

ACCELERATING IMPACT



# Your guide to Dell Technologies Sustainability Services

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How can we support you?





# Drive sustainable growth today

Sustainability is not just a business imperative for organizations of all sizes but vital to our shared future. Forward-thinking businesses in all industries are increasingly coming to understand that they need a responsible and experienced partner to implement an effective sustainability strategy.

Find out how expertise and innovative technologies from Dell Technologies and Intel can help you achieve your goals. This guide offers you a comprehensive overview of how Dell services can support your sustainability efforts, from procuring devices for new employees and managing asset retirement to building an energy-efficient data center and reducing the carbon footprint of your business.

73%

of respondents say they need the help of a third-party partner to achieve their sustainability goals.<sup>1</sup>

75%

of organizations consider sustainability and circularity critical factors in their procurement process for IT equipment.<sup>2</sup>



# Supporting your transformation

Sustainable innovation brings long-term value. For this reason, many organizations see advancing sustainability as an innovation accelerator. Due to the scale of the work involved, businesses are making sustainable investments with the support of a trusted technology partner.



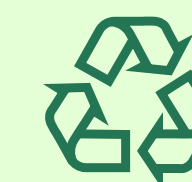
## REDUCING CARBON IMPACT

52% of ITDMs say they're reducing their overall IT carbon footprint and 39% are turning to technology to gain greater visibility of their carbon impacts.<sup>3</sup>



## BECOMING MORE ENERGY EFFICIENT

47% of ITDMs say they're reducing energy use in the data center and 50% are becoming more energy efficient by leveraging Edge/AI/ML to action data insights.<sup>3</sup>



## RECYCLING AND TESTING NEW CONSUMPTION MODELS

47% of ITDMs are retiring or recycling end-of-life IT equipment and 42% are experimenting with as-a-Service to manage energy use.<sup>3</sup>

# Dell Technologies and Intel



# Why we're better together

Long-term partners in innovation, Dell Technologies and Intel are today pushing the boundaries of sustainable design. Together, we're reimagining the PC ecosystem for a more sustainable future.

Since 2007, Dell has recovered more than 2.8 billion pounds (1.3 billion kilograms) of used electronics.<sup>4</sup> With sustainability a top priority, we design products and offer services for a circular economy rather than a linear one, using innovative techniques and new technology to reduce and reuse waste. This way we can increase energy efficiency and extend the lives of products and materials, reducing harmful emissions and limiting environmental impact.

It has been estimated that 40% of PCs are left on overnight, accounting for as much as half their total energy consumption.<sup>5</sup> With the Intel vPro® platform, you can reduce energy waste by setting wake up and power off times for your whole fleet – both wired and wireless PCs. Remote management with Intel vPro® allows you to manage the PC lifecycle even when the OS is not functioning.

[Dell and Sustainability](#)

[Intel's Environmental Impact](#)

## LIFECYCLE MANAGEMENT TO ACCELERATE THE CIRCULAR ECONOMY



### Recycle

We have strict standards and guidelines for responsible end-of-life disposition and work with a global network of partners to ensure e-waste is securely and responsibly managed



### Design

By simplifying our product design and using fewer materials from the start, we help reduce emissions and negative environmental impact while incorporating more sustainably sourced materials



### Recover and Reuse

We recover your retired technology and refurbish to reuse or resell – giving you value back through our easy-to-use services for consumers and businesses, including as-a-Service (aaS) models



### Build

We use more recycled, renewable, bio-based and more low-emission plastics, steel, carbon fiber, copper and aluminum in our components and products than ever



### Manage

Our dedicated service personnel help you increase efficiency and reduce waste through innovative management processes



### Ship

94.5% of our packaging is made from recycled or renewable material<sup>6</sup>



### Use

We make our products easy to repair and upgrade and offer services to extend their useful life – reducing e-waste and keeping them in the circular economy

# Sustainability with Dell and Intel

Dell Technologies and Intel can help you transform your organization and promote sustainable growth through green data center solutions for a low-carbon economy.

