Driving Innovation and Simplification for IT

Make PC refresh planning and forecasting seamless for your business

Device Refresh Management

It may be time to rethink your client device refresh strategy.

Is your organization burdened with start and stop device refresh projects that typically run behind schedule, cost more than they should, run over or under on inventory needs or deliver negative end user refresh experiences?

In today's hybrid environment, managing a decentralized workforce makes client device refresh projects even more complex and costly. If you are struggling with some of these challenges, it may be time to rethink your client device refresh strategy.

Device Refresh Management provides ongoing, multi-vendor, client device refresh planning, forecasting, and communication throughout the life of the contract. With a dedicated remote program team, Dell expertise brings planning tools and IP that automate the refresh process, from strategic timing to efficient execution, delivering repeatable refresh outcomes.

Dell provides demand forecasting and control of end user device options to maintain clear refresh cost visibility to keep fleet refresh on track and in budget, all at a predictable cost per device. And we manage the interactions and communications with end users throughout the refresh process to ensure that the refresh experience for your employees is productive and easy.

Key Benefits

- Seamless multi-vendor client device refreshes

- Proactively managed evergreen refresh plans

- Easy end user refresh experiences

- Predictable refresh related expenses

- Remote program management team throughout contract

Planning and coordination are key to completing refresh on time but making it easy for the end user is the factor that ensures success.

Let Dell Managed Services perform the time consuming and complex client device refresh management tasks. We have done this many times all over the world, we know the critical process that needs to be managed and have the service expertise to deliver a best-in-class experience.

Features	Outcomes
Plan the timing and overall delivery of the client device refreshes	Seamless client device refreshes
Provide ongoing financial planning with device demand & forecasting	Predictable refresh related expenses
Proactively recommend the timing of volume device purchases	Ontime device availability for refreshes
Continuously update the refresh plan informed by customer-based data	Evergreen refresh plan proactively managed
Coordinate and oversee the execution of each client device refresh event from beginning to end	Free up IT resources to focus on more strategic projects
Manage refresh interactions and communications with the end user	Convenient and timely communications for end user refresh activities
Remote program management team for overall coordination, communication	A dedicated team to oversee all refresh planning and execution for the customer
Covers Dell and non-Dell hardware	Refresh for Dell, HP, Lenovo, Apple devices
Priced per device, per month	Predictable refresh related expenses

Additional factors that may be driving the need for client device refresh

There may be other factors driving the need for a more strategic approach to device refresh. Many organizations three years ago were not prepared for the shift to remote work, requiring them to make technology purchases to support a workforce working from home. It's time to start planning for the refresh of these devices in support of today's hybrid work environment, where Windows 11 may also be a factor. Dell Managed Services has the expertise to help manage through this next refresh, in a thoughtful, predictable way.

Contact your sales representative today.

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