complexity

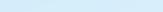
Dell Lifecycle Hub is the first OEM solution to combine configuration services and deployment expertise with warehousing and inventory management into a comprehensive multi-vendor device lifecycle managed as a service.



With included return, repair, whole unit exchange, and refurbishing services, Dell Lifecycle Hub helps keep employees working and maximizes use of device inventory.

Lifecycle Hub enables these employee experience outcomes

New hires



Day one productivity

Employee departures

Redeploy assets to other employees

Device failure or damage

Whole unit exchange/ready to work

Role changes and device refreshes

Minimize downtime

Why Dell Device Lifecycle Management?

We offer a unique end-to-end solution that addresses the growing warehouse and inventory management challenges of the hybrid workplace.

Delivers a ready-to-work-experience

Reduces IT complexities and drives operational efficiencies

Securely manages customer owned or leased, multi-vendor end-user equipment

Effective inventory management optimizes end user device utilization

Proven sustainable approach to device end of life ensures proper disposal of your systems

Provides globally recognized process optimization for managing customer orders and requests effectively while minimizing warehousing and inventory costs

Frees up your IT resources to work on other business priorities

To learn more about Dell Lifecycle Hub, visit dell.com/lifecyclehub or contact your local Dell Technologies representative today.

^{1,2} IDC White Paper, sponsored by Dell Technologies, "Lower Costs and Drive Better Outcomes with a Single Vendor for Multi-Vendor Device Management," March 2022.

³ IT Services' 2022 IT Services to Drive Better Outcomes, A Commissioned Study conducted by Forrester Consulting on behalf of Dell Inc., March 2022.

⁴ © 2023 Dell Inc. or its subsidiaries. All Rights Reserved. Dell and other trademarks are trademarks of Dell Inc. or its subsidiaries.