

Accelerating Remote Workforce Productivity and Non-stop Digital Business



EXPLORE

A Time of Transition for Workers and Your IT Organizations

As companies are adapting to rapidly changing conditions with employees working from home and an increased focus on digital business, IT priorities have shifted. How do you navigate to your future state in a time of highly constrained budgets?

Employees must be empowered to work remotely, maintain productivity, and have continuous, secure access to applications.

IT must modernize to accelerate digital business initiatives in response to new customer experiences.

IT must strengthen resiliency efforts in support of non-stop digital business and emerging cyber threats.



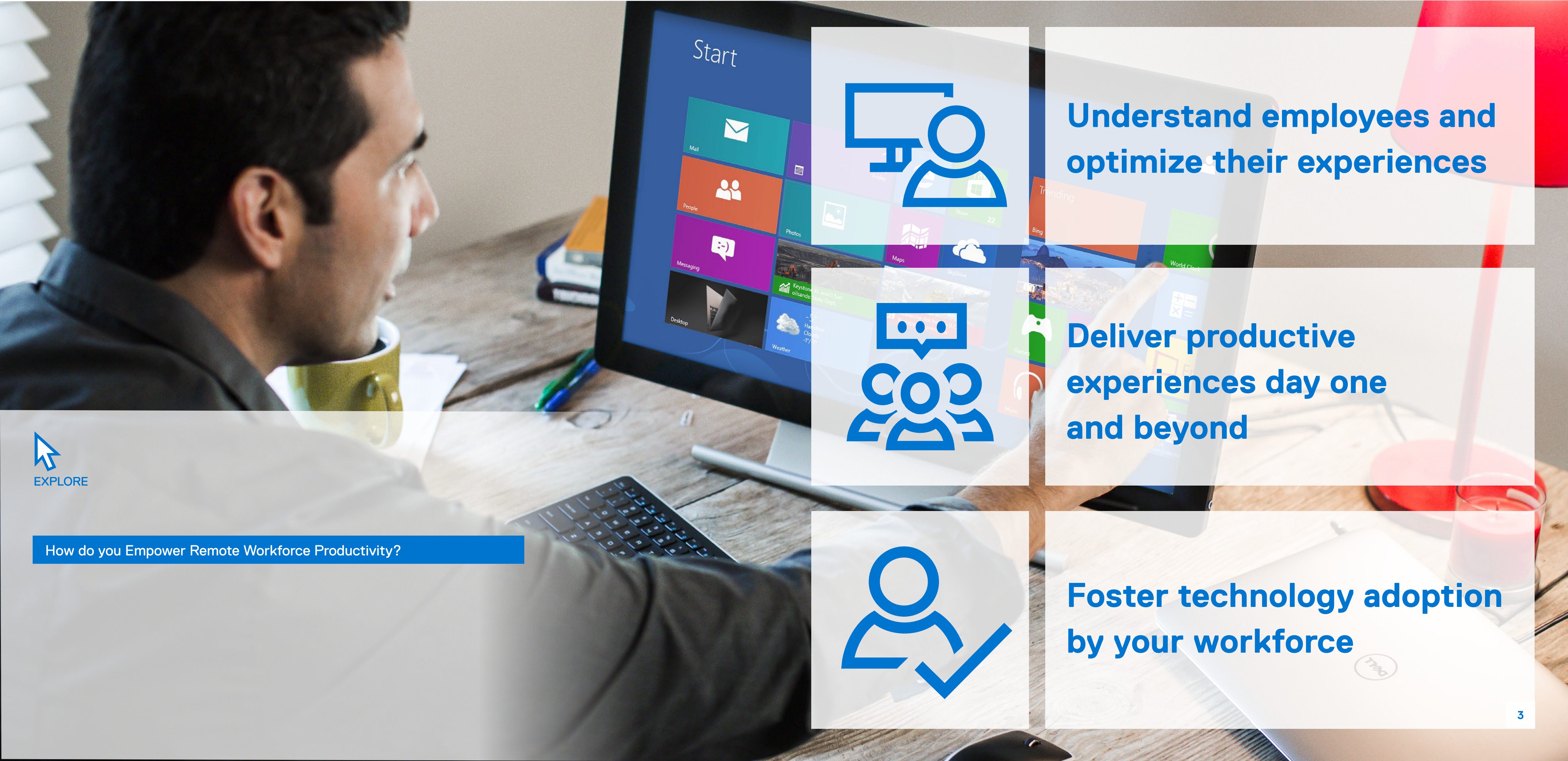
EXPLORE

A Time of Transition for Workers and your IT Organizations



How do You Empower Remote Workforce Productivity?

CONTACT AN EXPERT NOW



Understand employees and optimize their experiences



Deliver productive experiences day one and beyond



Foster technology adoption by your workforce

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How do you Empower Remote Workforce Productivity?

Understand Employees and Optimize Their Experiences

For IT, supporting a remote workforce begins with the adoption of an employee-centric mindset, understanding their needs, work styles, and pain points. Employees that feel disconnected and dissatisfied with their work experience will struggle with productivity. IT organizations can leverage techniques to help deliver the right devices, applications, data and experiences to inspire their employees.

Workforce personas enable IT to thoughtfully group employees together by their needs and workstyles, to optimize the employee experience with the right device, applications and data access they need to be most productive. With more people working remotely versus in the office, personas are especially important to help employees adapt to their new workstyle. Personas

help tailor their work experience, making them more productive day one and beyond.

Measure employee IT experiences to gain a real time view into what is working and what is not. Use available telemetry data and employee surveys to gather quantitative and qualitative data by persona groups. By baselining results and through continuous measurement, IT can pivot toward initiatives that support productive employee experiences and positively influence IT sentiment.

By focusing on employee experience, you can better align IT services, support and solutions with the needs of the business.

Key takeaway

Compared with companies in the bottom quartile, companies with top quartile employee experience enjoy:

2x
INNOVATION

2x
CUSTOMER SATISFACTION

25%
HIGHER PROFITS

Source: MIT Center for Information Systems Research, 2017



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How do you Empower Remote Workforce Productivity?



Deliver Productive Experiences Day One and Beyond

When it comes to achieving productive employee experiences, it's all about delivering the right device, data and applications based on your employees' workstyles. Hardware alone can't do it – you need to provide end-to-end solutions that truly enhances your employees' workday and throughout their journey, from day one and beyond. So how do you do that?

