

# Creating a smart hybrid work environment to discover, develop and deliver needed vaccines

South Korea-based International Vaccine Institute turned to Dell Technologies solutions to create an efficient, productive work environment for staff members, regardless of location worldwide.

## Business needs

With critical vaccine-related projects in progress at a variety of domestic and foreign sites, the International Vaccine Institute wanted to provide employees with modern, secure technology and support in any country or region — so staff members would have seamless access to vital data, applications and content at any time.

## Business results



Provides essential technology tools and services to employees, whether they work remotely or in the office.



Ensures that vaccine-related projects can continue uninterrupted around the globe.



Delivers exceptional security to safeguard sensitive data.



Simplifies IT management, aided by a frictionless, 24x7 self-service environment.



Increases employee satisfaction with IT assets and support services, as well as their overall work experience.

## Solutions at a glance

- [Dell Latitude laptops](#)
- [Dell Optimizer](#)
- [Dell P Series monitors](#)
- [Dell docking stations](#)
- [Dell ProSupport Plus for PCs](#)



## International Vaccine Institute's membership includes more than 40 countries plus the World Health Organization

The International Vaccine Institute (IVI) is a nonprofit international organization established in 1997 as an initiative of the United Nations Development Program. Its mission is to discover, develop and deliver safe, effective and affordable vaccines — empowering vaccine equity, impact and sustainability globally.

Headquartered in Seoul, Republic of Korea, IVI's membership includes more than 40 countries plus the World Health Organization (WHO) and it works in partnership with numerous organizations worldwide. Staff members are spread across more than 30 countries, and frequently travel as they conduct field research, provide training and technical assistance, and deliver vaccines against infectious diseases affecting some of the world's most impoverished people.

## Achieving optimal productivity.

To facilitate optimal productivity regardless of where a team member may be located — in the office, in the field or working from home — the IVI needed a hybrid work environment that would ensure unparalleled business continuity. To improve collaboration among team members in all situations, the IVI chose Dell Technologies solutions including Dell Latitude laptops, Dell Optimizer, Dell P Series monitors and Dell docking stations and adapters.

"Dell Technologies helped us build an advanced business environment so we can collaborate across various countries," says Sanghyup Kim, a network engineer at the IVI. "The wide product portfolio enabled us to choose the solutions we wanted to meet our needs. In addition, as a global brand, Dell Technologies offers sales, service and support in overseas locations worldwide."

## Working from anywhere.

A key component of the IVI's hybrid work environment is to ensure staff members can work freely, regardless of time or place, and achieve the same level of productivity. As the foundation of its efficient hybrid business system, the organization chose Dell Latitude 7000 Series laptops equipped with Dell Optimizer, an AI-based optimization software.

Thin, lightweight Latitude 7000 Series laptops offer the ultimate in mobility — with a high-quality display and sound, long battery life, and fast charging capability when staff members need to recharge while on the go. In addition, Latitude 7000 Series laptops offer layers of security features to keep users protected against cyberthreats in a hybrid work world, including:

- Built-with supply chain protections that reduce the risk of product tampering
- Built-in features to help secure the BIOS and end-user credentials from malicious activity
- Built-on software that's available for advanced threat protection

Dell Optimizer software learns each individual's work preferences and behavior, and then adjusts systems accordingly — running in the background to improve application and device performance. When paired with Dell Technologies monitors and accessories, Dell Optimizer allows a user to better immerse themselves in work for the ultimate experience — even assisting with better network connections, amplifying Office 365 app performance, and blocking ambient noise while extending battery life.

"From a business perspective, Latitude with Dell Optimizer lets all employees access our systems anytime, anywhere," Cindy Park, Korean PR & communications specialist at IVI remarks. "It also provides everyone with an equal user experience."

## Accommodating any work style.

Many employees feel more productive when they can add a display, docking station or other peripherals. The IVI selected Dell P Series monitors, Dell WD19S docking stations and Dell adapters for staff members when they're in the office rather than at home or on a business trip.

P Series monitors come in a range of sizes and resolutions from 17 inches all the way to a spectacular 34-inch curved display. The monitors feature an ultra-slim bezel design, convenient connectivity and reduced blue light emissions.



**Dell Technologies helped us build an advanced business environment so we can collaborate across various countries."**

**Sanghyup Kim,**  
Network Engineer, International Vaccine Institute

“ **From a business perspective, Latitude with Dell Optimizer lets all employees access our systems anytime, anywhere. It also provides everyone with an equal user experience.”**

**Cindy Park,**  
Korean PR & Communications Specialist,  
International Vaccine Institute



Dell docking stations make it easy to connect laptops and offer compatibility for third-party guests when they drop in. The IVI also uses Dell DA310 7-in-1 USB-C mobile adapters for greater portability, expandability, business agility and cost-effective scalability.

## Counting on outstanding support.

With employees around the world involved in developing and delivering vaccines, PC issues must be quickly and easily addressed. Dell ProSupport Plus for PCs helps the IVI proactively identify and resolve any potential issues with its Dell laptops and get business systems back up and running, quickly and efficiently.

ProSupport Plus provides AI-driven PC management automation for customized IT management services. A dashboard shows up-to-the-minute telemetry — and scores, alerts and recommendations offer a holistic view of the organization's fleet around the globe. At a glance, the IVI's IT team can see how many devices are healthy, and pinpoint whether any are at risk or impaired — and take steps to ensure that the organization's productivity isn't impacted.

“With ProSupport Plus, we have one place to see and manage our PC environment — to minimize disruptions and keep our mission moving forward,” notes Sanghyup Kim. “This has greatly streamlined the IT management process for us, boosted employee satisfaction with their work and ensured that we can continue our important mission,” he concludes.

“ **The wide product portfolio enabled us to choose the solutions we wanted to meet our needs. In addition, as a global brand, Dell Technologies offers sales, service and support in overseas locations worldwide.”**

**Sanghyup Kim,**  
Network Engineer, International Vaccine Institute

[Learn More](#) About Dell Technologies Solutions.

Connect on Social.



**DELL**Technologies

Copyright © 2023 Dell Inc. or its subsidiaries. All Rights Reserved. Dell Technologies, Dell and other trademarks are trademarks of Dell Inc. or its subsidiaries. Other trademarks may be trademarks of their respective owners. This case study is for informational purposes only. Dell believes the information in this case study is accurate as of its publication date, September 2023. The information is subject to change without notice. Dell makes no warranties — express or implied — in this case study.