We're increasing sustainability and energy efficiency in the data center by:

- Working closely with partners and suppliers to reduce emissions at every step in our supply chain
- Helping to drive cross-industry alignment on product carbon footprint (PCF) calculations and standards
- Improving the energy efficiency of our solutions by maximizing performance and reducing energy costs and emissions
- Offering aaS options so you have the IT resources you need to utilize your equipment for top performance and minimal waste

Dell PowerEdge Servers, with the latest Intel® Xeon® processors, can help you lower operating costs and advance your sustainability goals with energy-efficient processor options and software tools. 5th Gen Intel® Xeon® processors deliver outsized performance and TCO for AI, database, networking and HPC workloads<sup>7</sup>, delivering up to 10x higher performance per watt using built-in accelerators on targeted workloads.<sup>8</sup>



Extending PC performance and battery life



Increasing performance efficiency in the data center

Improving remote manageability for:

- Reduced reliance on shipments for device replacement
- Reduced reliance on technicians at remote locations
- Improved energy efficiency through wake up and power off settings



# 2030

## DELL TECHNOLOGIES' 2030 CIRCULAR ECONOMY GOALS

- For every metric ton of product sold, one metric ton will be reused or recycled
- 100% of Dell packaging will be made from recycled or renewable material, or will utilize reused packaging<sup>9</sup>
- More than 50% of product content will be made from recycled, renewable or reduced carbon emissions material<sup>9</sup>

## BY 2030, INTEL AIMS TO ACHIEVE<sup>10</sup>

- Net-positive water use
- 100% renewable electricity use
- Zero waste to landfill

Intel aims to significantly expand sourcing of responsible materials and accelerate the creation of new sourcing standards.<sup>10</sup>

# 2040

## BY 2040, INTEL AIMS TO ACHIEVE

- Carbon-neutral computing
- Net zero greenhouse gas emissions<sup>10</sup>

# 2050

## BY 2050, DELL'S PATH TO NET ZERO AIMS TO REDUCE

- Absolute scopes 1 and 2 Greenhouse Gas (GHG) emissions by 50%
- Absolute scope 3 GHG emissions from purchased goods and services by 45%
- Absolute scope 3 GHG emissions associated with the use of sold products by 30%

Dell's Commitments and Sustainability Goals

Intel's Commitment and RISE Strategy

# Our Sustainability Services

# Dell APEX PC-as-a-Service

Get the flexibility to transform your IT, allowing you to equip your workforce with the latest devices.

Maintaining a modernized IT environment ensures your commercial devices, monitors and peripherals are energy efficient and optimized through the latest software. With Dell APEX PCaaS\*, you will not only lower costs and reduce deployment time but lower your organization's environmental impact through the circular economy.

- Up to 96% of systems are gaining a second life by being refurbished and reused<sup>11</sup>
- The remaining are recycled in adherence with all applicable international, regional, national and local laws and conventions
- Support costs are reduced by 30%<sup>12</sup>
- Predictable monthly pricing, making budgeting and planning easier

With Dell APEX, asset disposal is managed securely and responsibly by an experienced partner. You can save up to 53% of time spent managing the decommissioning and retirement of hardware.<sup>13</sup>

[See Customer Testimonials](#)

\* Payment solutions provided to qualified commercial customers by Dell Financial Services through Dell Technologies group companies or authorized business partners. Solutions may be changed without notice and are subject to product availability, eligibility, credit approval, acceptable documentation and local applicable law. Some solutions, including end of term purchase options, may not be available or may vary by country. Within the EU, the EEA, the UK and Switzerland certain solutions are provided by Dell Bank International d.a.c. and its local branches, including by Dell Bank International d.a.c Sucursal en España in Spain. Dell Bank International d.a.c. is regulated by the Central Bank of Ireland. Dell Technologies and Dell logos are trademarks of Dell Inc.

# Dell Payment Solutions

## TECHNOLOGY ROTATION

Circularity requires taking a holistic view of technology management across the asset lifecycle. Dell Technology Rotation\* is a payment solution for storage, server and networking that allows you to implement regular refresh cycles while mitigating the risks of ownership. This solution will also help you realize cost savings while reducing the total cost of usage and could contribute to your sustainability goals.

At the end of the agreement, Dell Technologies will refurbish, remarket and recycle hardware for you. Systems that can't be refurbished and reused are recycled in adherence with all applicable international, regional, national and local laws and conventions.