Workforce personas help IT move away from a one size fits all device-centric approach, to one optimized for the employees' role and workstyle attributes with client devices and peripherals that enhance their experiences such as headsets, multiple monitors and high quality cameras. Reassess how you will improve the process of delivering the right client devices to your employees, given many are working remotely and will likely continue



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for some time. Consider a persona-centric, fully configured **direct from the factory model** for getting employees set up and running faster while saving money in the process.

For organizations who prefer a hands-off approach to managing the PC lifecycle, a PC-as-a Service solution combines hardware, software, lifecycle services and financing in one all-encompassing solution with a predictable monthly fee.

For employees who don't require a physical device such as customer service representatives, contractors, partners and external agencies, a virtual desktop infrastructure (VDI) is a flexible way to access desktops and applications on-premises or in the cloud. Some organizations are now incorporating VDI technologies into their business continuity plans as alternate ways for employees to work.



Deliver Productive Experiences Day One and Beyond

Key among cloud productivity apps is Microsoft 365. By embracing applications within the Microsoft 365 ecosystem such as [Teams](#), Exchange Online, SharePoint, OneDrive and more, employees can communicate and collaborate from anywhere. Moving to Microsoft 365 requires a thorough understanding of your existing environment in terms of applications, locations, stakeholders, security and compliance, and impact on your network infrastructure.

It's essential to develop a plan for how you will roll out Microsoft 365. Often organizations deliver one

application at a time to everyone, which often takes too long to materially impact how employees work. A better approach focuses on rolling out a combination of applications together for more impactful experiences.

For example, [Exchange Online, OneDrive, SharePoint Online and Teams together](#) will dramatically change how employees work and have the greatest boost to their productivity. Rolling out to one functional group at a time allows you to leverage lessons learned for subsequent groups.

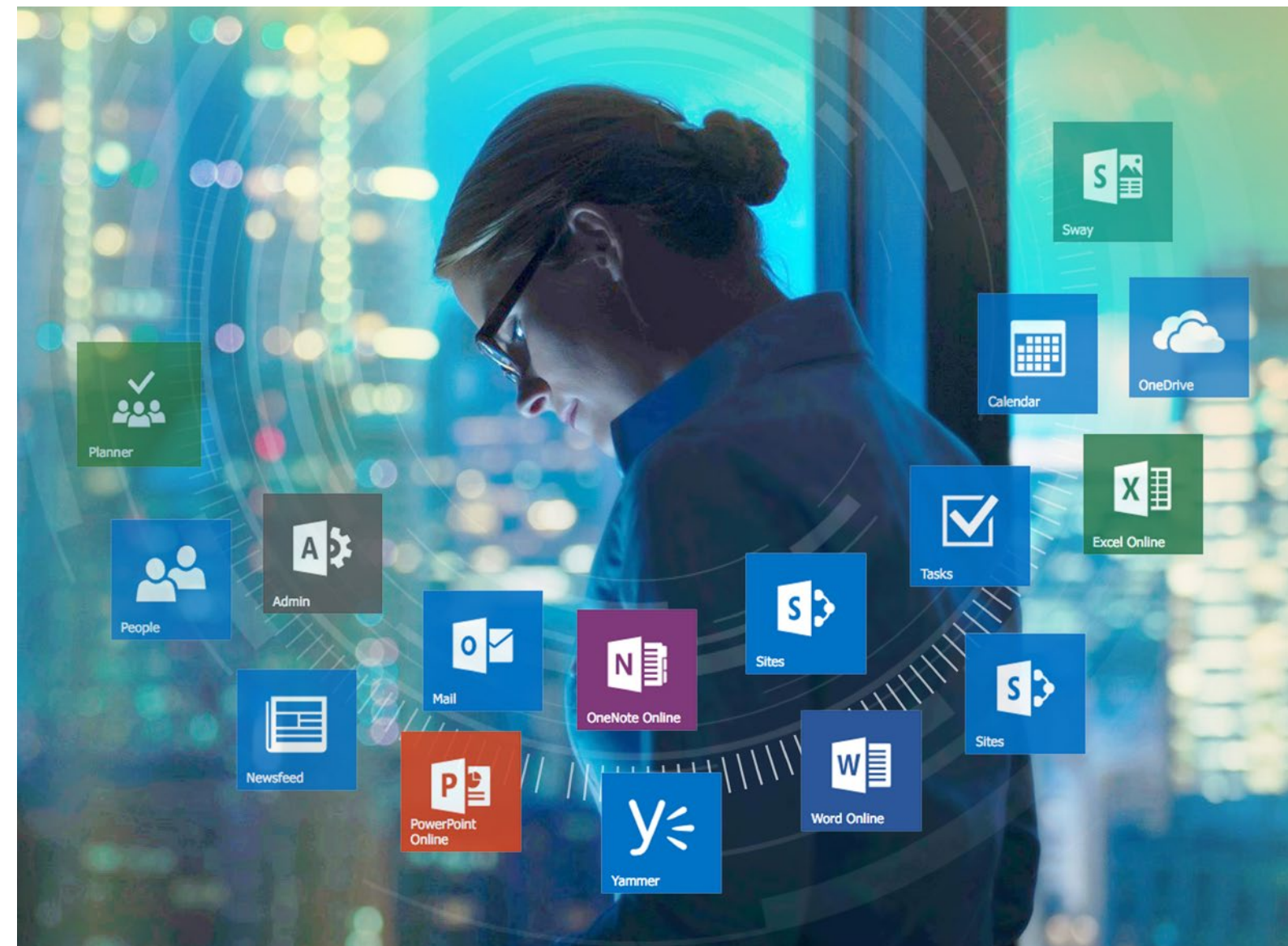
Dell Technologies Services related to employee experiences and Microsoft 365

- [Dell Technologies Unified Workspace](#)
- [ProConsult Advisory Services](#)
- [Workforce Personas](#)
- [Design, Integration and Migration Services](#)
- [Adoption and Change Management Services](#)
- [Security & Compliance Services](#)
- [Network Readiness Assessment](#)
- [FastTrack Benefits](#)
- [Management Services](#)



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Foster Technology Adoption by Your Workforce

Whenever you ask your employees to adopt new technologies or a new way of working, you should expect to encounter some resistance along the way. Changing employees' workstyles necessitates a greater need for comprehensive adoption and change management programs. Too often organizations invest in technology platforms and rely on "traditional" email-centric communications and training without advanced preparation or follow-up, only to discover low usage by their workforce.

