

A Future Ready Workforce from Day One

Krisztián ÚJVÁRI
Services Sales Executive

DELL EMC / Forum

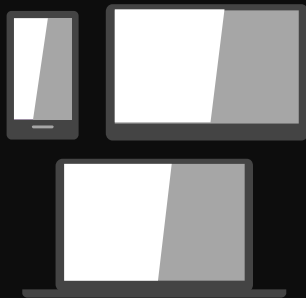
Thinking about System Deployment

A hand is shown on the left side, pulling away a black sheet that covers the left half of the image. The right half of the image reveals a bright blue sky with scattered white clouds and a bright sun in the upper right corner, creating a lens flare effect.

DELL EMC / Forum

LOW VALUE

Devices & OS



Commoditized
IT Services

Keep
PCs
working

RFPs • Auctions • Optimizing Box Cost

HIGH VALUE

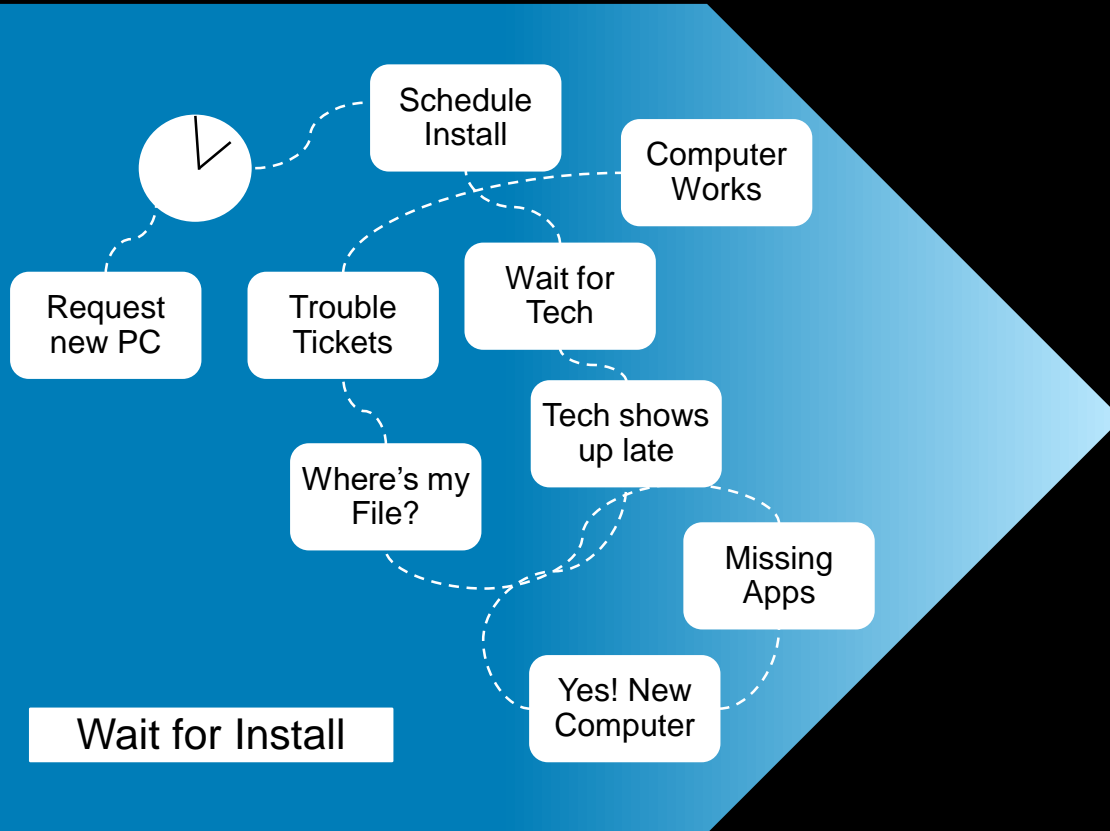
Digital
Transformation

IT
Transformation

Workforce
Transformation

Security
Transformation

End User Experience



1

Logoff & shutdown Old PC



2

Turn on & login to New PC



3

Start Using Your New Computer

Typical process

Manufacturing

Build PC	Load Image	Ship
\$0	\$30	\$25

Warehouse & Staging

Warranty Starts	Receiving & Handling	Depreciation	Asset Tag	Asset Report	BIOS Settings	Patch OS and Apps	Install Dept Apps	Marry Equipment	Ship
	\$20	\$20	\$15	\$10	\$6	\$11	\$20	\$15	\$25

Deskside

Join Domain	Deliver	Physical Install	Install User Apps	Data Migration	Trouble Tickets	PMO	Total \$268
\$6	\$10	\$5	\$15	\$20	\$25	\$15	

Move work to the factory

Factory

Image Load

Asset Tag

Asset Report

BIOS Settings

Join Domain

Patch OS (SCCM)

Install Apps (SCCM)

Data Migration (Cloud)

Warehouse/Staging

Onsite

Moving work to
the factory saves money and time.
+ much better for
mobile and remote users

Minimize user impact

Factory

Image Load

Asset

Asset R

BIOS Se

Join Do

Patch OS (SCCM)