Leverage Technology Rotation to implement responsible procurement and promote a sustainable approach to technology use and retirement.

[See Customer Testimonials](#)

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# Deployment Services

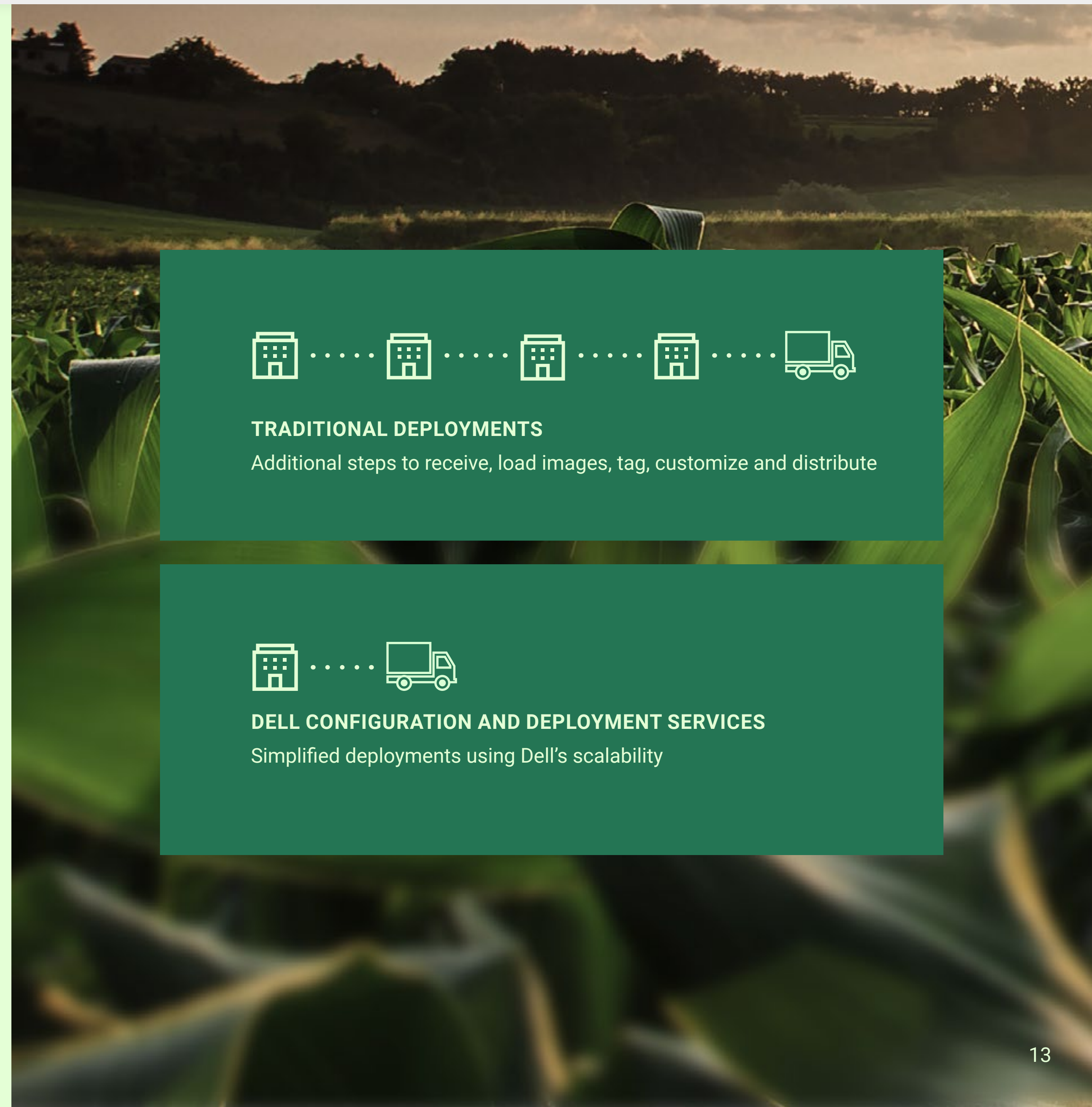
Dell Technologies' configuration and deployment services deliver new systems ready to work right out of the box. The **ProDeploy Client Suite** offers a comprehensive portfolio of services to get new systems up and running as efficiently as possible.

