A Future Ready Workforce from Day One

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DELL EMC Forum

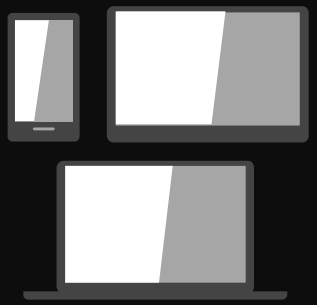
Thinking about System Deployment

LOW VALUE

HIGH VALUE

Devices & OS

Commoditized IT Services



Keep PCs working

RFPs • Auctions • Optimizing Box Cost

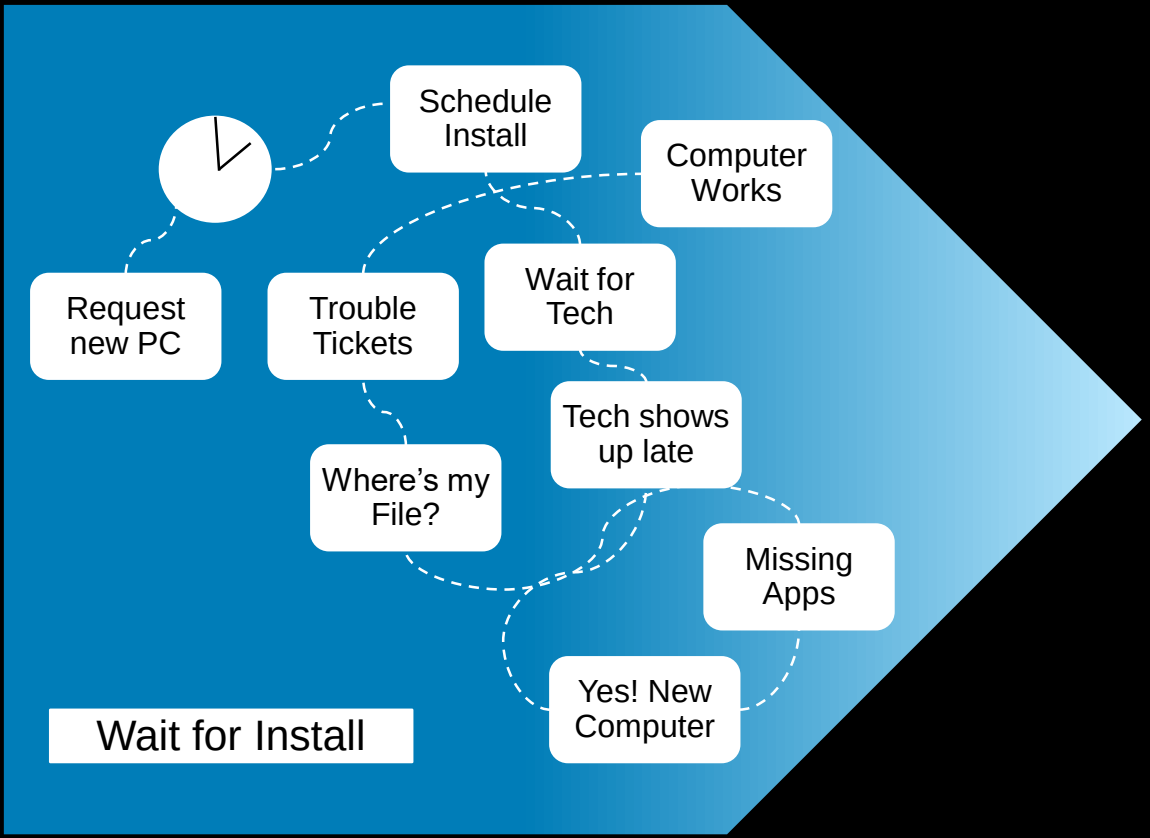
Digital Transformation