Traditional programs are not enough.

Adoption and change management are about much more than just sending out communications and training your employees. It's an all-encompassing program that includes training sponsors and champions first, teaching "coaching" as a management skill, acknowledging and managing ongoing resistance, implementing a rewards and recognition program, and most importantly, measuring adoption. Embracing this holistic approach will have a profound impact on your employees and quickly help them transition to the new way of working and realize the business benefits of your technology investments.



The Dell Approach

Sponsors

Create active & visible executive engagement

Champions

Engage & empower key workers to be the face of change

Coaching

Enable leaders & managers to have effective conversations about change

Communications

Communicate the business reasons for change & how it will impact workers & other partners

Training

Help users, Admins & Help Desk gain knowledge & ability to transition to the future state

Resistance Management

Identify, measure, & counteract resistance

Adoption Measurement & Monitoring

Measure adoption rates by business unit. Analyze & define action plans to enhance adoption

Rewards and Recognition

Reward new behaviors & celebrate successes

Traditional approach to people change



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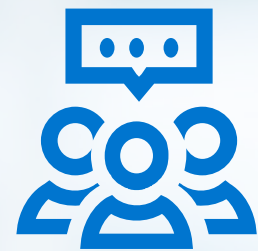
How do you Empower Remote Workforce Productivity?

Best Practices for Workforce Transformation



EXPERIENCE

- Tailor IT services from employee point-of-view
- Prioritize IT services roadmap based on employee feedback
- Frequently measure quantitative and qualitative employee feedback



PRODUCTIVITY

- Revisit IT processes to take advantage of new capabilities
- Deliver full experiences group by group vs. workload approach to new technology
- Embrace cloud productivity applications to transform how work gets done



TECHNOLOGY

- Embrace modern applications, workspaces and devices
- Make it easy for employees to get IT resources
- Invest in cloud identity and SD WAN for secure, consistent access



ADOPTION

- Integrate adoption programs concurrently with technology roll outs
- Dedicate adoption SMEs to support technology initiatives
- Take a marketing approach to help employees understand what's in it for them

How Do You Accelerate IT Transformation for Today's Digital Business?

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It's imperative to a business to maintain customer channels and experience via digital IT. However, going into the future these initiatives need to be reprioritized and some need to be accelerated to maintain relevance in the marketplace. To start a conversation about IT Transformation, we first need to understand what is different today? What changed in the market? What has changed with our end users or with the tools and technologies we use? And more importantly, why won't what our customers do today support success and growth in the future?

When we consider these changes, we see a significant shift towards customer experience – towards a consumer-driven model. And as this model drives business changes, IT must change with it. Rather than focus on optimizing their own siloed processes, IT must collaborate directly with product and solution-development teams to enable innovation and speed delivery. **Here's how to make that change.**


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How do you Accelerate IT Transformation for Today's Digital Business?



Transforming IT for digital business



Dell Technologies Cloud offers a turnkey experience

Transforming IT for Digital Business

By moving away from siloed functional teams, you can reduce handoffs and accelerate innovation and delivery. Faster and more automated delivery increases agility and resiliency because you can introduce or roll back a change, whether a new feature, a bug fix, or security patch.

Transforming IT for digital business requires IT organizations to rethink their approach to resiliency and operations. Moving to a disciplined practice of infrastructure-as-code serves as a foundation for this change.

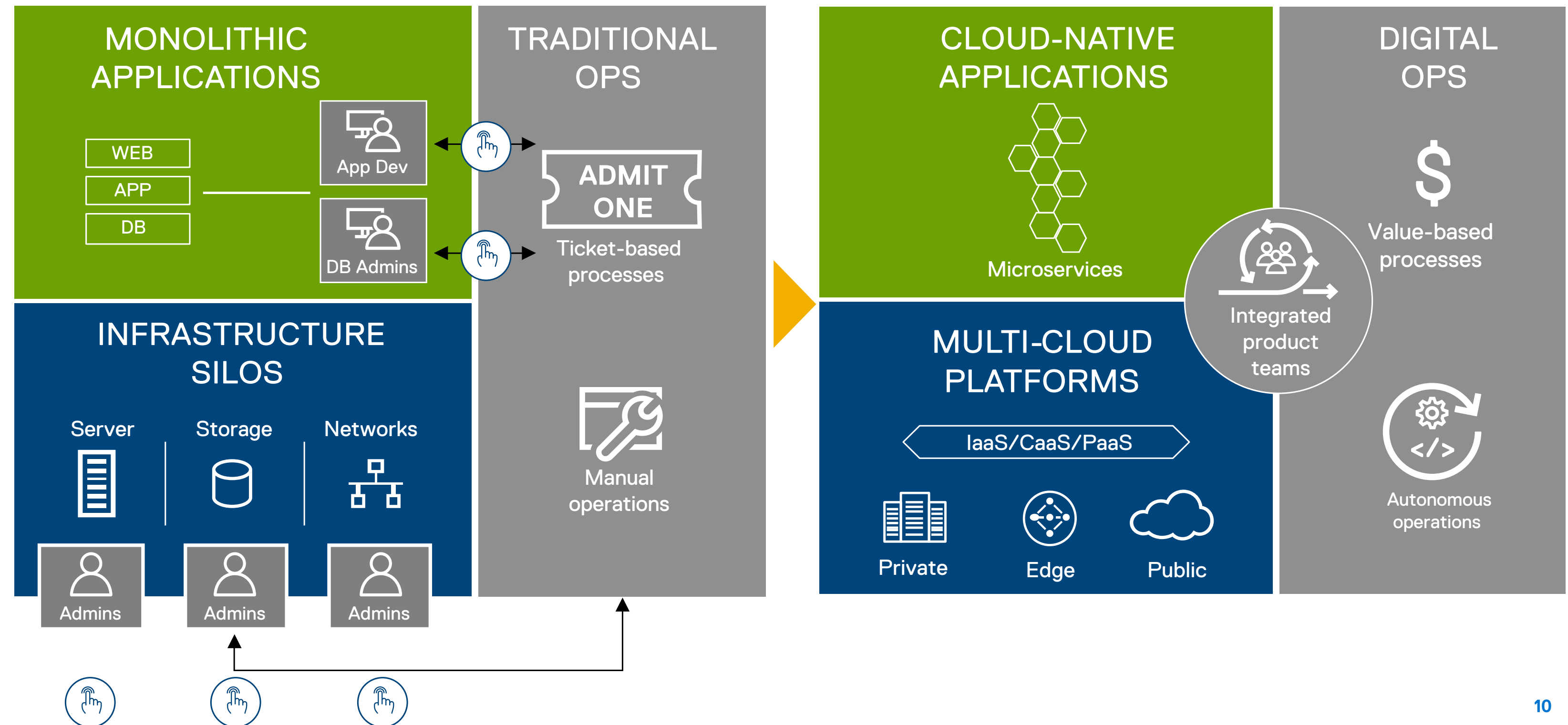
In this model, infrastructure and deployment code is developed, tested, secured, and managed like application code.