Shifting labor-intensive, time-consuming and costly deployment activities to our factories not only saves IT departments significant time and money but enables the shipping of fully configured, ready-for-work devices directly to you.

## DELL DEPLOYMENT

- Reduces packaging material by integrating necessary accessories before shipping
- Devices are stored in our supply chain without adding extra shipping stages
- Connected provisioning fully configures devices (managed via Intune) so they arrive ready-to-work and compliant, right out of the box
- Remote deployment options available
- Can reduce or eliminate extra stops and extra carbon miles

[Learn More](#)



### TRADITIONAL DEPLOYMENTS

Additional steps to receive, load images, tag, customize and distribute



### DELL CONFIGURATION AND DEPLOYMENT SERVICES

Simplified deployments using Dell's scalability

# Asset Recovery Services

Responsible asset recovery is a crucial aspect of the PC lifecycle and important for advancing sustainability and supporting a circular economy. Dell Technologies' Asset Recovery Services helps you securely and responsibly retire your legacy client devices and servers while better protecting both your business and the planet. If you retire your assets when they are at maximum value, you can transition to what's next with more money in your pocket.

## HOW ASSET RECOVERY SERVICES WORKS

1. Return any brand of owned or leased client equipment and servers
2. Dell handles all logistics and transportation
3. We carry out secure data sanitization processes
4. We maximize resale, providing money back for resold equipment
5. Anything that cannot be reused is responsibly recycled
6. You can conveniently manage the process via our online customer portal, ensuring transparency at every step

[Learn More](#)

### WITH ASSET RECOVERY SERVICES, CUSTOMERS CAN:



**Keep sensitive and important data secure**, ensuring it doesn't fall into the wrong hands



**Responsibly retire e-waste** and address environmental compliance requirements



**Use our appraisal tool** to discover asset value in just a few clicks



**Reinvest value from aging equipment** to help their business grow



**Download and customize reports** on demand, at every stage of the process



**Gain control and insight** through our online portal, to schedule services, track orders and manage payments from anywhere

# Support Services

Dell Technologies is standing by to help you provide uninterrupted productivity and a seamless end-user experience for your workforce, wherever work happens. Dependable support not only enhances efficiency but helps to keep systems healthy, maintaining performance and extending life to reduce unnecessary waste.

With our advanced telemetry and AI, IT teams can remotely manage the health of their Dell fleet, anticipate and resolve issues and automate PC updates. By reducing the need to deploy teams to visit a site for in-person maintenance and support, we can reduce environmental impact from site visits.

## THE BENEFITS OF PROSUPPORT PLUS FOR PCS

- **Identify and fix IT issues before they become problems** with AI-driven telemetry that predicts issues and provides actionable steps for prevention, resolution, optimization and upgrades
- **Keep your Dell fleet healthy and productive** with actionable fleet health scores
- **Increase productivity** with proactive automated support
- **Avoid downtime** with our failure prevention tools
- **Protect your investments** with accident coverage for drops, spills and surges
- **Extend product life** to reduce the need for hardware refresh

[Learn More](#)

# Dell Lifecycle Hub

Dell Lifecycle Hub is an end-to-end, multi-vendor device lifecycle management solution.

Take control of the PC lifecycle through Dell Technologies' experience and expertise, helping you manage the complex needs of your business in a world of anywhere working.

Whether it's getting devices to new employees on day one, coordinating the return of systems from employees leaving the company, exchanging a whole unit that needs repair or redeploying systems for reuse elsewhere, the Lifecycle Hub effectively manages it all.

Simplified device lifecycle management allows you to optimize vital business processes while extending the life of devices, reducing your organization's environmental impact and supporting the circular economy.

[Learn More](#)

## END-TO-END DEVICE LIFECYCLE MANAGEMENT SOLUTION

For customer-owned or leased inventory, with support for multi-vendor environments





# Tech Refresh and Recycle

Dell Technologies' Tech Refresh and Recycle program lets you seamlessly adapt to evolving business requirements and scale while responsibly recycling outdated equipment – at no additional cost to you.

