

# Modern IT experiences with predictable costs

## Dell APEX PC-as-a-Service (PCaaS)

Too much time and money are spent managing devices and remotely troubleshooting issues.

Limited personnel resources

Higher costs from an increasingly mobile workforce

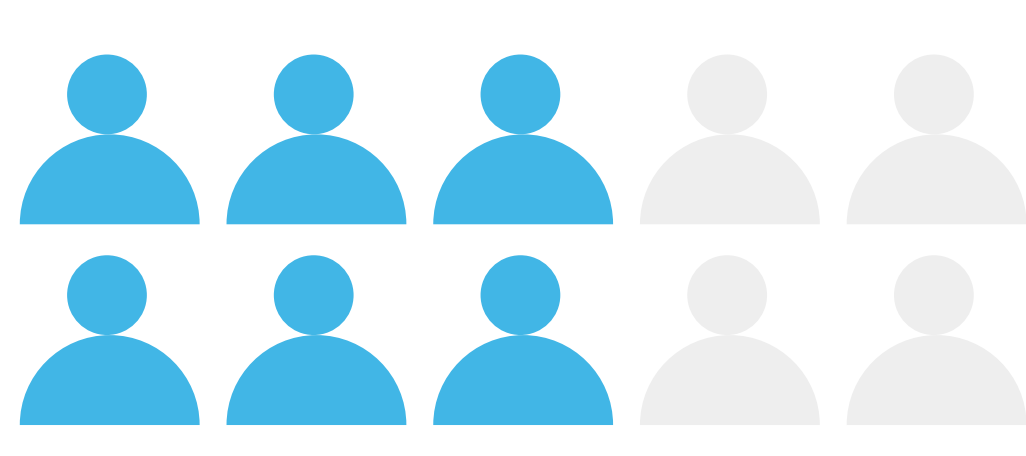
Challenges from a lack of standardization

Time wasted supporting older devices

## Here are 5 ways you can save

1

### Shrink device lifecycle support costs



**6 FTEs\*** reallocated to other tasks

A professional services company reallocated device lifecycle support time.

\* Full Time Equivalents

fewer support tickets by

A healthcare organization reduced IT burden by 12 hours per week.

**22%**

**50%**

less help desk effort

A financial services company reduced strain on their IT help desk.

**30%**

support costs saved

measured in IT FTE labor for the composite organization.

2

### Lessen device acquisition and refresh costs

**\$1,858,788**

annual device acquisition & refresh costs avoided for the composite organization.

**Reduce** through reskilling

**Refresh** with predictable pricing

**Move**

Capital expenditure



Operating expenditure

3

### Reduce personnel hires

**\$208,050**

annual IT personnel hires avoided

through reskilling for the composite organization.

► **Bring down** IT device lifecycle management burden.

► **Reallocate** FTEs to other higher-value IT projects.

4

### Lighten user productivity losses

**18 months**

**newer user device access on average,**

resulting in faster devices that experience fewer issues for the composite organization.

**4-5 days**

**improved resolution time on average.**

A professional services company improved resolution time for device replacement and repair issues.

**50%**

decrease in employee device onboarding time

A financial services company was better able to support user experience and productivity.

**25-40%**

collective estimated reduction in device related support tickets, fostering better user productivity through reduced downtime.

5

### Bring down shipping costs

**\$87,400**

annual shipping costs avoided

for the composite organization.

► **Image and provision directly from Dell** to reduce shipping costs on bothends of the device lifecycle.

► **Bring down expensive off-cycle shipping costs** by providing users newer devices that experience fewer issues.

## Dell APEX PC-as-a-Service

Structure subscriptions as predictable per user, per month pricing with no upfront costs

Enhance efficiencies with proactive insights across deployment, security, management and support

Offer flexible and sustainable technology rotation that aligns with a circular economy

For more information, visit [Dell.com/APEXPCaaS](https://Dell.com/APEXPCaaS) or contact your Dell Technologies sales representative today.

This infographic is based on a Forrester Total Economic Impact™ (TEI) study commissioned by Dell Technologies. A composite organization was designed based on characteristics of the interviewees' organizations. To read the full study, including the TEI framework and methodology, please visit [PC as a Service | Dell USA](https://Dell.com/APEXPCaaS). Forrester Consulting provides independent and objective research-based consulting to help leaders succeed in their organizations. For more information, visit [Forrester.com/consulting](https://Forrester.com/consulting).

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