

**DELL** Technologies



Digital Transformation In Action

**EMPOWERING OUR  
REMOTE WORKFORCE**



## How Dell IT is responding to new global challenges

Dell Digital, Dell Technologies' IT organization, has been driving a digital transformation over the past few years to modernize the way we work and improve the value we deliver to our customers. Our transition goes beyond technology to evolving people and processes and creating a new culture around the way we support our team members, business partners and customers. With the modernized infrastructure and upgraded technology, capacity and processes we have in place, we can expand our remote workforce while keeping everyone connected and productive.

In these pages, we share some of our success stories in creating a unified workforce, modernizing how we stay connected, and improving our approach to serving team members and business partners—all of which, ultimately, made us better prepared to respond to the current worldwide challenge.



*See how our IT organization, Dell Digital, enables a productive and secure remote workforce.*

### Learn how we are:

[Empowering our workforce with VMware Workspace One](#)

[Improving Remote connectivity with VDI](#)

[Implementing a modern SD-WAN environment](#)

[Enhancing customer experience with Dell Technologies Cloud](#)

# EMPOWERING WORKERS TO BE PRODUCTIVE ANYWHERE, ANYTIME

## Challenge

IT surveys were showing rising demand from Dell Technologies team members for a more seamless and personalized remote work experience using tools that would let them be more productive.

## Solution

[Dell Technologies Unified Workspace](#), powered by VMware Workspace ONE, gives team members a consistent user experience and easy, secure access to applications from every device. IT also uses personas to drive faster, more responsive equipment provisioning, and increased VPN bandwidth to expand SaaS offerings.

## Results

Some 120,000 team members were able to quickly begin working from home, seamlessly utilizing the VPN capacity and collaboration tools they needed to be connected and productive.



*We deliver a single experience to our team members no matter where they work.*



Just as we have with our own, we can help you equip and maintain your remote workforce. [Learn](#) how our Work-From-Home solutions make it possible.

Our workforce does its best work from home on high performance Dell PCs. [Empower](#) your people with [Dell PC solutions](#) optimized for modern collaboration and conferencing.

# IMPROVING REMOTE CONNECTIVITY WITH VDI

## Challenge

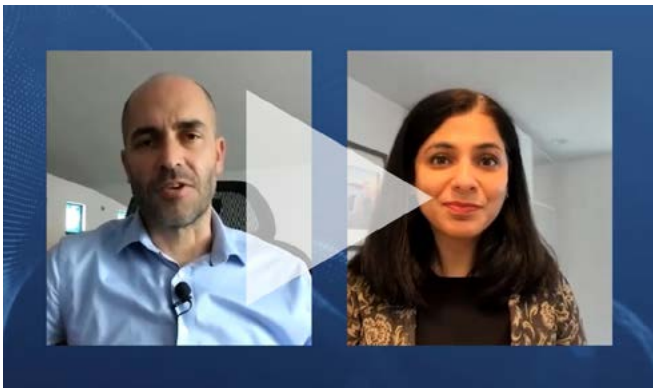
IT was unable to deliver Dell-issued notebooks for new hires and break fix scenarios due to the work-from-home delivery restrictions in some geographies.

## Solution

Dell Digital expanded its use of Horizon View, the VMware VDI solution that simplifies the delivery of desktop services from the cloud, beyond existing use cases (contractors/outside service partners) to enable new hire onboarding and break fix resolutions.

## Results

Enabled secure connectivity and service delivery to Dell team members and contractors, allowing safe access to Dell resources and ensuring they can provide crucial support to Dell customers.



**Explore** Dell VDI solutions for secure, high quality virtual workforce experiences at lower TCO.

*Here's how you can deliver a secure desktop and application experience remotely with Virtual Desktop Infrastructure (VDI) solutions.*

# A MODERN NETWORK FOR A MODERN WORKFORCE

## Challenge

Dell Digital needed a modern wide area network that would handle mission-critical workloads cost effectively and provide increased bandwidth for growing Internet traffic and the VPN demands of a home-based workforce.

## Solution

[VMware SD-WAN by VeloCloud](#), linking offices, factories and data centers as well as remote workers. The cloud-managed network provides faster performance at less cost and higher bandwidth, and improves SaaS application performance, enabling IT to expand the roll out of collaboration tools.

## Results

Dell Digital was able to quickly handle the [transition of some 120,000 team members](#) to working from home and had the communications and collaboration tools already in place to let them be productive.



*Here's how you can get corporate network performance for critical remote workers by implementing SD-WAN.*



**Discover** Dell's powerful, all-in-one SD-WAN solution for network modernization.



# ENSURING “BUSINESS AS NORMAL” EXPERIENCE FOR OUR CUSTOMERS

## Challenge

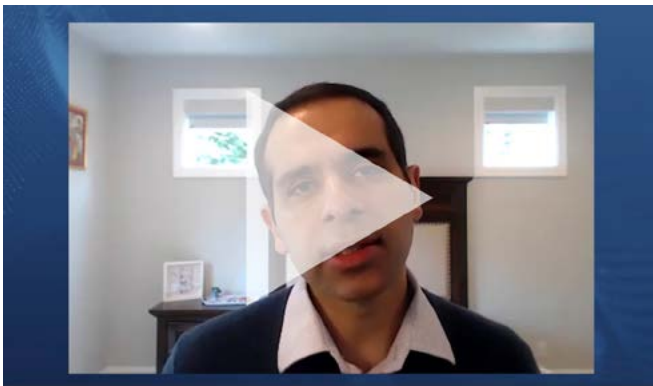
It is more important than ever for Dell.com to provide customers with a consistent user experience that can respond quickly to their changing needs. The ecommerce team wanted to transcend the constraints of traditional, monolithic application development to keep pace with consumer requirements.

## Solution

Transform the entire shopping experience on Dell.com to the more agile, cloud-based format using the Dell Digital Way and Dell Digital’s private cloud infrastructure, as well as our flexible cloud management capabilities to seamlessly move our ecommerce apps between on-premises and the public cloud when needed.

## Results

The Dell.com team can now continuously iterate on enhancing Dell.com, enabling much more frequent releases of features and capabilities on a weekly basis. Page loads are now averaging 33% faster, helping to improve sales conversions on the site. And public cloud provides added capacity when needed.



*Need immediate data center capacity to service more requests due to an increase in remote working? Here’s how you can scale your data center to the cloud.*



[Learn](#) how Dell Technologies Cloud solutions simplify operations and improve Cloud economics through a consistent management experience across all your Clouds.