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**

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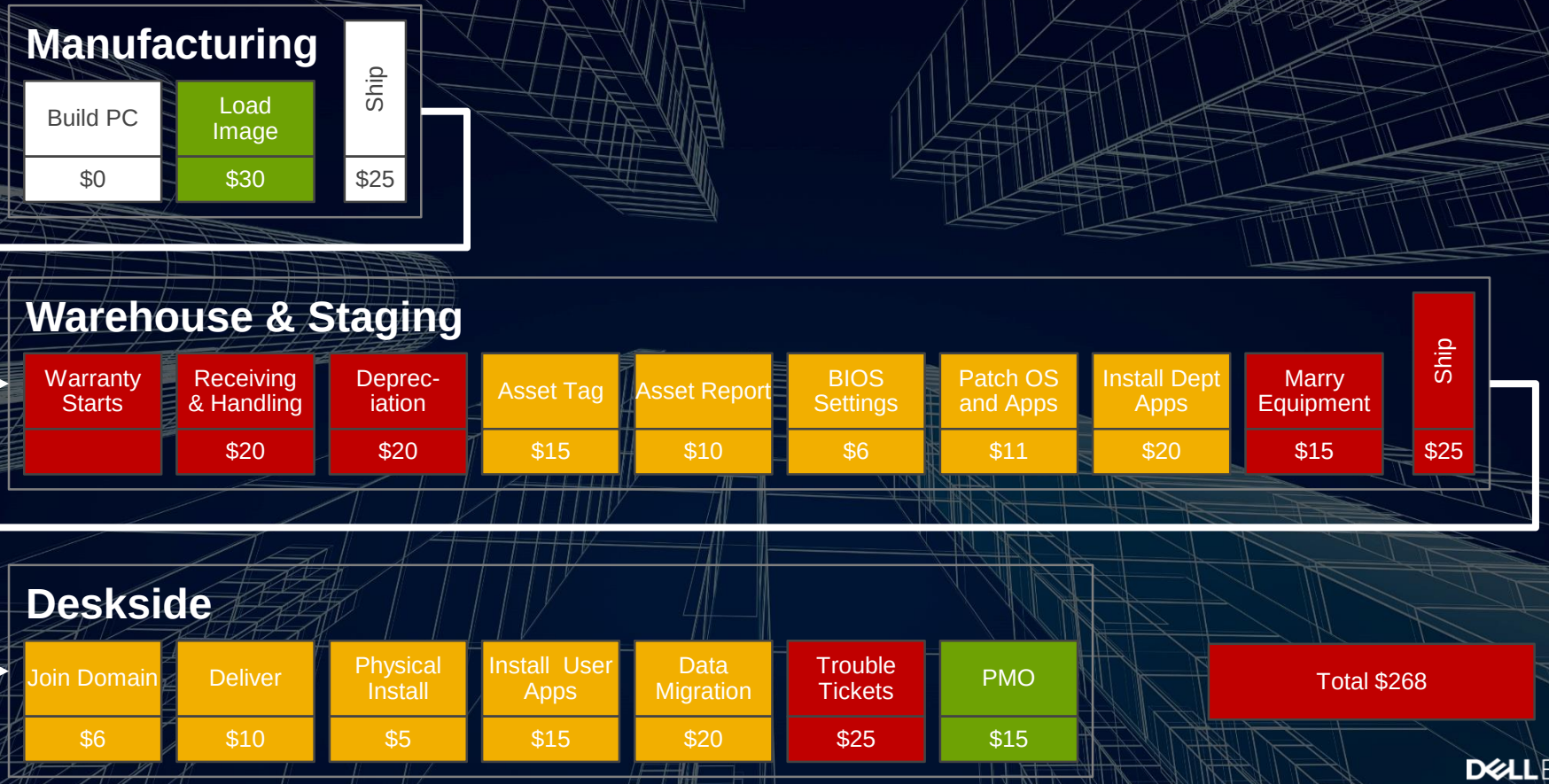
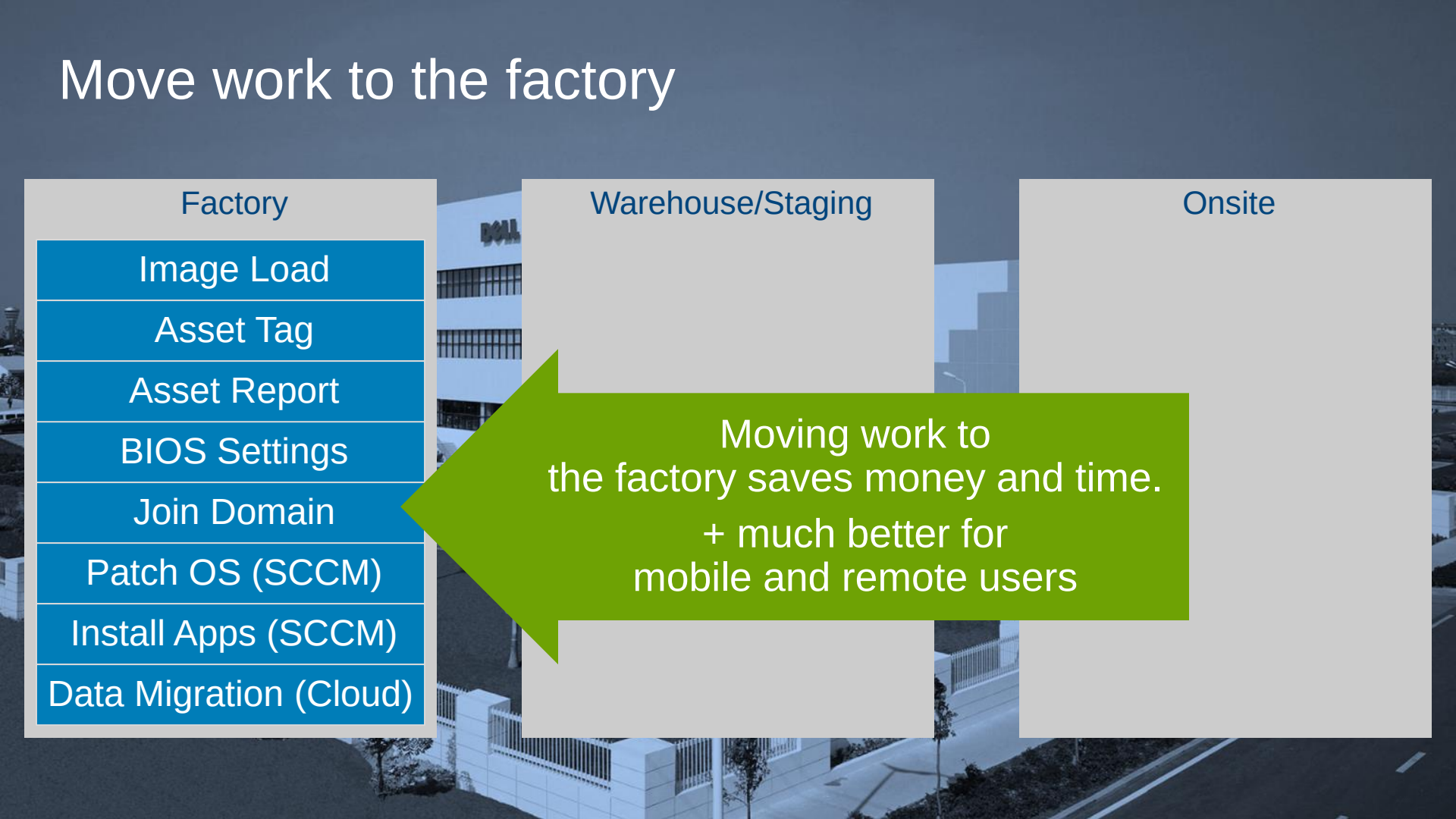
Typical process



