

Saving IT admin time and improving PC experience for staff

Purdue University needed a solution to set up devices for 14,000 staff members. It turned to Dell to expedite provisioning and help with other PC services.

Business needs

Hindered by manually configuring thousands of devices each summer, Purdue University needed a way to provision devices at scale, reduce delivery times, and minimize downtime for staff.

Business results



Accelerated the arrival of devices with end users from six weeks to two weeks



Enabled staff to focus on other important tasks including IT strategy



Offered the ability to tailor IT images to specific university departments



Securely and responsibly retired legacy IT equipment



Improved end user experiences by decreasing downtime

Solutions at a glance

- [Connected Provisioning](#)
- [ProSupport Plus for PCs](#)
- [SupportAssist](#)
- [TechDirect](#)
- [Asset Recovery Services](#)

“Connected Provisioning provides a simplified, end-to-end process. We’re freeing up our staff and letting Dell really manage that lifecycle for us.”

Dwight Snethen,
Executive Director End User Experience,
Purdue University

Smart provisioning for a prestigious university

Founded in 1869, Purdue University is a world-renowned university based in West Lafayette, Indiana. With over 50,000 students and 14,000 staff at its main campus, and other campuses located around the state, the university is known for its advancements in science, technology and engineering. Ranked in the top 10 Public Universities in the U.S, it demonstrates its commitment to social progress by investing in devices for staff and ensuring they always have the most up-to-date learning tools available.

Each summer, Purdue's IT team carried out a lifecycle replacement project. This involved acquiring devices, removing the pre-installed OEM image and then installing the university's image in its place. The team had on average 1200 devices to deploy every summer, with each installation taking approximately four hours each. Time-consuming and labor-intensive, the IT team had to hire new staff and pull in resources from other departments just to complete it.

In need of a solution that could streamline its operations, and already impressed by the quality of the Dell products in use at the university, Purdue chose Connected Provisioning to configure and deploy its devices to staff.

Speed and preventative support for staff

Connected Provisioning offers a simplified provisioning process that's designed to accelerate the time to productivity for end users – and Purdue's staff have benefited from these faster deployment times.

The university's previous process took an average of six weeks for an end user to receive a device. Connected Provisioning has reduced it to just two weeks – a reduction of 66.6%. These devices include the option to tailor software to a specific department if needed and only require minimal setup by the end user to get started.

Dell pre-installs Purdue's images onto each device (either a Dell Latitude or Dell OptiPlex) at its factory prior to dispatch, driving more efficient fulfilment times. This fewer-touch approach leaves Purdue's IT team with a reduced number of tasks to complete



It's very important that our users are satisfied with the service they receive and that their downtime is minimal. We want to be an enabler of service."

Dwight Snethen,
Executive Director End User Experience,
Purdue University

before delivering any device to the relevant staff member.

Devices are supported by ProSupport Plus so any developing technical issues can be identified before users are impacted. The AI-powered telemetry from SupportAssist for Business PCs provides health scores, alerts and recommendations for Purdue's IT admins, reducing disruptions to Purdue's IT team and their end users.

Thinking towards the future

Going forward, Purdue and Dell's partnership will help the university to address its sustainability objectives. With Asset Recovery Services, Dell helps them securely and responsibly retire their legacy IT equipment, prioritizing reuse to maximize value back for resold equipment, and responsibly recycling what remains. The cashback allows Purdue to reinvest in new technology across its campuses.

Purdue also aims to move from a fewer-touch provisioning approach to zero IT touch. Delivering the device straight to the end user reduces the distance it travels, reducing the university's footprint in the process.

Cutting device deployment times and reducing IT staff workloads has resulted in happy end users who avoid unintended downtime via a single, self-service portal, TechDirect. This ultimately enables staff to concentrate on what matters most: providing the best education to their students.

[Learn More about Connected Provisioning](#)

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