Working with product teams, IT can design quality and policy compliance into every layer of the technology

stack, rather than trying to test for quality in a product or platform after the service, applications, or data model has been built. And resiliency can be improved by designing for application continuity, automated platform rebuild, and availability zones to maintain service availability.



How do you Accelerate IT Transformation for Today's Digital Business?



Transforming IT for Digital Business

This migration to a Digital Business workflow starts with the applications. As new business ideas or improved functions are generated, new versions are produced with automated continuous delivery pipelines supported by infrastructure-as-code. These approaches can also keep infrastructure stacks current with bug fixes, security patches and new firmware and infrastructure software releases.

Within this stack, Platform Services plays a key role – both in supporting applications and development, and as the research and development arm of IT. Platform Services acts as the common control panel that interfaces with your multi-sourced infrastructure resource pools. Configurations and provisioning scripts can be automated and orchestrated, and then mapped

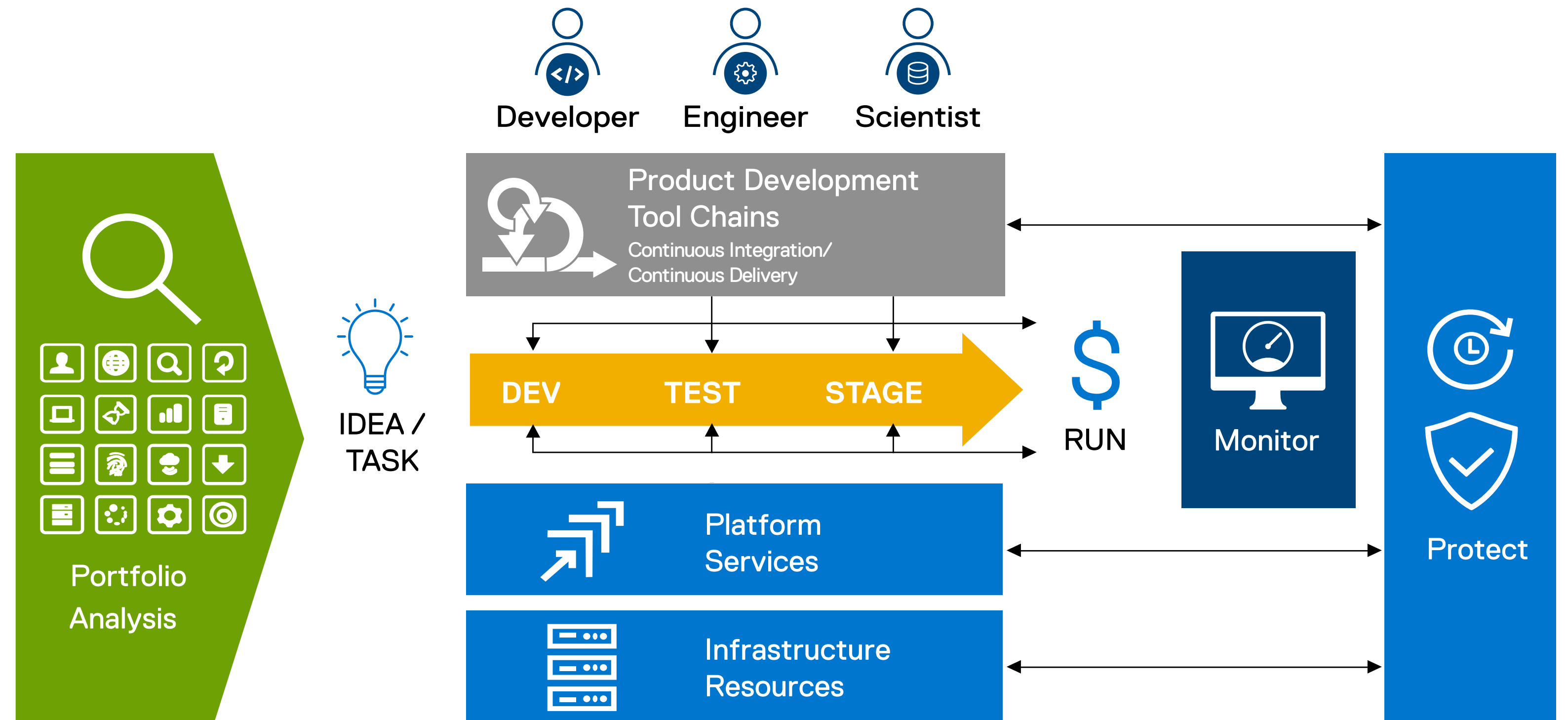


How do you Accelerate IT Transformation for Today's Digital Business?

to a multi-cloud environment for application portability. Like developer tooling, IT services are integrated via APIs and available via service catalogs that enable product development teams to create customized configurations and tool chains using, proven, pre-approved, enterprise standards.

IT infrastructure teams need to focus their efforts on

developing and maintaining these platform services and continuous delivery pipelines in order to provide more value to application and developer teams. Leading IT organizations are leveraging their strategic vendor partners to provide more powerful infrastructure resources rather than devoting too much of their own engineering efforts to this purpose.