Move work to the factory



Factory	Warehouse/Staging	Onsite
Image Load		
Asset Tag		
Asset Report		
BIOS Settings		
Join Domain		
Patch OS (SCCM)		
Install Apps (SCCM)		
Data Migration (Cloud)		

Moving work to
the factory saves money and time.

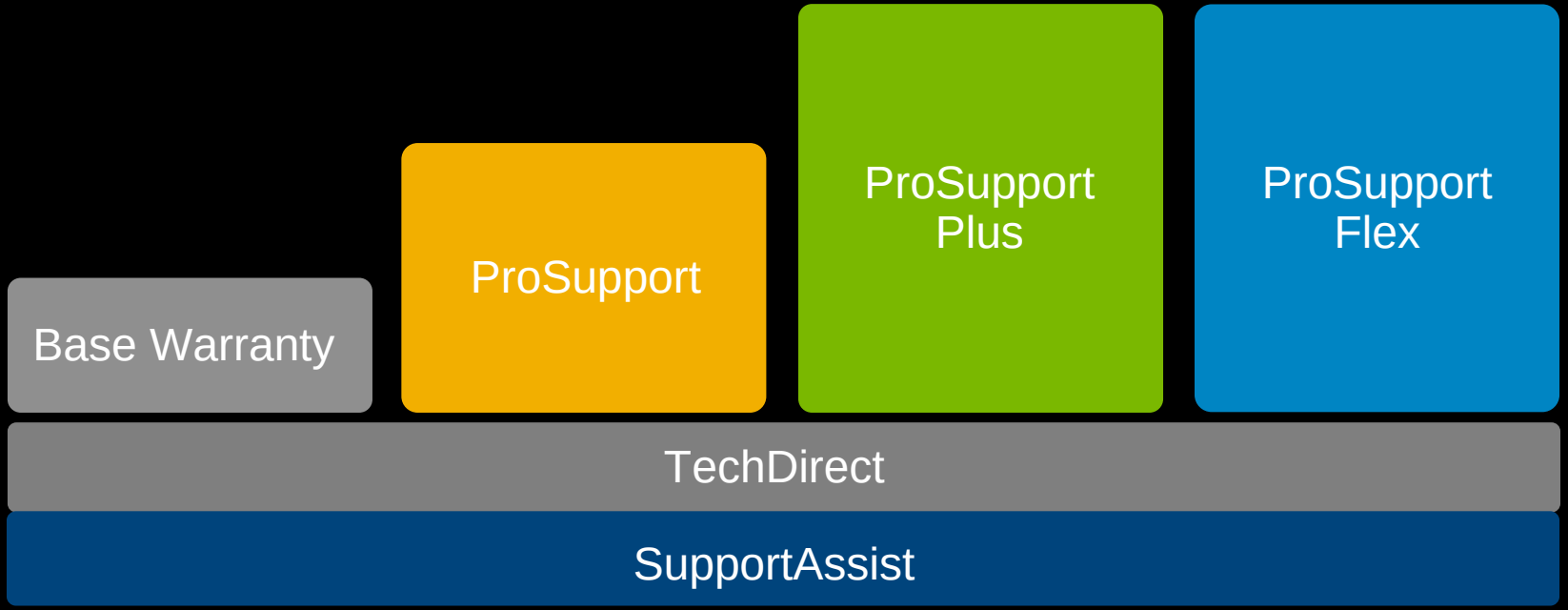
\+ much better for
mobile and remote users

Minimize user impact

What about Support?

Tools for Commercial support

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



Reduce customer effort and downtime with SupportAssist

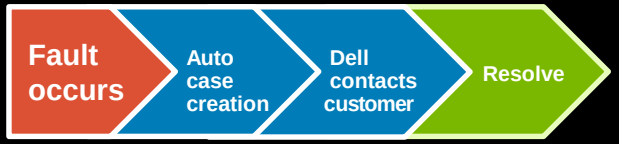
Proactive and predictive automated support

Hardware Support

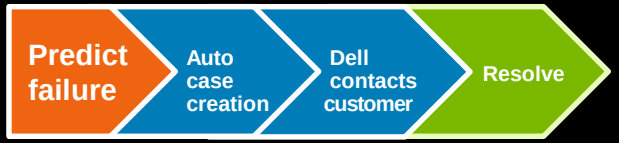
Traditional manual support
Higher customer effort, longer downtime

