

DELL LIFECYCLE HUB

Simplify device lifecycle management for a high-quality work-from-anywhere experience that maximizes employee productivity and reduces IT complexity

EXECUTIVE SUMMARY

Hybrid work models that embrace work from anywhere (WFA) principles have been discussed widely for years. And while many organizations continue to define the future shape of their workplaces, it is clear that WFA is here to stay. As employee expectations have evolved these past few years, new research from IDC shows how organizations are adapting to keep pace:

- 45% said that remote and hybrid work models are now an embedded part of accepted work practices.¹
- 42% 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. And 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.

WFA adds complexity to existing challenges

Commercial and enterprise organizations face multiple challenges as they refactor innumerable processes to meet the needs of highly distributed workforces. The nature of WFA introduces significant additional factors to what was already a complex management environment. WFA creates gaps in the user experience and a new set of concerns for businesses.

IT assets such as PCs and mobile devices are highly dispersed with multiple storage locations. New hires must be quickly supplied with complete starter kits, including peripherals and monitors, to get to work. If employees change roles, their devices frequently require refreshment or replacement.

Devices break, are lost, and sometimes stolen, rendering valuable employees inactive. Assets must also be retrieved when someone leaves the company. Hardware has a lifecycle. It gradually decreases in value and utility as time passes and keeping up is a challenge.

While many of the recent issues confronting IT departments are not wholly new, they do become exponentially more difficult when a company's workforce works from anywhere. IT departments are forced to dedicate increasing amounts of their valuable time managing the company's device inventory, leaving less time for important business priorities and strategic initiatives that can unlock the value of data resources, enhance customer experiences, and create new business opportunities.

MULTI-VENDOR DEVICE LIFECYCLE MANAGEMENT SERVICE

Managed services are cost-effective solutions to address a wide variety of operational requirements. IT is no exception, with IT service providers enabling companies to weather change and increase focus on core competencies. The device inventory management challenge is well-suited to third-party management. Until now, the sheer scale and scope of the issues have meant no single provider has stepped to the fore with a comprehensive solution. At best, companies have had to contract with and manage multiple service providers to address narrow pieces of the device lifecycle puzzle.

That has all changed with Dell Lifecycle Hub, which combines configuration and deployment services with warehousing and inventory management expertise into a cohesive end-to-end solution. With included return, repair, whole unit exchange, and refurbishing services, Dell Lifecycle Hub helps keep employees working and maximizes use of device inventory. Lifecycle Hub provides corporate and enterprise organizations with two critical benefits. It dramatically simplifies the management of an organization's end-user device fleet and provides the highest-quality end-user experience for workers.