The program empowers you to recycle legacy storage and servers in operational condition to take advantage of next-generation Dell storage, data protection, server or HCI product offerings.

After a valid storage or server purchase, the Tech Refresh and Recycle program provides recycling of legacy equipment at no additional charge. This alleviates the operational burden of disposing of outdated gear, which consumes time and effort with minimal business benefit for IT departments. The Tech Refresh and Recycle program is available in almost every country, freeing up in-house IT personnel for more valuable work.

We place a strong emphasis on data security and offer services for data destruction and data wiping that guarantee the secure removal or destruction of sensitive information stored on your devices fully in line with industry standards.

[Learn More](#)



# Our products and solutions

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# Dell Optimizer

Dell Optimizer is our AI-based optimization software that powers the world's most intelligent commercial PCs.<sup>14</sup>

Paired with the latest generation Intel® core processors, Optimizer extends personalized intelligence to the rest of the Dell Technologies ecosystem. Our intelligent ecosystem boosts collaboration, efficiency and performance, so you can get the most out of our sustainable devices.

[Learn More](#)

## EXTENDED POWER

Power Optimization improves battery performance, extends battery runtime and delivers faster charging for uninterrupted productivity. With the help of Intel® Energy Performance Optimizer, it also delivers enhanced thermal management.

Dell Optimizer's thermal management settings show that Quiet Mode can deliver up to 2.4W power savings compared to default mode.<sup>15</sup>

## IMPROVED PERFORMANCE

Boost the performance of the app you are currently working in with Application Optimization.

## BETTER COLLABORATION

Things run smoother with improved connectivity through Network Optimization, powered by Intel® Connectivity Performance Suite, and enhanced audio through Intelligent Audio with Intel® Gaussian Network Accelerator.

## FASTER SIGN-IN

Save your employees time and worry with Presence Detection, the proximity sensor with Intel® Contact Sensing Technology that detects your presence to wake on approach and locks your PC when you walk away.

## INTELLIGENT PRIVACY ANYWHERE

Onlooker Detection texturizes your screen when an onlooker is detected and Look Away Dim darkens your PC when you look away.

# Servers, storage & networking devices

Build a foundation for sustainable growth in the data center with energy-efficient server and storage solutions, designed for maximum performance.

The latest **Dell PowerEdge** servers, powered by the latest Intel® Xeon® processors, are optimized to handle the most challenging workloads while advancing your sustainability agenda:

- One new PowerEdge server, powered with the latest Intel® Xeon® processors, can do the work of up to 16 legacy servers, delivering 10x higher performance per watt using built-in accelerators on targeted workloads – potentially reducing power usage and CO<sup>2</sup> emissions<sup>16</sup>
- Dell PowerEdge servers are the first in the industry to achieve EPEAT Silver status<sup>17</sup>
- Select PowerEdge servers are made with 16% certified recycled steel<sup>18</sup>
- PowerEdge servers are designed with cooling options co-innovated by Dell and Intel to increase server density and extend hardware life

[See notes and citations](#)

Dell Technologies' portfolio of energy-efficient storage devices boasts the most comprehensive set of data-reduction guarantees available.



**Dell PowerMax** delivers up to 2x more performance per watt<sup>19</sup>



Dell was the first Tier 1 vendor to track and measure server carbon emissions on production servers<sup>22</sup>



Dell Data Protection delivers up to 55:1 data-reduction guarantee<sup>20</sup> and 50% more usable capacity in half the floor space<sup>21</sup>



**Dell PowerStore 3.0** delivers 60% more IOPs per watt<sup>23</sup>

Dell is the leader in energy-efficient IT server solutions, with more EPEAT registered platforms than the competition across all ten EPEAT locations.<sup>24</sup>

With **Dell APEX** you have the ability to scale up or down when you need to, reducing unnecessary energy consumption and costs associated with wasteful overprovisioning by up to 39%.<sup>25</sup>

[Learn More](#)

# Sustainable devices

Advancing sustainability is at the core of everything we do at Dell Technologies. With our latest devices, we are increasing the amount of sustainable materials in our products and packaging, improving the energy efficiency of our products and reducing our product carbon footprint. In partnership with Intel, we continue to push the boundaries of sustainable PC design.