[Learn more about Infrastructure As Code](#)

Dell Technologies Cloud Offers a Turnkey Experience

The Dell Technologies Cloud delivers power infrastructure resources, with the simplest and fastest hybrid cloud deployment resulting from joint engineering between VMware Cloud Foundation (VCF) and Dell EMC VxRail hyperconverged infrastructure. This deep integration delivers automated lifecycle management to streamline operations and reduce TCO by 47%.

VCF on VxRail delivers one platform to run both traditional and cloud native / container workloads. This solution benefits extensively from the underlying infrastructure and software:

The full stack integration allows organizations to take advantage of Software Defined capabilities across the physical infrastructure



How do you Accelerate IT Transformation for Today's Digital Business?

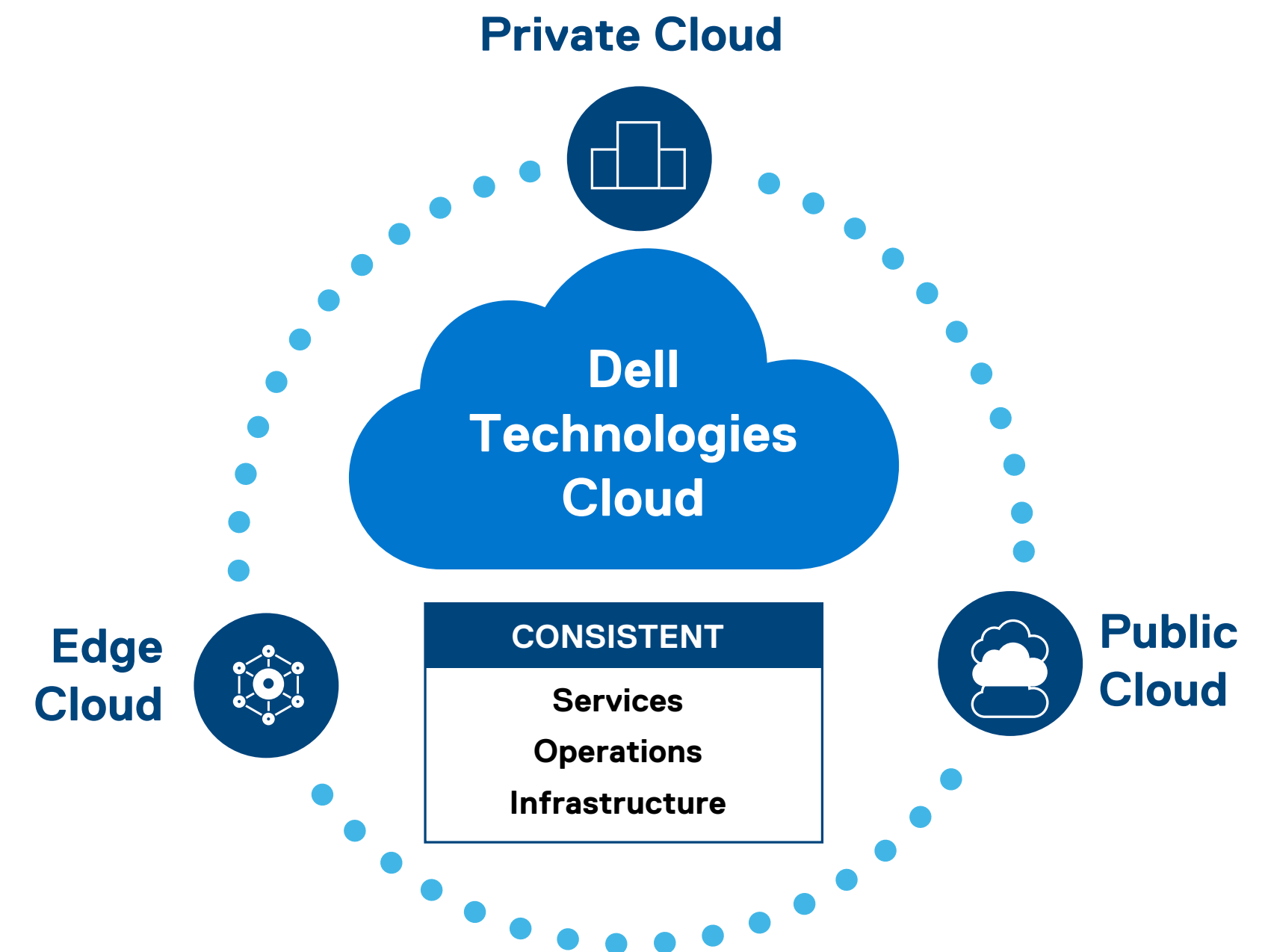
Having a single vendor support relationship to manage for support and professional services

Automated lifecycle management for the entire cloud infrastructure stack including hardware

Take advantage of a frictionless path to public cloud allowing workloads and data to be seamlessly migrated to VMware environments deployed in public cloud.

Utilize a flexible topology and networking model utilizing software-defined networking with VMware NSX

Dell Technologies Services helps you quickly realize the value of the Dell Technologies Cloud, with services to integrate the platform into your environment, target and migrate applications and data to the new platform and services to achieve a cloud operating model.



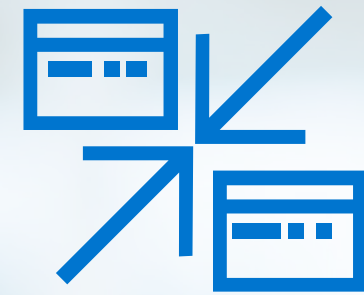
[Learn more about Dell Technologies Cloud](#)

Best Practices for IT Transformation



GOVERNANCE

- Transformation is both a top down and bottoms up change agenda. Involve senior executives, link to a business case where you can
- Where possible converge workstreams and reduce scope. Use agile program management office modeled on SAFe to drive results and learning
- Establish multiple levels of governance 1) at working team level – weekly 2) with executive sponsor – monthly 3) with CIO – quarterly



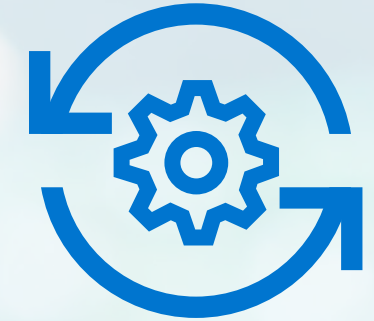
APPLICATIONS

- Applications drive technology platforms
- Application owners expect cloud consumption models
- Modernize the entire portfolio (one bite at a time)



TECHNOLOGY

- Deploy software-defined architecture with dynamic resource pools for IaaS, CaaS, PaaS
- The network piece is often the hardest. Leverage NSX to collapse WAN, LAN, SAN
- Design infrastructure stack for resiliency, instead of reactive, fragmented approaches
- No snowflakes. Customizations have a huge, long term TCO impact



OPERATING MODEL

- Automation drives dramatic change in processes and roles
- Multi-cloud requires matured and disciplined operating models
- Cross-functional collaboration is foundation

How Will You Achieve Business Resiliency to Support Non-stop Digital Business?