Figure 1. WFA amplifies multi-vendor device lifecycle management challenges

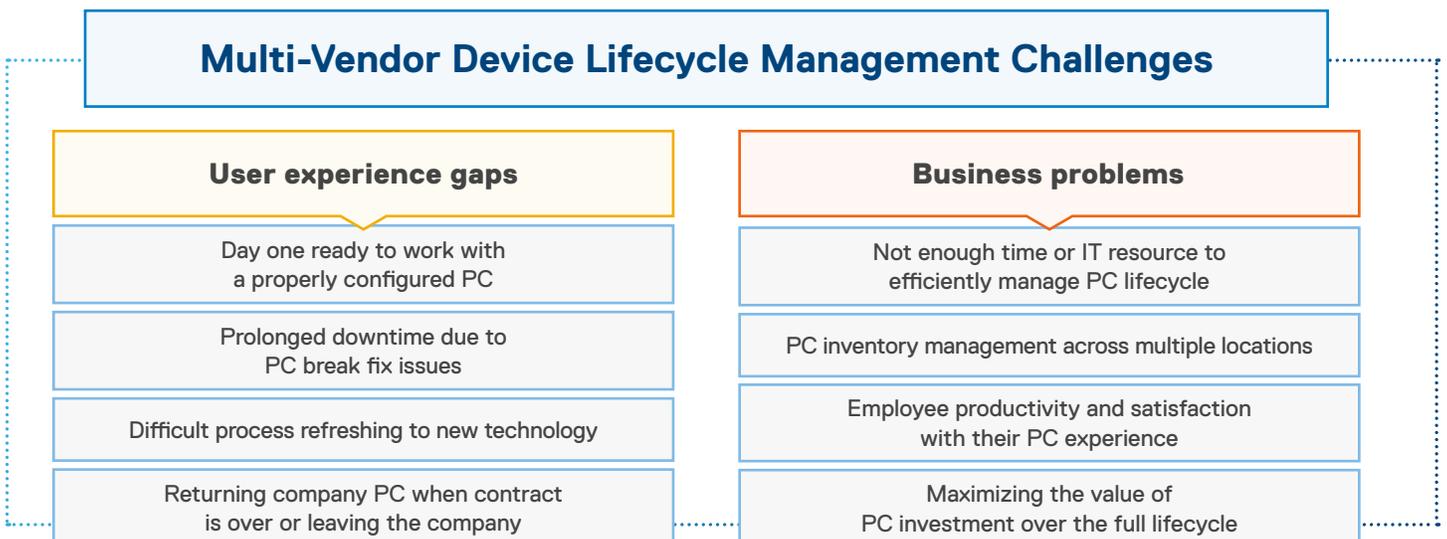
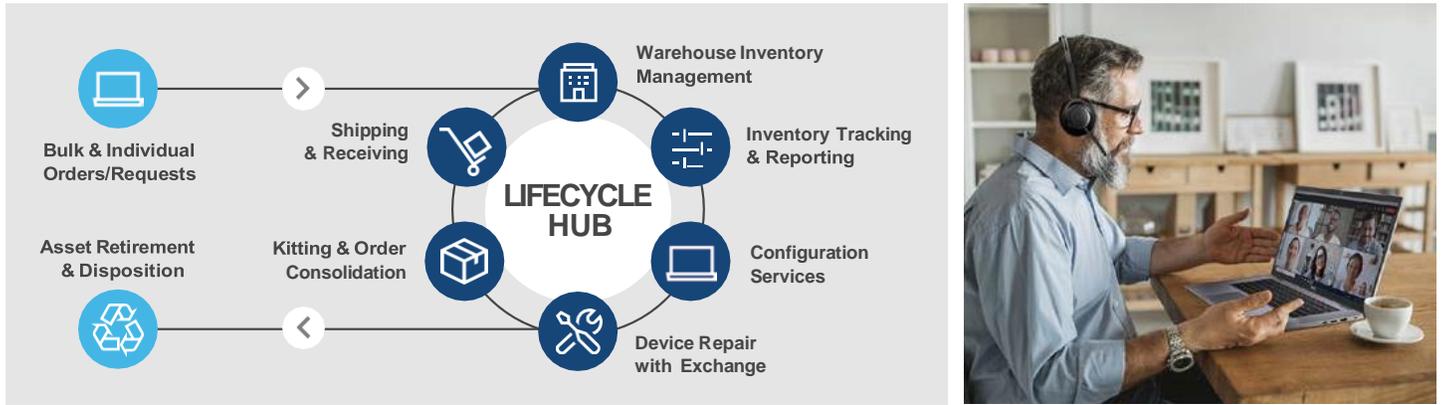


Figure 2. Lifecycle Hub provides an end-to-end multi-vendor device lifecycle management solution.



Harness Dell Business Expertise to Serve Your Business Needs

Lifecycle Hub consolidates a broad swath of Dell’s globally recognized, proven business capabilities, including supply chain management, deployment, support, repair and IT inventory management. Integrating these strengths together enables Dell to provide an end-to-end lifecycle solution that eliminates the need for IT departments to otherwise work with multiple vendors for outsourced managed services.

The solution optimizes the use of end-user devices and delivers a ready-to-work experience for an organization’s entire range of workers while relieving busy IT departments from the time-consuming task of device lifecycle management.

Consolidation Drives Efficiency, Security, Speed, and Productivity

Dell reduces IT complexity and streamlines all phases of lifecycle management from the time a device enters service through the end of life.

The highest levels of ISO 9001, ISO 14001 and TAPA A security certifications, as well as Health and Safety (OHSAS) and AEO status are maintained. An extensive camera network throughout the warehouse is used to oversee operations and access points. Airport-style security screening at every access point is required for all staff members entering or exiting.