## ENERGY EFFICIENCY

Dell Commercial PCs powered by the Intel vPro® platform are among the most energy-efficient in the business: optimized for 9+ hours of use with full high definition (FHD) displays and 4+ hours of life on a 30-minute charge.<sup>26</sup>

A recent study shows that Quiet Mode within Dell Optimizer's thermal management settings can provide up to 18% in power savings.<sup>27</sup>

[See notes and citations](#)

## CARBON FOOTPRINT

We're reducing greenhouse gas emissions at every stage of the product lifecycle, from the materials used in our products and packaging all the way through to end of life with responsible reuse and recycling. Our products and packaging are designed using recycled, renewable and low-emission materials.

- **Precision 3000 workstations** and **Latitude 5000** series notebooks are designed with post-consumer recycled plastics, reclaimed carbon fiber, bio-based plastics and ocean-bound plastics<sup>28, 29</sup>
- From 2024, **Latitude** devices<sup>30</sup> and select **Precision** devices<sup>31</sup> will ship with 50% recycled cobalt in their batteries
- The **Latitude 7000** series<sup>32</sup>, **Latitude 9000**<sup>33</sup> and the **Precision 5000**<sup>34</sup> mobile workstation are built with 100% recycled and low-emission aluminum
- Dell leads in the adoption of 100% recycled and renewable materials in our new commercial notebook packaging<sup>35</sup>

## DEVICE MANAGEMENT

The Intel vPro® platform enables sustainable management throughout the device life cycle, empowering IT organizations to reduce emissions.

**Intel® Active Management Technology (AMT)** helps save up to 2,000 truck rolls with remote repairs, allowing IT departments to remotely wake up or power down their PC fleet during off hours or periods of non-use.<sup>36</sup>

[Learn More](#)

# Dell multipack

Dell Technologies' multipack solutions meet your requirements while supporting your sustainability efforts, making the packaging and unboxing experience simpler and more efficient than traditional processes.

Our solutions address increased global demand for bulk packaging and a worldwide push for eco-label certifications and enhanced regulations to reduce waste through shipping.

