

RAPID TECHNOLOGY REFRESH IN GLOBAL NONPROFIT

Healthcare organization completes a worldwide technology update while saving time and exercising full control of budgets and deliveries



Nonprofit

United States

Business needs

A healthcare nonprofit organization decided to perform a technology refresh for employees around the globe and had to complete the project while keeping within strict budgetary and logistical parameters.

Solutions at a glance

[Dell Premier](#)

Client Solutions

- [Dell Latitude 7275 2-in-1](#)
- [Dell Latitude 13 7000 Series](#)

Servers

- [Dell PowerEdge R730 Rack Server](#)

Business results

- Saves 2 hours with every order
- Delivers optimized solutions at firm pricing
- Simplifies and accelerates global technology refresh
- Provides full budgeting control and transparency
- Enables effective self-service
- Facilitates reliable, scheduled deliveries

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IT Director
Healthcare Nonprofit

A worldwide nonprofit organization pursues a mission of improving health and healthcare. It collaborates with healthcare providers, governmental entities and other organizations to improve care outcomes and address seemingly insurmountable healthcare challenges. Team members, most of whom are experienced healthcare and policy experts, support care initiatives and educational programs around the globe.

Preparing a global technology refresh

The nonprofit's budgets and investments support the organization's vision of the best possible healthcare for people anywhere in the world. Maintaining sound financial discipline demands diligent planning and accurate projection of upcoming expenses. When a recent technology refresh called for providing all employees with new, mobile computers running Windows 10, IT and finance managers aimed to keep close control of their budgets.

The organization enjoys a long-standing relationship with Dell and uses many Dell and Dell EMC solutions, including Dell PowerEdge R730 rack servers with Intel® Xeon® processors, and a variety of desktop and mobile computers, monitors and different peripherals. Dell was the preferred choice for the Windows 10 project, but the nonprofit still needed to choose the right devices. Over several weeks, decision makers and Dell representatives discussed possible choices and device configurations before a handful of promising devices received closer scrutiny. The nonprofit's IT director says, "After testing and comparing available solutions, we chose Dell Latitude 7275 and 7000 13 Series laptops with 12-inch and 13-inch touch screens. Those were the best fit for our mobile users and employees at headquarters."

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IT Director
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Simple ordering and reliable delivery

Next, the IT team looked for a way to accelerate and simplify purchasing. "Our Dell representative recommended the Dell Premier program to manage our ordering," the IT director says. "He gave me a brief tour of the site and helped me set up our standard equipment with the pricing we negotiated. After that, I used the resource on my own."

By taking advantage of Dell Premier, the organization made quick work of the first part of its technology refresh. The IT director comments, "Taking less than three months from

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decision to completion, we purchased, provisioned and provided employees with 120 new Latitude devices with docking stations. We don’t have much storage space, so I staggered orders and deliveries on the Premier site. That worked perfectly. For us, it was a big win to be able to bring in equipment in a timely manner by relying on Dell Premier.”

Saving time while enjoying transparency and financial control

The IT team relied on the Premier order-tracking function to monitor order status and shipments. “Dell Premier is extremely efficient,” the IT director says. “One click gets me what I need to see.”

The IT team connected with the organization’s employees and firmed up practical schedules for delivery to each of them. “We could set proper user expectations and reliably meet them because we had full visibility of our orders and deliveries in Dell Premier,” says the IT director. Workers were thrilled when they received their new touch-screen computers and began using them.

Established pricing in Premier removed any ambiguity and gave the organization budgetary control over the course of multiple, successive orders. The IT director notes, “For us as a nonprofit, it was critical to stay within our budget. Being able to order standard equipment configurations with set pricing on the Dell Premier site made that much easier.”

The nonprofit’s technology refresh coincided with preparations for moving to a new headquarters location with lots of extra work for the IT team in addition to keeping systems running and users productive. Dell Premier afforded unexpected yet welcome efficiencies. The IT director explains, “In the past, I would ask my Dell rep for a quote, he would respond, and we would finalize over email or on the phone. This could take considerable time when I was busy. Now, I can submit orders at my convenience in Dell Premier, confident that the pricing is correct. I save at least two hours with every order.”

Streamlining an expanded technology infrastructure update

So far, the IT director has used only a subset of the many capabilities available in Dell Premier. However, she is trained on and is familiar with all the Premier program's capabilities, and looks forward to using them. When the organization's new fiscal year starts, she will be using the repeat-order feature in Dell Premier to acquire the Latitude devices and peripherals for those employees who have not yet received them. "We anticipate completing our companywide Windows 10 rollout with the same kind of efficiency we've accomplished so far with Dell Premier," she says.

Windows 10 on the Latitude computers will connect with Microsoft SharePoint Online, which is going to become the organization's knowledge management system. Following the SharePoint deployment, Latitude users will have easier access to resources and will be able to accomplish more with their mobile devices.

Given the assurance of firm pricing provided by Dell and documented on the Premier site, budgeting and planning for the second part of the project will be reliable and uncomplicated. "What helps me a lot is that I have much greater control and transparency in my ordering and order tracking with Dell Premier," the IT director adds. "I don't need to send emails or make calls when I have a question, because I can see everything right there."

The nonprofit expects to continue its relationship with Dell, using Dell and Dell EMC solutions and Dell Premier. The IT director says, "Working with Dell has been a very positive experience. My Dell reps have been helpful, responsive and patient. With Dell Premier, I can always take care of most business independently, but still receive their help when I need it."



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