Resiliency is an organization's ability to stand strong in the face of adversity with the confidence that no matter the origin of the disruption, they can efficiently and effectively recover. To a modern IT organization, this is about aligning their security, data protection, and availability strategies with business priorities and enterprise risks rather than following a traditional approach linked to infrastructure layers. This ensures that business processes are tied to applications since that's actually how users consume the services.

Commitment to “non-stop digital business” requires reducing as much downtime as possible for customers, ensuring that no transactions are lost, and harnessing a broader range of resiliency capabilities across private, public and hybrid clouds without sacrificing security and governance. Toward that end, it is imperative that enterprise-wide risks, threats, and dependencies are fully understood, and requirements are captured before aligning an IT strategy and roadmap.



How will you Achieve Business Resiliency to Support Non-stop Digital Business?



Attributes of resilient digital businesses



Explore Dell Technologies business resiliency services

Attributes of Resilient Digital Businesses

Dell Technologies has helped many organizations improve their resiliency posture in support of digital business. Here are a few common elements of each of these improvement programs.

1 Establish consensus on business outcomes such as cost optimization and reinvestment, end-user experience, time to market and workload/application prioritization. This step sets the stage for sustainable resiliency modernization journey.

2 You cannot make good decisions without good data. Business Impact Analysis and business process, applications and systems mapping establishes a good foundation to develop a strategy that will align to business requirements.

3 Automate everything possible to speed up and streamline manual processes. DR orchestration is heavily resource and documentation intensive. Automation speeds the process.

Learn more about [Business Resiliency](#), [Application Continuity](#), and [Cyber Recovery](#).

4 Be prepared to manage planned and unplanned downtimes by implementing Application Continuity. Failover and failback groups of applications as opposed to the entire datacenter. Be able to regularly fail over whole business processes and run for a period of time in an alternate facility.

5 Explore public cloud for Disaster Recovery including backup and archive.



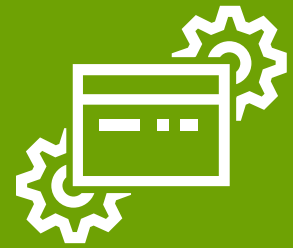
6 Design a well-run data protection program to ensure data is protected and meets business recovery SLAs.

7 Prepare for evolving cyber threats by implementing a Cyber Recovery Solution and ensure business-critical data is “air-gapped” and ready for recovery.

How will you Achieve Business Resiliency to Support Non-stop Digital Business?

Explore Dell Technologies Business Resiliency Services

Dell Technologies Business Resiliency services are focused on helping customers build a wide range of availability and recovery capabilities, impacting technologies and policies, and driving confidence in recovering from any type of outage. **Our services work in combination to provide a full spectrum of business resiliency.**



Availability

Ensure mobility of applications and business processes by modernizing legacy monolithic architectures to highly virtualized, API based environments leveraging virtualization, automation and orchestration.

Minimize downtime by architecting continuous application availability and/or rapid recovery.

Focus on RPO architecture and minimize lost transactions.



Operational Recovery

Cost-optimized data protection, aligned to enterprise-wide risk management.

Leverage infrastructure-as-code automation to repave new environments and speed large scale recovery.



Cyber Recovery

Prepare for emerging threats by implementing an air-gap cyber recovery vault that leverages Technology to enable data Immutability, Process Automation and Security Analytics.

Secure intellectual property, application and critical data required to recover and return to production from a destructive cyber-attack.

Harden your systems.



Disaster Recovery

Set strategy and implementation details, including out-of-region failovers and cloud DR.

Improve confidence and efficiency of DR operations through regular testing.



Business Continuity

Risk and Crisis management and work closely with IT DR, and ensure continuity of operations.

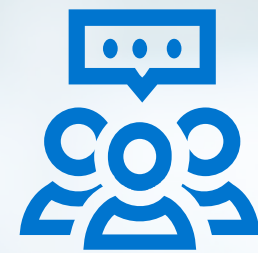
Start the process of delivering improved resiliency for non-stop digital business with Dell Technologies Services.

Best Practices for Business Resiliency



OUTCOMES

- Engineer reliability across the stack for better service availability
- Demonstrate operational and cyber recovery in addition to disaster recovery
- Pivot to a business continuity vs. technology approach
- Balance cost and risk based on defined strategic and tactical goals



PROCESS

- Rigorous testing objective and detailed success criteria defined and validated
- Technology restoration, policies and procedures documentation current, complete and comprehensive
- Threats and risks understood and ranked with mitigation strategies in place



TECHNOLOGY

- Alternate site capable of supporting business operations
- Business and IT alignment on application prioritization and RPO/RTO requirements
- Risk and threat mitigation documented, executable and approved by management



ADOPTION

- Executive management commitment
- Strategic and tactical program planning processes
- Key personnel trained and ready to respond
- Emergency response and crisis comms developed and tested
- Formalized training and awareness program exists

How Will You Manage All This in a Time of Constrained Budgets?

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Staffing and operations management



Retain and retrain key personnel



Reduce downtime with predictive, proactive issue resolution



Dell Financial Services payment solutions portfolio



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How will you Manage All This in a Time of Constrained Budgets?

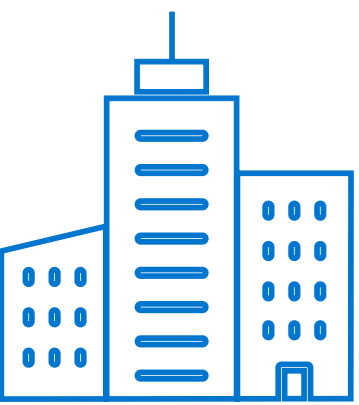
Staffing and Operations Management

Skills shortages, crisis management and transformation initiatives may require you to reprioritize your people resources. There are a number of options you can explore – either managed services and/or technical residents to supplement your existing IT team. Dell Technologies Services can help with both.