Install Apps (SCCM)

Data Migration (Cloud)

Warehousing/Staging

Onsite deployment becomes just
as easy as deploying a new
smartphone

Onsite

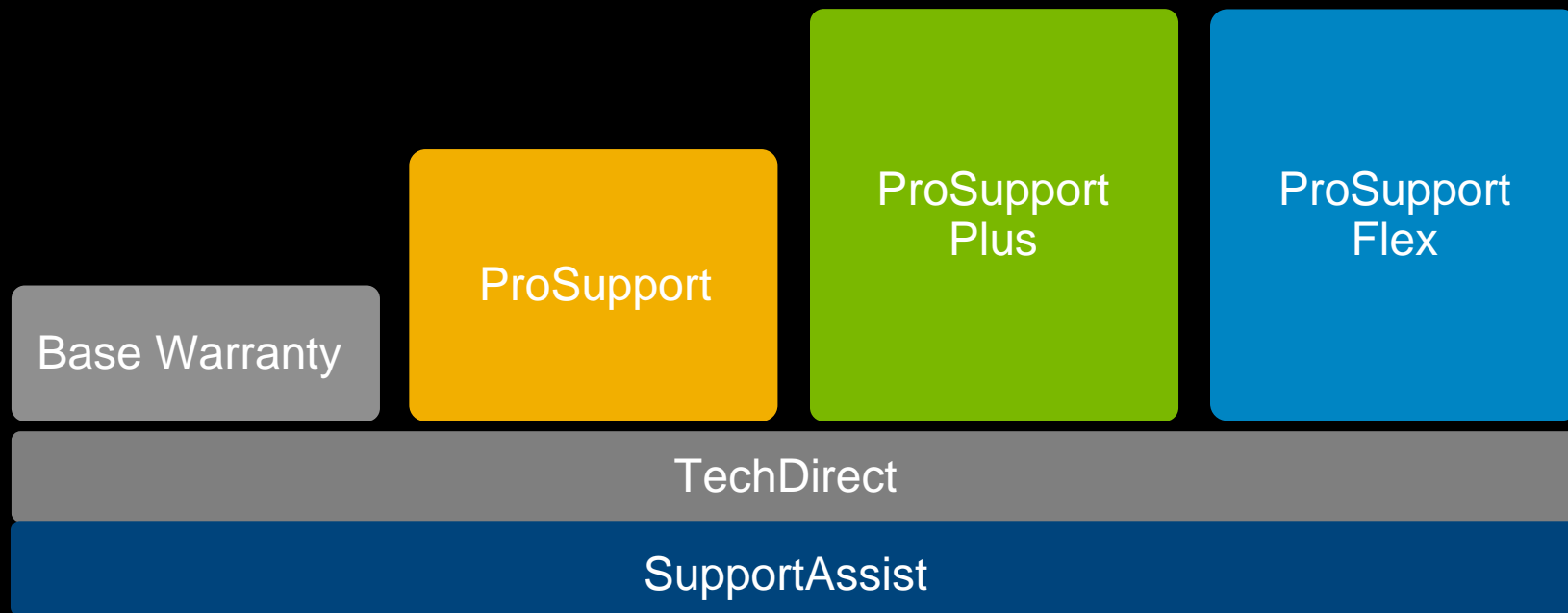
Unbox & Dock

What about Support?

DELL EMC / Forum

Tools for Commercial support

Good, better, best and semi-custom enabled by industry leading technology



Reduce customer effort and downtime with SupportAssist

Proactive and predictive automated support

Hardware Support

Traditional manual support
Higher customer effort, longer downtime



Hardware & Software Support with ProSupport Plus

Proactive automated support
Less customer effort and downtime



Predictive automated support*
Avoid failures and downtime



*hard drives and batteries



Parts dispatch,
case management workflow
and asset reporting

DELL EMC / Forum

TechDirect

The screenshot shows the Dell TechDirect website. At the top is the Dell logo and 'TechDirect' text. Below it are links for 'Self Support' and 'Contact Us'. The main banner features a person working on a laptop with the text 'Announcing TechDirect. One online tool for efficient problem resolution. Enroll today.' Below the banner, there are four key features highlighted with icons: 'Parts dispatch and certifications', 'Support case management', 'Globally accessible', and 'Labor reimbursement option'. A 'Sign In' section with fields for email address, password, and a 'Remember me' checkbox is on the right. Below that is a 'Forgot Password?' link and a 'Sign Up Now' button. A 'Popular Documents' section lists 'User Guide' and 'FAQ'. At the bottom, a 'Follow the simple enrollment steps:' section lists five steps: 1. Complete enrollment application, 2. Choose program level, 3. Acknowledge Terms and Conditions, 4. Complete Financial Documents and Submit Enrollment Fee (if applicable), and 5. Configure Technicians and Customers. A 'Get Started' button is at the bottom left.