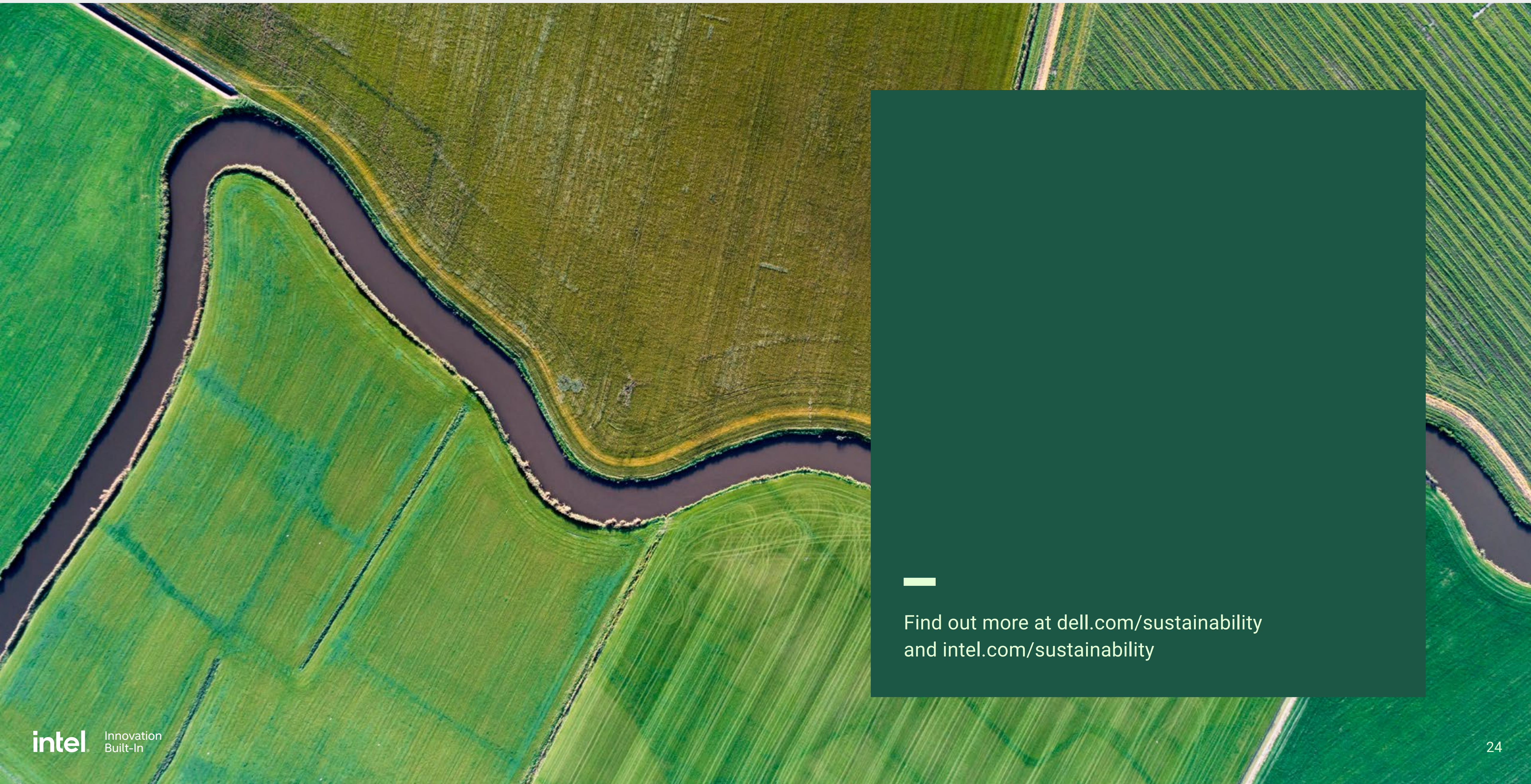
[Learn More](#)

