Reducing incidents and boosting IT efficiency

Proactive automation from Dell helps
Zurich North America minimize issues,
reduce downtime and enhance IT efficiency.

Business needs

Zurich North America (ZNA) sought to modernize its
IT support processes, transitioning from reactive issue
management to proactive resolution. The organization
needed scalable, efficient tools to reduce incidents,
prevent downtime for remote users and free up team
resources for higher-value projects.

Solutions at a glance

- ProSupport Flex for PCs

- SupportAssist
  Technology included with Dell support offers

- TechDirect

Business results

- **Reduced hardware** incidents by 23%.

- **Enhanced proactive monitoring and insights** for
13,000 endpoints.

- **Freed up IT resources** for strategic, high-impact
initiatives.

- **Improved system reliability** with automation and
self-healing solutions.

Transforming IT operations for ZNA

Zurich North America, part of the global insurance leader serving a wide range of industries, encountered growing operational challenges. Maintaining IT operations for diverse personas across 13,000 endpoints throughout the U.S. and Canada, the organization faced challenges with high incident rates and time-intensive manual processes. With priorities centered on efficiency, innovation, and improved end-user satisfaction, ZNA recognized the need to move from reactive to proactive support.

Building a foundation of proactive support with Dell

ZNA transitioned from outsourced to in-house IT support and they chose ProSupport Flex, a comprehensive support offer designed for organizations with in-house IT teams and a large fleet of devices. While ProSupport Flex was the right fit for ZNA, many customers with similar needs rely on ProSupport Plus, which offers comparable proactive and automated support features. They used the TechDirect portal but had not fully tapped into Dell's SupportAssist technology, which was included with their support plan. Their goals were clear: reduce incidents, modernize IT processes and create a system built around automation and proactive monitoring, as they harnessed Dell's technology to monitor, remediate and drive better operational outcomes.

Leveraging automation for impactful results

Connecting to SupportAssist has been transformative. According to Vikas Naru, assistant vice president of end-user computing at ZNA, "We saw an immediate reduction of nearly 23% in hardware incidents after using SupportAssist." With monthly automated scans and telemetry insights, ZNA identified and resolved issues before they disrupted users, reducing manual interventions and downtime across their device fleet.

Expanding capabilities with predictive and self-healing technology

The use of automated remediation scripts improved ZNA's IT environment. The scripts proactively prevent issues such as blue screen errors, eliminating disruptions. "Now we have applied SupportAssist to continuously monitor all our devices for blue screen errors. This is a perfect example of how it has been instrumental in enabling self-healing for our machines," said Naru. These capabilities not only improved system health but also provided the IT team with insights to fine-tune workflows and keep devices up-to-date.

Delivering scalability and operational transparency

ZNA conducts testing in controlled environments before rolling out updates fleetwide. "We use SupportAssist to create ring strategies to test updates and ensure that patches reach the right devices at the right time prior to widescale deployment," stated Naru. This meticulous approach minimizes vulnerabilities and enhances user trust.

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> Assistant Vice President, End-User Computing, Zurich North America

Fostering strategic IT growth and efficiency gains

The efficiencies brought by Dell support services have enabled ZNA's IT team to reallocate time from repetitive tasks toward strategic objectives, such as VDI support and security enhancements. Reducing incidents by 23% didn't lead to downsizing the team. Instead, we focused on upgrading their skills to take on more advanced responsibilities," Naru explained. This aligns with ZNA's larger vision of blending innovation and workforce development into its strategic IT operations.

Preparing for a proactive IT future

With ProSupport Flex, ZNA was able to take advantage of both SupportAssist and TechDirect and stay ahead of issues and vulnerabilities. ZNA is solidifying its position as a leader in IT innovation and operational effectiveness. "Dell's approach to proactive monitoring and remediation continues to evolve, and the ability to integrate telemetry data and custom workflows opens new possibilities," shared Naru. The collaboration with Dell enables ZNA to focus on its larger mission: delivering seamless, secure, and scalable IT support to drive business success.

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