Simple

- 1 tool
- 11 languages
- Bypass phone-based support requests

Convenient

- Efficient online resolution for Client and Infrastructure
- Manage status and history of support requests
- Access profile information, installation certifications and Message Center

Customizable

- Modular layout = custom dashboard, reports and summaries
- Custom reporting
- Full parts dispatch enrollment of assets and warranties built into workflow

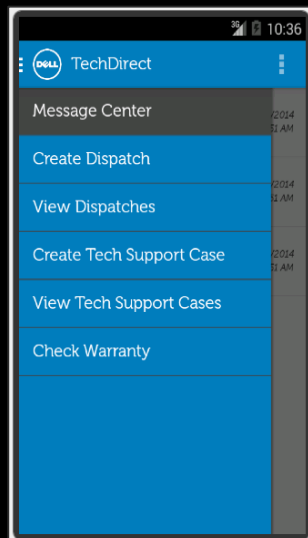
TechDirect - Mobile app



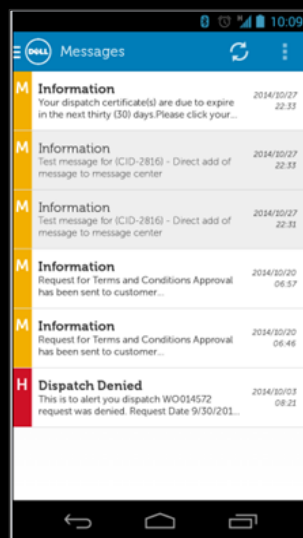
Available on **iOS** and **Android** devices



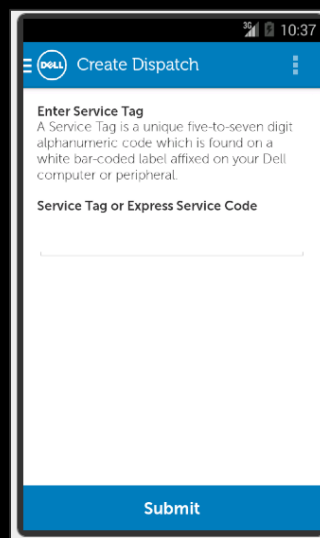
Does your team need the ability to engage Dell Tech Support and dispatch parts on the go? TechDirect mobile app, available in English for iOS and Android devices.



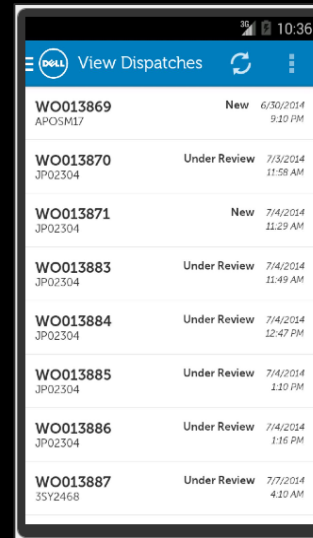
Home screen



Message Center



Create Dispatches



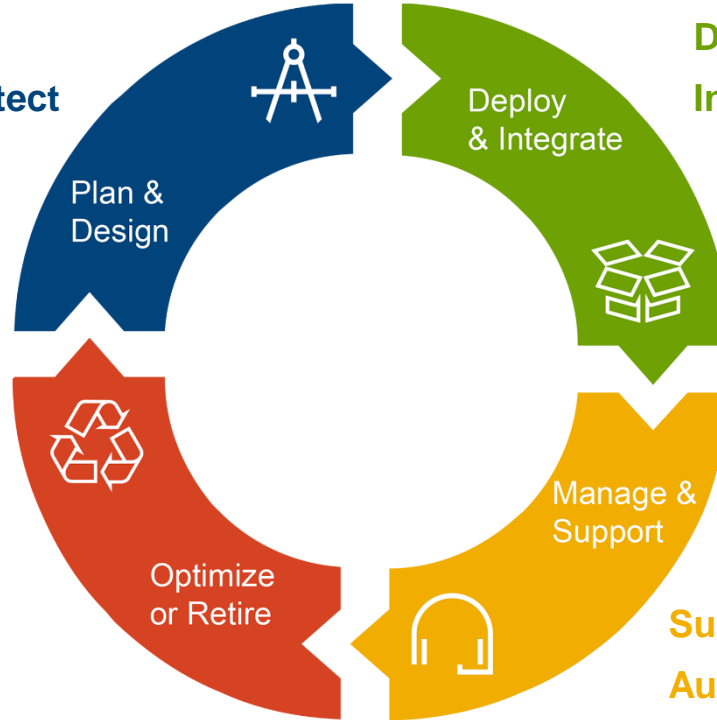
View Dispatches

Dell IT Lifecycle Services – what we do

Transform and modernize through end-to-end services aligned to the IT lifecycle

Deployment Consulting:

Strategize | Analyze | Architect



Deployment/Residency:

Install | Configure | Migrate | Augment

Asset Resale & Recycling:

Evaluate | Resell | Recycle

Support:

Automate | Protect | Maintain | Repair

D~~EL~~LEMC

Dell EMC Services

Driving the rapid adoption and optimization of your digital technologies

CONSULTING

Harness the power of business urgency with help from our consultants

DEPLOYMENT

Accelerate technology adoption with expert deployment designed for you

SUPPORT

Maximize productivity with expert support backed by proactive, predictive tools

TRAINING

Develop and retain valuable IT talent through continuous learning

