



Transforming the Employee Experience for a Hybrid Work World

How a Single PC Vendor Can Help You Get Ahead

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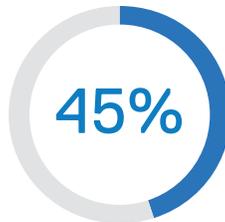
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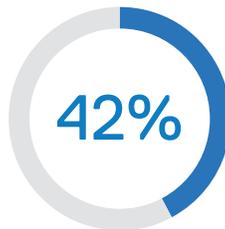


Executive Summary

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



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



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

By meeting employee expectations for remote work, organizations can deliver the employee experience required to attract and retain talent while improving productivity. The research uncovered that a key factor for delivering a winning employee experience is to leverage outside resources for IT services. The more you can outsource and consolidate your IT services with a single partner, the more you can leverage efficiencies that result in a better employee experience.

The Changing World of Work

After months of working from home, both employees and employers discovered that they could operate as effectively remotely as they do in the office. At the same time, many organizations continue to recognize that the better the employee experience, the better it will be for their bottom line:



To meet employee expectations, organizations have quickly accelerated several key digital transformation initiatives.



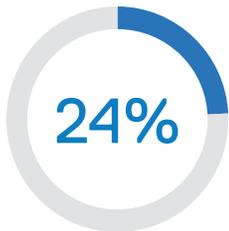
Rather than a passing fad, remote and hybrid work is now the standard for many organizations and their employees.

The increase in employees working outside of the office has major implications for the entire organization. Everything about the office – from collaboration to information sharing to tech support – must be available and supported digitally.

IT continues to explore how it can enable the employee experience by digitizing the ways employees work wherever possible. For example, IDC research shows more than a third (36%) of organizations say they will continue to shift towards cloud-based technologies.^[5] This includes everything from cloud-based connectivity and applications to delivering services and devices remotely, enabling employees to effectively work from anywhere.



say that they are working on automating repetitive tasks and workflows.^[6]



plan to offer mobile-first access to corporate resources.^[6]

By making the workplace more intelligent and accessible, organizations can deliver the work experience employees crave, helping them be more productive and efficient no matter where they work.



The IT Challenges Holding Hybrid Work Back

While distributed work is a win for employees and their employers alike, for the IT department this evolution represents one of the most significant digital transformation challenges they have ever faced.

In a traditional work world, IT provides on-site, in-person support for everything from device deployment and software management to tech support to end-of-life device replacement. With employees spread far and wide, it's not feasible for IT to go house to house and city to city to provide the same in-person support.

The most important thing IT can digitally transform is its ability to deliver support to employees, according to the IDC research paper, with nearly half (42%) of organizations citing IT support as the biggest challenge they face in supporting their distributed staff.^[7]

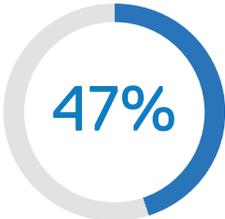
Beyond general support, IT also cites secure remote access to data, applications, and content (37%), visibility into the performance and security of IT assets (35%), and maintaining technology consistency for all employees (34%) as their top challenges, the IDC research states.^[8]



The Impact of a Single Source Partner

IT organizations realize they no longer have to tackle these challenges alone. They can leverage outside strategic partners for PC-related services to fill in gaps and extend the capabilities of their staff. Not only that, but they find significant value in consolidating multiple functions with one partner instead of relying on separate vendors for each task.