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

TechDirect

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

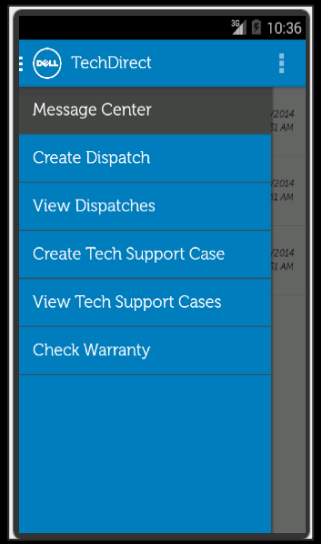
Download on the App Store

ANDROID APP ON Google play

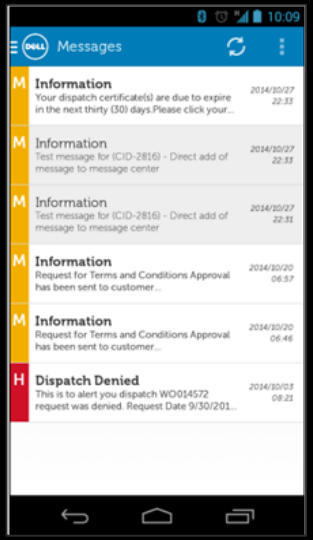
Available on **iOS** and **Android** devices

TechDirect

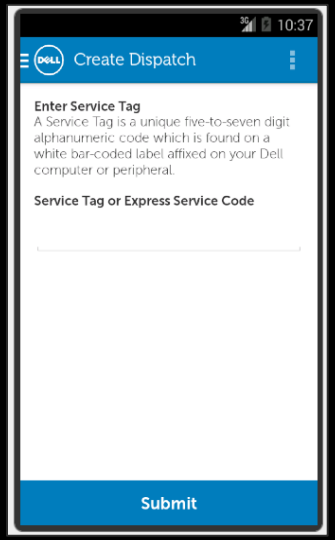
Does your team need the ability to engage Dell Tech Support and dispatch parts on the go? TechDirect mobile app, available in English for iOS and Android devices.



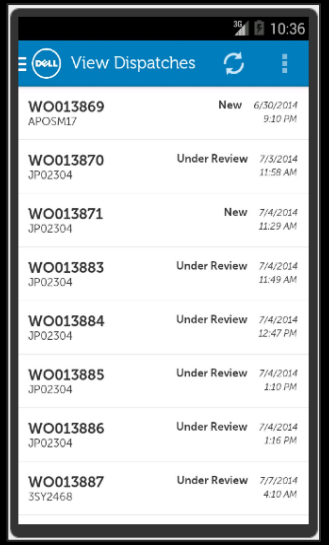
Home screen



Message Center



Create Dispatches



View Dispatches

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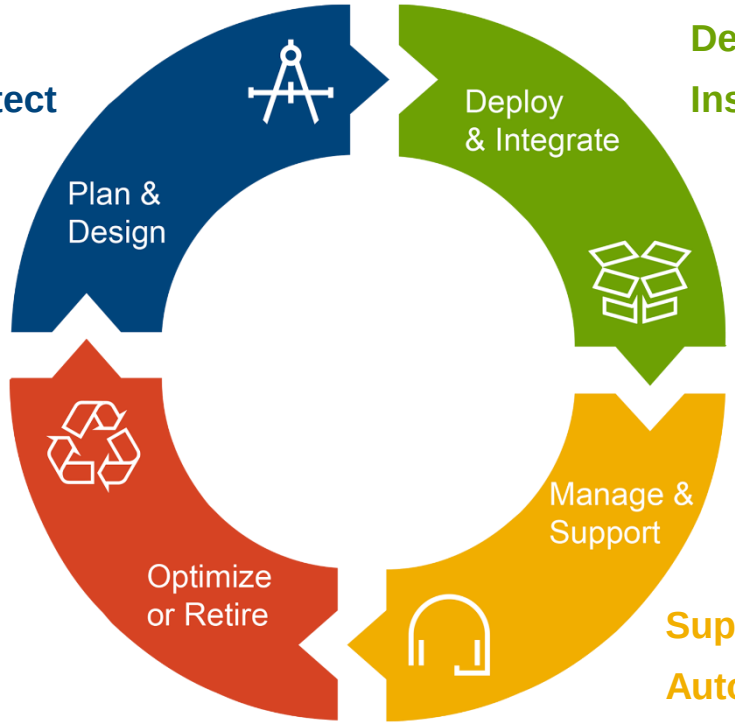
Dell IT Lifecycle Services – what we do

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

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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