Dell Lifecycle Hub manages customer-owned or leased end-user devices, including both Dell and third-party devices. Comprehensive inventory controls enable Lifecycle Hub to quickly and efficiently shift devices between workers as roles and requirements change. As part of the Lifecycle Hub delivery, customers will have regular communication with the services account manager who provides visibility of assets under management through use of reports. This relationship is established early and is critical as it enables managers to optimize device inventory as business needs change.

Lifecycle Hub simplifies the device lifecycle management process and delivers a highly-supportive IT experience for employees to ensure they’re always ready to work, no matter where they are located. Lifecycle hub addresses the growing warehouse and inventory management challenges posed

by the hybrid workplace. Dell makes it easy to handle the technology needs of all workers from a single location while maximizing end-user device utilization.

Dell Lifecycle Hub Capabilities

Store

- **Warehouse Management** – Manage all warehouse activities
- **Inventory Tracking & Reporting** – Track all device orders/requests between Lifecycle Hub and end users
- **Shipping/Receiving/Kitting** – Perform all required fulfillment of service requests for devices and required peripherals
 - **New Hire Kits** – Maximize day one productivity and experience of new employees
 - **Device Returns** – Coordinate device returns when an employee departs to ensure optimal device utilization
- **Whole Unit Exchange** – Send a working device out in advance of the return of the defective unit.

System Configuration

- **Imaging** – Standard BIOS and imaging services
- **Connected configuration** – Traditional method for loading customer images with systems management software
- **Modern provisioning** – Cloud-based configuration service for loading customer images

Clean, Refurbish, and Retire

- **Cosmetic Refurbishment** – Rework used devices to a condition for reuse at a future date
- **Repair** – Repair a broken device as part of the support entitlement

Standard Add-Ons Available

- **Device Refresh Management** – ongoing, multi-vendor, client device refresh planning, forecasting, and end user communication
- **Hardware Asset Management** – track and optimize the lifecycle, performance, and utilization of your IT assets
- **Asset Recovery Services** – addresses resale/recycling needs for device end of life process



IMPLEMENTING LIFECYCLE HUB

Lifecycle Hub is designed for easy implementation and offers a subscription-based monthly or pay-in-full plans to align with a company's planning requirements. A comprehensive onboarding process includes working closely with stakeholders to assure customer success. After a thorough discovery process to identify assets, Dell works with a company's inventory managers to consolidate their inventory into the Lifecycle Hub facility.

Dell's Lifecycle Hub specialists collaborate with the organization's IT, HR, and other teams to develop personas for specific roles. These descriptions align with standardized kits that include computers, peripherals and related accessories. These personas can be reconfigured or adapted as needs change. Once implemented, Lifecycle Hub receives requests directly from a company's existing, IT service management (ITSM) platform (ed. ServiceNow). Following are some common Dell Lifecycle Hub use cases:

New hires

Lifecycle Hub ensures that new workers hit the ground running from day one, whether they're working from home, the office, or on the road. A request is generated upon hiring by the company's ITSM platform, identifying the correct pre-determined persona based on the new hire's role. The ITSM forwards that request to Dell Lifecycle Hub, pulling the right kit from inventory. The system is configured and packaged for shipment to the new hire. The equipment ships out within 48 hours and arrives at the correct location in time for the new worker's start date. All that is left for the worker to do is follow the company's standard instructions for booting the new machine and connecting to the company's network.

Role changes and device refreshes

When current employees have a role change or their devices have reached their end of life, they may require a device refresh. Once a request is received by the company's

ITSM platform, Lifecycle Hub automatically manages the entire process. The new configured device is shipped out within 48 hours, and a return label is provided for the worker's previous equipment. When the old equipment returns to the hub, it is thoroughly evaluated, then either refurbished for redeployment to another worker or sustainably processed if it no longer has value for the company.

Device failure or damage

Minimizing the downtime of valuable employees is critically important. Lifecycle Hub will ship a replacement device next business day, pre-configured and ready to work, right out of the box. The employee is provided with a prepaid shipping label to return the failed unit to the Lifecycle Hub. The device is evaluated for repair and return to inventory or disposition. Lifecycle Hub's whole unit exchange process, sends systems promptly so employees can return to work with minimum disruption.

