

## Managed Device Lifecycle Services

# Lifecycle Hub Suite



## IT teams face a broad range of challenges in managing their device fleet

Managing the lifecycle of end-user devices has become increasingly complicated as workplaces continue to operate with hybrid work models. IT teams face mounting challenges at every turn. Providing new hires with the right device to be productive on day one is often slowed by inefficient processes from ordering provisioning and shipping. Employees changing roles or requiring upgrades often experience challenges, reducing their productivity and IT workloads with manual processes. Unexpected device failures and repair processes add additional complexity to managing and maintaining device fleets. Additionally, securely managing device retirement challenges IT teams who need to ensure sensitive data is protected and meeting environmental sustainability.

These overlapping challenges not only strain IT resources but also negatively impact employee satisfaction, turning device management into a significant operational bottleneck.

## Our solution: Lifecycle Hub Suite

Dell Lifecycle Hub Suite solves these challenges with an end-to-end solution for warehousing, provisioning, refresh planning, repair services, and secure device retirement into a single, streamlined solution for devices of all vendors. By integrating advanced forecasting tools, detailed reporting, and proactive management, Lifecycle Hub Suite transforms device lifecycle management into a structured, predictable process that maximizes efficiency for users and IT teams alike. Whether provisioning devices, coordinating refreshes, or addressing end-of-life processes, this enhanced service allows organizations to focus on innovation instead of logistics.

### Benefits of Dell Lifecycle Hub Suite

37%

more staff time to focus on core strategic initiatives versus PC management tasks

42%

faster deployment, saving 2.4 days per PC, resulting in productivity gains



Maximize user efficiency



Reduce management complexity



Optimize device lifecycle

## How Lifecycle Hub Suite works

Lifecycle Hub Plus begins by simplifying how organizations deploy and manage devices. Through persona-based configurations, devices are preloaded with hardware profiles, operating systems, and applications tailored to employee needs. This removes the guesswork from provisioning, enabling new employees to be ready to work from day one.

When devices approach the end of their lifecycle, the service leverages precise forecasting to ensure timely refresh management. IT teams gain visibility into upcoming needs, while employees benefit from a seamless transition to new hardware. This visibility includes integration with customer's IT Service Management system so we ensure service requests efficiently transitions from end users to Dell, preserving your existing workflows and providing real-time status updates. This coordination with end-users minimizes disruption, keeping teams productive during device swaps. Predictable pricing avoids unexpected refresh expenses, helping businesses maintain budget control.

For damaged or retired devices, Lifecycle Hub Plus handles repairs or reassignments efficiently. Devices returned due to role changes are refurbished and reintroduced into inventory for maximum reuse. At the end of a device's life, secure data sanitization ensures compliance with data protection standards, while environmentally responsible recycling meets sustainability goals. Asset resale options recover value from discarded devices, giving businesses an extra financial edge.

Centralized reporting powers the entire process. Businesses gain full transparency into their device inventory, enabling data-driven decisions and ensuring seamless alignment with operational demands.

## The Benefits of Lifecycle Hub Plus

The streamlined approach of Lifecycle Hub Plus translates into better productivity, IT efficiency, and security. Employees experience less downtime during onboarding, refreshes, or device repairs, ensuring they're equipped to focus on their work. Meanwhile, IT teams can offload manual tasks like device tracking, forecasting, and communications to Dell's dedicated specialists, freeing them to pursue strategic priorities.

With certified data sanitization and compliant end-of-life workflows, businesses can rest assured that sensitive information is protected and ethical concerns are addressed. Lifecycle Hub Plus also supports environmental responsibility by promoting device recycling and providing detailed sustainability reports that align with organizational ESG goals.

The financial predictability of the service ensures clarity in planning. Businesses benefit from fixed rates for lifecycle services and refresh processes, removing costly surprises and enabling better budget management. Plus, the scalability of Dell's global capabilities ensures standardized service delivery no matter where the workforce is located.

# A deeper view of Lifecycle Hub Suite services

		Lifecycle Hub	Lifecycle Hub Plus
Warehousing & Deployment with Configuration Services	Single Point of Contact	●	●
	Storage with inventory tracking and automated service requests	●	●
	Persona-based configurations	●	●
	Shipment Consolidation, Kitting & Dispatch	●	●
Re-deploy Management	Device Returns, Refurbishment and Re-Deploy	●	●
	Certified Data wipe for returned devices	●	●
Asset & Refresh Management	Device Lifecycle Tracking & Reporting		●
	Device Refresh Forecasting and planning		●
Asset recovery	Leased Assets Transportation Return		●
	Asset Resell and Recycle with Reporting		●

## Real-World Impact

A leading healthcare provider with 15,000 employees selected Lifecycle Hub to solve persistent device management issues. Employee onboarding delays previously stretched to over two weeks, creating recurring inefficiencies. By transitioning to Dell’s centralized model, the company slashed end user onboarding time to just two days and recaptured control over lost assets. This freed up IT teams to focus on higher-priority projects while ensuring employees had uninterrupted access to properly configured devices.

## Future-Proof Your Device Management Strategy

The challenges of supporting hybrid workforces demand a comprehensive, adaptable solution. Lifecycle Hub Plus is that solution, turning the complexities of provisioning, refresh, and retirement into opportunities for performance, security, and sustainability.

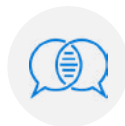
Contact a Dell Technologies representative today or visit [us online](#) to learn more about how Lifecycle Hub Plus can transform your device lifecycle management strategy.



Explore Dell [Managed Workplace Services](#)



[Contact](#) a Dell Technologies expert



Join the conversation with [#DellTechnologies](#)