As a managed services partner, we have the ability to take on risk, deliver to an outcome, and to move these responsibilities left or right as required so that you can focus on required business operations.

Some organizations are looking to shift the burden of end-user device, infrastructure and cloud services to partners with Managed Services to allow them to focus on their revenue generating business initiatives. You can bolster staff with technical residents for your cloud services and platforms or shift management of operations to Dell Technologies.

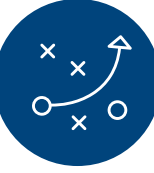





Focus on Your Business




Policies & compliance



Strategic projects



Service integration



Architecture control & asset ownership

Engagement



Executive interlocks



Strategic planning



Governance, risk & Compliance



Operational LPIs



Explore Managed Services or Technical Residents



Day to day execution



Visibility & control



Consultative ideas & benefits



Continuous improvement

How will you Manage All This in a Time of Constrained Budgets?

[Learn more about Dell Technologies Managed Services](#)

Retain and Retrain Key Personnel

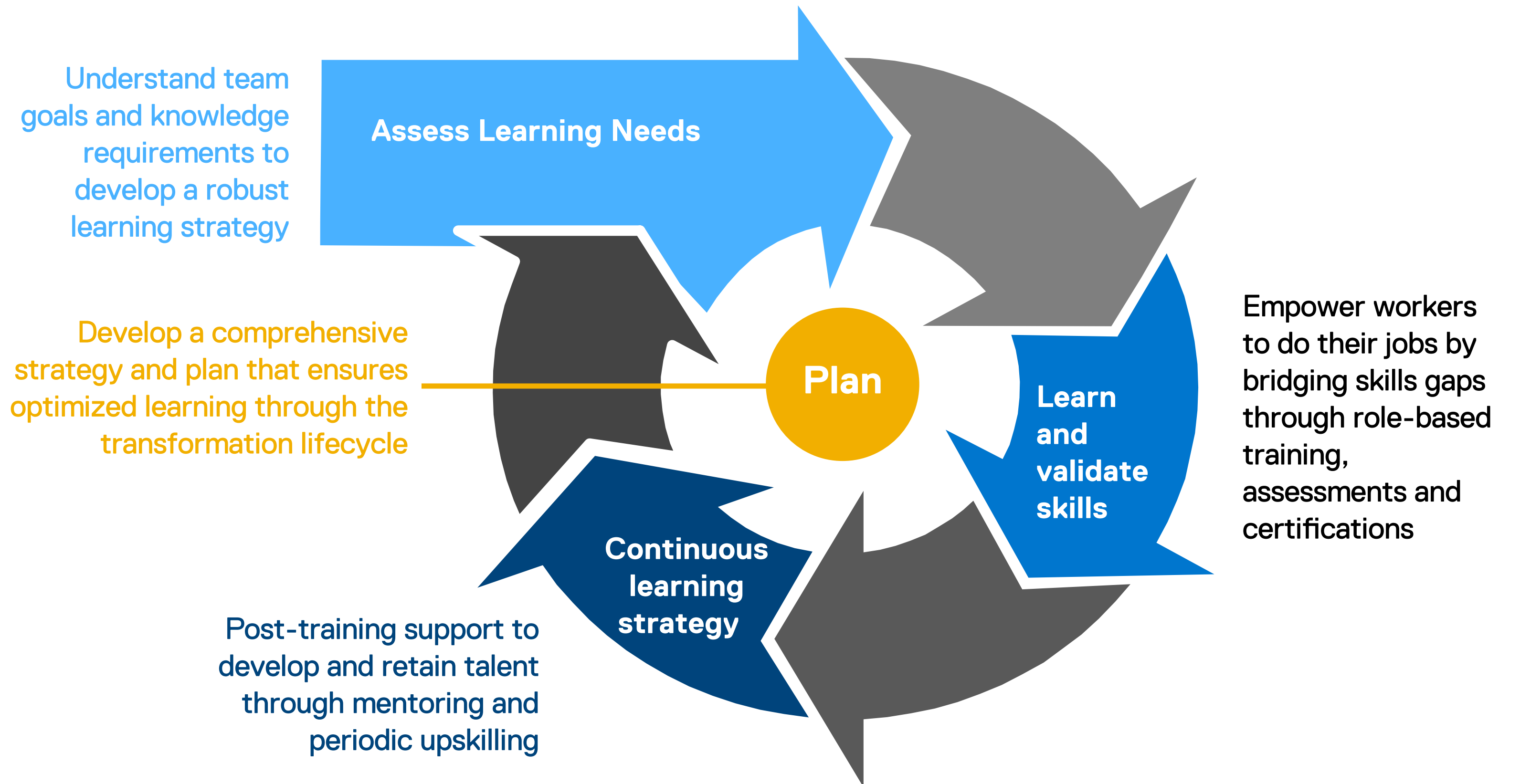
It's essential to upskill your resources with contemporary training and certifications to perform high value work and retain key talent. This includes both your IT resources as well as employees who are using new technologies.

We recommend developing a comprehensive strategy and plan that ensures optimized learning for your employees through the transformation cycle.

The best place to start is by understanding your team's goals and knowledge requirements to develop

a robust learning strategy. Then it's important to empower your employees to do their jobs by bridging skills gaps through a variety of training methods: role-based, assessments, and certifications. Keeping skills fresh and current requires ongoing mentoring and periodic upskilling.

Not only will your organization benefit from more knowledgeable, highly skilled workers, but your team members will have more confidence and see a boost in their productivity, which are top motivators for retaining key talent.



How will you Manage All This in a Time of Constrained Budgets?

