DELL Technologies

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.

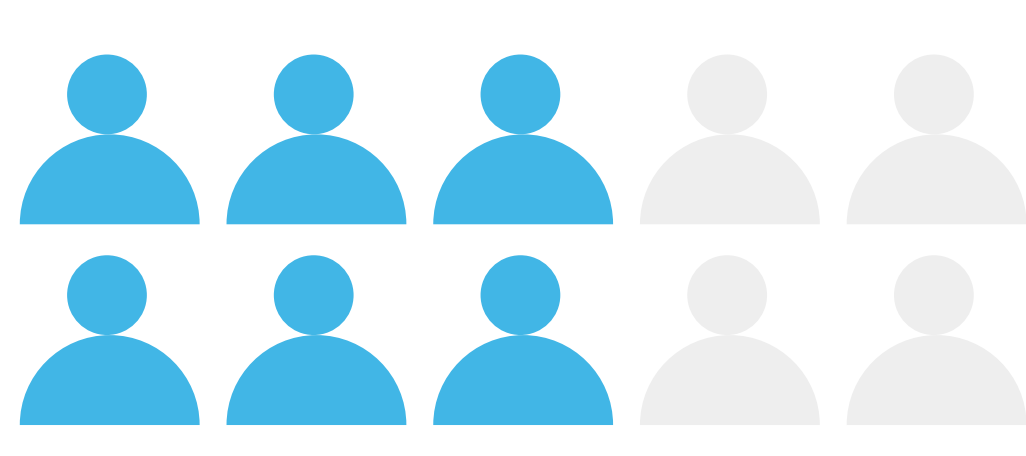| Limited personnel resources | Higher costs from an increasingly mobile workforce | Challenges from a lack of standardization | Time wasted supporting older devices |

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

50% less help desk effort
A financial services company reduced strain on their IT help desk.

fewer support tickets by **22%**
A healthcare organization reduced IT burden by 12 hours per week.

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 expediture

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 devicesthat 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 or contact your Dell Technologies sales representative today.