## DELL MULTIPACK GIVES YOU:



# Notes and citations

- 1 [Dell Technologies, The Innovation Index, February 2023.](#)
- 2 [IDC, Circular Economy Strategies Survey, October 2023](#)
- 3 [Dell Technologies, The Innovation Index, February 2023](#)
- 4 [Dell Technologies, 'Rethinking Recycling' \(Mar. 2022\).](#)
- 5 [Intel, 'Sustainability with Intel vPro® platform and Intel® Active Management Technology \(Intel® AMT\)', \(May 2020\).](#)
- 6 By weight, percentage breakdown of recycled and renewable materials varies by product: based on internal analysis, June 2023
- 7 As measured by performance per watt on a range of AI, database, networking, and HPC workloads compared to 4th Gen Intel® Xeon® processor. See A2, A19-A25, D1, D2, D5, H1, N16 at intel.com/processorclaims: 5th Gen Intel Xeon Scalable processors. Results may vary.
- 8 Based on performance per watt gains of 1.46x to 10.6x with built-in accelerators on a range of AI, database, and networking workloads. See A19-A25, D1, D2, D5, N16 at intel.com/processorclaims: 5th Gen Intel Xeon Scalable processors. Results may vary.
- 9 [Dell Technologies ESG Goals](#)
- 10 [Intel, '2022-23 Corporate Responsibility Report' \(2023\).](#)
- 11 Based on Dell Financial Services global data, November 2023. Systems include desktops, notebooks, workstations, servers and storage equipment.
- 12 [Forrester Total Economic Impact™ \(TEI\) study commissioned by Dell Technologies.](#)
- 13 [IDC, 'The Business Value of Dell Technologies APEX Multicloud and As-a-Service Solutions' \(Aug., 2023\).](#)
- 14 Based on Dell analysis, November 2023. Dell Optimizer not available in OptiPlex 3000 series, Latitude Chromebook Enterprise, and Linux-based devices. [See feature availability and functionality by model.](#)
- 15 Based on a Dell internal study, testing power and performance within our Dell Optimizer power module. These workers primarily focus on general compute activities such as video conference calls, web browsing and general response time of opening and closing applications. [View Dell Optimizer brochure.](#)
- 16 Based on performance per watt gains of 1.46x to 10.6x with built-in accelerators on a range of AI, database, and networking workloads. See A19-A25, D1, D2, D5, N16 at intel.com/processorclaims: 5th Gen Intel Xeon Scalable processors. Results may vary.
- 17 Based on internal analysis, March 2023. Applies to: PowerEdge C6620, PowerEdge R660, PowerEdge R6615, PowerEdge 6625, PowerEdge R760, PowerEdge 7615, PowerEdge 7625, PowerEdge XR4000r, PowerEdge XR4000z
- 18 Applies to the following PowerEdge server models; R540, R550, R740, R740xd, R750, R750xs, R940, T140, and T150. Based on internal analysis, October 2022.
- 19 Based on Dell's internal testing comparing IOPS per watt for PowerMax 2500 compared with PowerMax 2000 using the 8K random writes workload, July 2023. Performance per watt will vary.
- 20 Based on Dell internal analysis, (Oct., 2022).
- 21 DD9900 allows for 1.5PBu capacity in a single rack compared to two DD9800s needed for 1PBu.
- 22 Based on Dell analysis of Tier 1 server vendor offerings for systems management and any features that would allow a customer to track and measure server carbon emissions as compared to Dell Open Manage Enterprise Power Manager 3.0 (May, 2023).
- 23 Based on Dell analysis comparing maximum IOPS per watt for PowerStore 1200 base appliance configurations with PowerStoreOS 3.0 vs. PowerStore 1000 base appliance configuration with PowerStoreOS 2.0. Actual results vary.
- 24 Based on Dell analysis of EPEAT registered servers, February 2024. EPEAT registered where applicable. EPEAT registration varies by location. See [www.epeat.net](#) for registration status by location.
- 25 [IDC, The Business Value of Dell Technologies APEX Multicloud and as-a-Service Solutions, August, 2023.](#)
- 26 [Intel, 'Corporate Social Responsibility Report' \(2022\).](#)
- 27 Based on a Dell internal study, testing power and performance within our Dell Optimizer power module. [View Dell Optimizer brochure.](#)
- 28 Precision 3000 series: Based on internal analysis, January 2024. Recycled plastic: 30% in LCD cover lid, 30% in LCD antenna window, 50% in LCD bezel, 50% in palm-rest, 50% in inner frame, 30% in bottom door, 35% in battery filler, 30% in speaker enclosure, 28% ocean bound plastic in fan housing, 21% bio-based plastic in LCD cover lid, 21% bio-based plastic in bottom door, 42% bio-based plastic in the feet at the bottom of the device. Reclaimed carbon fiber including 20% in the lid and 20% in the bottom door.
- 29 Latitude 5000 series: based on internal analysis, January 2024. Post-consumer recycled plastic: 30% in LCD cover lid, 30% in LCD antenna window, 50% in LCD bezel, 50% in palm-rest, 50% in inner frame, 30% in bottom door, 35% in battery filler, 50% in battery housing, 30% in speaker enclosure. Reclaimed carbon fiber: 20% in LCD cover lid; 20% in bottom door, bio-based plastic; 21% bio-based material in LCD cover lid, 21% bio-based material in bottom door, 42% bio-based material in the feet at the bottom of the device, ocean-bound plastic; 28% ocean bound plastic in fan housing.
- 30 Excludes Latitude 9450 2-in-1. Based on internal analysis, January 2024. Shipping timelines may vary based on region and laptop configuration.
- 31 Based on internal analysis, January 2024. Shipping timelines may vary based on region and laptop configuration.
- 32 Based on internal analysis, January 2024. Excludes Japan and WWAN configuration. Shipping timelines may vary based on region and laptop configuration.
- 33 Based on internal testing, November 2023.
- 34 Based on internal analysis, January 2024.
- 36 Based on internal analysis of publicly available data, April 2023. New packaging is made with up to 94.8% recycled content and up to 64.4% renewable content in the form of renewable paper fibers. Material makeup varies by product and size. Applies to models shipped after 2022.



Find out more at [dell.com/sustainability](https://dell.com/sustainability)  
and [intel.com/sustainability](https://intel.com/sustainability)