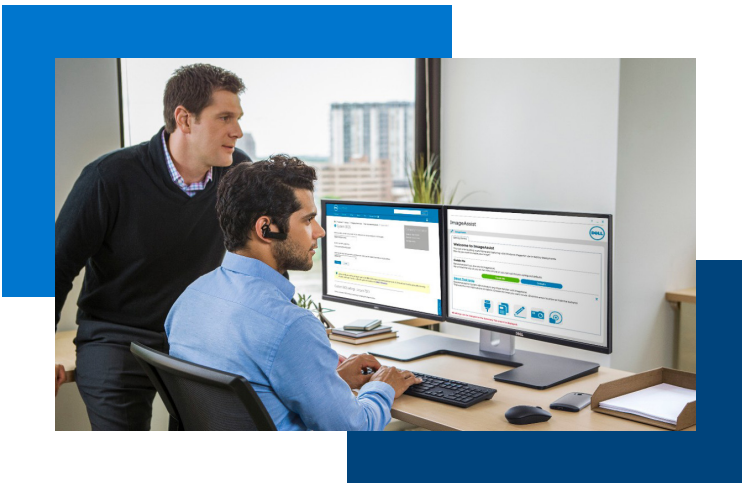


## The right devices with one consistent image

Sun Chemical frees up more resources for innovation by creating one custom desktop image that's preloaded on all its global client devices by partnering with Dell using Image Assist.



Customer profile

**SunChemical**<sup>®</sup>

Manufacturing | United States



“We’ve halved the time required to create new images using Image Assist. And I can collaborate with Dell experts for guidance about image changes.”

**Mark Macaluso**

Global Client Services Manager,  
Sun Chemical

## Business needs

To designate more resources for innovation, Sun Chemical had to reduce the time spent on managing desktop images and ensuring its 20,000 employees on four continents had access to the right size and type of client device that would be ready to use out of the box.

## Business results

- Halves the time needed to create a dynamic image
- Improves users' IT experience
- Saves time for business and IT employees
- Reduces costs and risk
- Cuts complexity while meeting employees' IT requirements
- Simplifies image management and device ordering

## Solutions at a glance

- [Dell Client Configuration Services](#)
- [Dell Image Assist](#)

To be efficient, most employees need a reliable computer with the right mix of applications, network access and device drivers. Meeting this requirement can be difficult for large companies such as Sun Chemical, which manages manages 8,500 client devices at 200 sites in 66 countries.

Rather than having its many IT teams choose, configure and support devices their way, Sun Chemical engages Dell for one-stop solutions including Dell Image Assist, Dell Client Configuration Services, and Dell OptiPlex and Latitude devices. By doing so, Sun Chemical has been able to consolidate disparate images into one used by 99 percent of staff. Employees get the right client model to support their needs from one Dell catalogue. And Configuration Services delivers the devices with the approved dynamic image preloaded so users can be productive right away.

Mark Macaluso, global client services manager at Sun Chemical, says, "Creating our own dynamic image with Dell Image Assist lets us give users a seamless, trouble-free PC experience. Out of the box, our client devices automatically connect to our network and systems at any of our global sites." The English versions of software are initially loaded on devices. However, staff who speak other languages can easily switch software language settings themselves as necessary.



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**Mark Macaluso**

Global Client Services Manager,  
Sun Chemical



“I can collaborate with Dell experts for guidance about image changes. In some cases, they’ve saved me weeks of effort by coming up with workarounds...”

**Mark Macaluso**

Global Client Services Manager,  
Sun Chemical

## Saving time and money

When images need to be updated, Macaluso makes the required changes using a virtual build environment in Image Assist. Dell Configuration Services then loads the new image on all new devices that Sun Chemical orders. “We’ve halved the time required to create new images using Image Assist,” says Macaluso. “And I can collaborate with Dell experts for guidance about image changes. In some cases, they’ve saved me weeks of effort by coming up with workarounds or letting me know that what I want to do just isn’t possible, like removing certain games from the OS.”

Standardizing on Dell devices and one dynamic image saves time and cuts risk. One person manages global imaging. A few IT employees can remotely manage and patch global client devices because they all use one consistent and familiar image. Dell Configuration Services automatically updates the BIOS and device drivers for all new orders and provides driver updates in one package that can be quickly deployed on global client devices. And by using the OEM versions of Windows 10 that are available through Image Assist, Sun Chemical also reduces the cost and complexity of Windows licensing.

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