Many organizations find that the more services they buy from a single vendor – such as project management, physical/remote deployment, imaging, application configuration and installation, ongoing systems operations, and asset recovery and disposal – the better the employee experience they can deliver. IDC research tells us nearly half (40%) of those that use a single vendor for PC-related services cite ‘better device experience’ as their primary reason for using one vendor, which enables them to deliver a 37% increase in employee satisfaction.^[9]



of companies that use one vendor to provide multiple PC-related IT services say their organization is an appealing place to work.^[10]



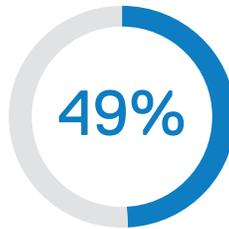
say their technology impacts their ability to attract and retain talent.^[10]



Organizations that buy multiple services from a single provider also say they had an easier experience managing the transition to remote and hybrid work thanks to their ability to leverage service efficiency and a unified approach.



asked in the IDC research say their technology enabled a higher degree of collaboration between internal and external teams.^[11]



said they could secure connectivity and manage devices regardless of physical location.^[11]

By enabling employees to get help faster, a single vendor can significantly reduce lost user productivity due to PC issues, resulting in 53% lower annual costs for the business.^[12]

Productivity gains result from 29% faster initial PC deployment, 16% fewer redeployment problems, 30% less unplanned downtime, and 70% less time spent by employees dealing with the help desk.^[13] This allows IT to help deliver better employee outcomes, including a 21% lower employee turnover, IDC research reveals.^[14] Not only will employees be less frustrated, but these savings can then be reinvested into initiatives that further improve the employee experience, creating a virtuous cycle.



Enable an Effective Hybrid Work Environment with Dell PC as a Service

The key takeaway from IDC's research and analysis is that companies that purchase multiple external services to support their evolution to remote work have a far greater ability to deliver a better employee experience than those that don't.

Not only that, but there is a proven connection showing that when more services are sourced through a single vendor, organizations realize better outcomes and cost savings. By moving important PC-related IT functions to a single trusted service partner, they also significantly improve their IT capabilities. That's where Dell Technologies comes in.

Dell's hybrid work expertise and innovative technology portfolio, powered by the latest Intel® Core™ processors, enable you to lead the future of work with the best employee experience. Our intelligent, personalized devices and agile IT modernize your organization to attract, retain and delight users. With technologies for seamless collaboration and performance, you gain the operational agility required to adapt and respond to user needs.

Dell PC as a Service (PCaaS) makes it simple for IT teams to deliver a consistent and simple employee experience to every employee – no matter if they are on-site, hybrid, or remote – all from a single technology partner. Dell manages the complete end-user computing lifecycle, from providing and deploying the right hardware for each user to managing support and cybersecurity, built on the Intel vPro® platform, to transitioning users to new devices. With Dell PCaaS, you get:



Devices and software: Choose from our portfolio of intelligent PCs, all built on the Intel vPro® Platform, to equip your employees with the right devices for their roles.



Day-one productivity: Get your employees up and running faster with Dell ProDeploy Client Suite for rapid device provisioning and deployment.



Proactive support: Detect and repair PC issues before they ever impact your employees with the AI capabilities of Dell ProSupport and the Intel vPro® Platform.



Full lifecycle support: Proactively plan for PC end-of-life and ensure your organization's devices are recycled in a secure, environmentally-responsible way with Dell Asset Recovery.

Streamlining your IT and device experiences so employees can work and collaborate from anywhere are essential to delivering the future of work.

Not only does Dell PCaaS provide your users with everything they need to work effectively today, but it ensures that employees can readily access newer devices to keep up with the latest technology requirements.

More frequent technology refreshes backed by responsive support and platform capabilities like Intel® Active Management Technology with the Intel vPro® Platform improves the end-user experience, decreases downtime and boosts productivity, while showing employees that you are focused on delivering the best work experience possible. All of these benefits together help you improve employee retention. Dell PCaaS provides everything you need for end-to-end PC lifecycle services, all customized to your business and user requirements. Best of all for IT: the entire PC lifecycle can be managed through a single point of contact and for a fixed price, making everything simple.

 **To learn more about Dell PCaaS, visit DellTechnologies.com/PCaaS or contact your Dell Account Executive Sales Representative today.**



Sources

[1-14] IDC White Paper, sponsored by Dell Technologies, “Lower Costs and Drive Better Outcomes with a Single Vendor for Multiple IT Services” April 2022 | IDC Doc. #US48941022.

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