[Learn more about comprehensive training](#)

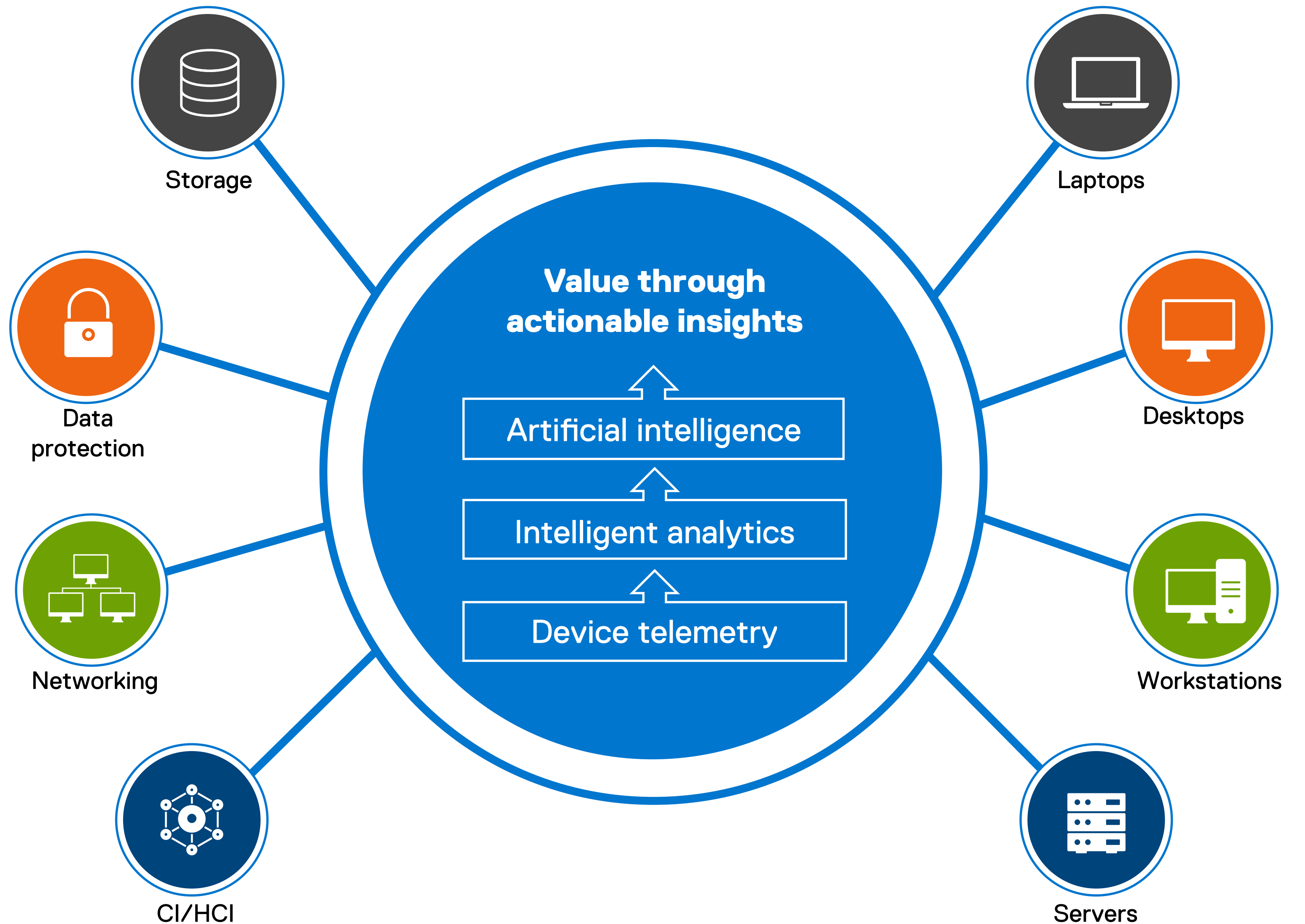
Reduce Downtime with Predictive, Proactive Issue Resolution

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Dell Technologies SupportAssist helps you keep your systems running smoothly without interruption, by predictively and proactively identifying and resolving issues. This is made possible by a device telemetry system that collects data from connected devices.

The SupportAssist platform derives intelligent analytics from telemetry data, which then feeds into a predictive AI using deep learning / machine learning technologies.

The outcome is a predictive support experience that delivers actionable insights as, or even before, issues occur in your organization.



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How will you Manage All This in a Time of Constrained Budgets?

[Learn more about Dell Technologies SupportAssist](#)

Dell Financial Services Payment Solutions Portfolio

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Dell Financial Services (DFS) offers flexibility to allow organizations to acquire assets in support of IT and workforce transformation in a variety of ways.



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How will you Manage All This in a Time of Constrained Budgets?

Technology Refresh

Implements a regular rotation cycle to optimize useful life

PC as a Service

Combine hardware, software, lifecycle services and financing into a predictable price per seat per month

Fair Market Value Lease

Encourages regular technology upgrades and lowers the total cost of computing

Flexible Consumption

Pay for technology as you need or use it

Pay as You Grow

Grow at your own pace with customized payment solutions to support forecasted growth, flexible deployment schedules, deferrals and pre-provisioned upgrades

Flex on Demand

Acquire elastic capacity and only pay for what you use. Choose your total deployed capacity and minimum usage commitment. Scale your usage up and down to match workloads

Data Center Utility

Establish a pay per use environment across your entire IT infrastructure

Ownership

Manage cash flow by spreading payments over time

Finance Lease

Provides affordable technology acquisition through budgeted payments

Loan

Make predictable payments for ownership of hardware, software and services

Dell Business Credit

Leverage a revolving line of credit for fast and simple technology acquisition

Software

Financing software, including service & maintenance

License Agreements

Customize a software agreement that offers unprecedented flexibility in the way Dell Technologies software titles are consumed and maintained – especially as requirements change over time

Flexible Software Payments

Acquire the software you need today and meet your budgetary needs with flexible payments

What's Next?

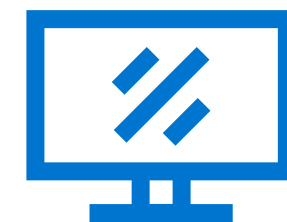
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Dell Technologies Services can help no matter where you are with your remote workforce productivity and digital business initiatives. We can help you unify stakeholders through clarity of vision and identify next steps to achieve your desired future state. Our collaborative approaches and proven methodologies combined with our portfolio are designed to help you achieve a more productive and agile business now and in the future.

Contact your Dell Technologies representative to hear how we can help you.



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[Learn more](#) about Dell Technologies Services



[Contact](#) a Dell Technologies Services Expert

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