Employee departure

When employees leave the company, Lifecycle Hub helps to secure company data and ensure that valuable assets can be redeployed quickly. After the request from the company's ITSM system is received, an empty shipping box and a return label are dispatched to the former employee. Returned devices are then thoroughly evaluated, then repaired as needed for return to inventory or sent for disposition.

Sustainable device disposition

Having an end-of-life strategy for devices is important. Once an asset is ready for disposition, Lifecycle Hub ties directly into Dell Asset Recovery Services, a service designed to assist an organization with data removal and environmentally sustainable disposal of its equipment. Dell Lifecycle Hub helps organizations establish an efficient process for responsibly retiring legacy devices while keeping data safe.

Dell Lifecycle Hub in Action

Challenge:

A leading medical health plan provider with more than 15,000 employees found it difficult to promptly deliver devices when new employees started and retrieve devices when employees left. During the pandemic, the healthcare provider continued to grow, onboarding as many as 150 people a week.

Solution:

The organization selected Dell Lifecycle Hub to furnish its workforce of full-time and temporary employees with compute devices that fit their needs. The IT and HR teams worked with Dell to assign team members a user persona that match the technology needs of executives, developers, care providers, and others. Organizational productivity took a leap while efficient hardware rollouts kept everybody productive.

Outcome:

Today, the organization pays a predictable monthly fee to simplify device provisioning, refreshes, exchanges and returns. "Dell Lifecycle Hub enables us to enhance the user support experience with a dedicated team that shaved our 15-day delivery cycle down to 2 days," said the company's principal architect. "Employees receive their devices faster than ever and can be productive from day one."

The principal architect explains, "We often need to provide new hires with equipment while we're still waiting for devices to come back from workers who resigned, which means raising inventory levels. I couldn't imagine doing this without the insight we gain in our partnership with Dell Technologies." In addition, the number of lost computers is approaching zero, as exiting employees can return devices in the packages that the Dell Lifecycle Hub team prepares and postmarks. This gives IT managers time to focus on other tasks and initiatives.

ADDITIONAL CAPABILITIES TO EXTEND THE VALUE OF DELL LIFECYCLE HUB

Device Refresh Management

Dell provides customers 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.

Additionally, 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. rapid evolution of the workplace has created a unique opportunity for a business to reassess how it deploys resources.

Hardware Asset Management

Dell helps customers understand and manage their hardware ecosystem data to maximize the value of their investment over time. Dell begins by discovering all client devices in the customer environment and standardizes device information across their entire fleet. We employ asset lifecycle tracking for multi-vendor devices, from requisition through to disposition. By meticulously tracking devices, we identify underutilized equipment and ensure compliance with licensing agreements. Additionally, we provide ongoing asset management reports, equipping customers with the insights necessary to make strategic decisions for future IT purchases.

Asset Recovery Services

Dell helps securely and responsibly retire your old assets while protecting both your business and the planet. And if you do it when assets are at their maximum value, you can transition to what's next with more money in your pocket.

We will help resell, recycle or return to lease any brand of client hardware. We'll securely handle all of the logistics and transportation, sanitize devices in strict alignment with the NIST SP 800-88r1 standard, resell equipment and return the value to the customer, or responsibly recycle the assets if they have no residual value. And all this can be managed through our online customer portal, providing you control and insight along the way.



MAXIMIZE PRODUCTIVITY AND GET MORE FROM YOUR DEVICE FLEET WITH DELL LIFECYCLE HUB

The rapid evolution of the workplace has created a unique opportunity for a business to reassess how it deploys resources. Dell Lifecycle Hub is ideally suited to help your business navigate change. Dell Lifecycle Hub is the first complete inventory management solution that is purpose-built to meet the new challenges presented by hybrid, work-from-anywhere corporate and enterprise settings. It simplifies device lifecycle management to optimize the availability of end-user devices and ensure an engaging, ready-to-work experience for employees no matter where they work. It uses Dell's unique scale and logistical capabilities to reduce or eliminate growing complexity that competes with IT department priorities.

To learn more about Dell Lifecycle Hub visit dell.com/lifecyclehub or contact your local Dell Technologies representative today.



[Learn more](#) about the Dell Lifecycle Hub



[Contact](#) one of our Lifecycle Hub experts

1, 2 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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