



Executive summary

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Upgrade employee PCs faster with Dell ProDeploy Plus

Using Dell ProDeploy Plus minimizes employee downtime, speeds up deployment, and saves IT staff time

For a complicated task like multi-system deployment, the do-it-yourself approach isn't always the quickest or the easiest option. A lot of painstaking work goes into a large deployment. Admins may have to perform a number of time-consuming tasks, from researching hardware requirements and which systems to purchase, to managing the receipt, inventory, and asset tagging of all systems as they arrive, to moving all user data from old to new systems, and more.

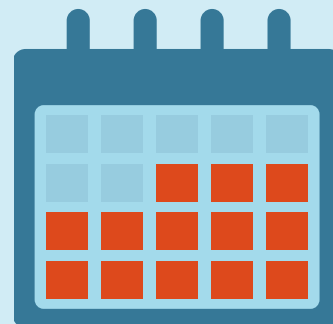
Fortunately, DIY isn't the only option. Dell™ ProDeploy Plus is a deployment service that provides experts who help every step of the way and actually do most of the work for you. Using Dell ProDeploy Plus simplifies the project for IT staff and gets employees back to work on their new systems sooner.

We used Dell ProDeploy Plus to upgrade a mix of 10 laptops and desktops and compared the experience to that of having an in-house administrator carry out the transition. Dell ImageAssist, an imaging tool that's part of ProDeploy Plus, allowed us to create one image for all the systems—instead of one for each system type—to speed the deployment. The PCs arrived with the correct corporate images already installed, configured, and validated. Then, Dell technicians arrived and moved employee data from existing to new systems so our IT staff could continue their other work.

Based on our findings from the 10-system deployment, we project that using Dell ProDeploy Plus for a 500-system deployment could take up to 35.6 percent less time than an in-house upgrade. For a deployment of that size, that's a time savings of over 2 weeks! That could mean a faster deployment experience with fewer hassles for employees and admins alike.

Reduce overall
deployment time by

35%



in a 500-system
deployment

How Dell ProDeploy Plus could reduce time for a 500-system deployment by 35%

We project these numbers from our test findings for a 10-system deployment. Actual numbers for a 500-PC deployment could vary considerably based on a number of factors, including, but not limited to: ratio of laptops to desktops, building layout, number of technicians on site, technician productivity levels, and more. This would be true for system deployments of only 100 or even 1,000.

Dell ProDeploy Plus is a service that can help you complete even your most challenging upgrade projects. Dell offers help with implementation planning and system recommendations. Dell ProDeploy Plus also includes the imaging tool ImageAssist to simplify corporate imaging. Once your systems arrive in-house with the proper images, Dell technicians arrive onsite to do the rollout for you. The Dell technicians unbox and set up the new computers, which includes transferring employee data from existing laptops and desktops onto the new systems. The Dell team's job isn't finished until all the new systems are in employee hands. But even when deployment is over, you're not on your own—for up to 30 days after the deployment ends, IT staff can call for support and maintenance at no extra charge.

Based on our hands-on testing of a 10-system deployment, we estimate that Dell ProDeploy Plus could reduce deployment time for 500 systems by 35.6 percent.

This assumes the following mix of laptops and desktops:

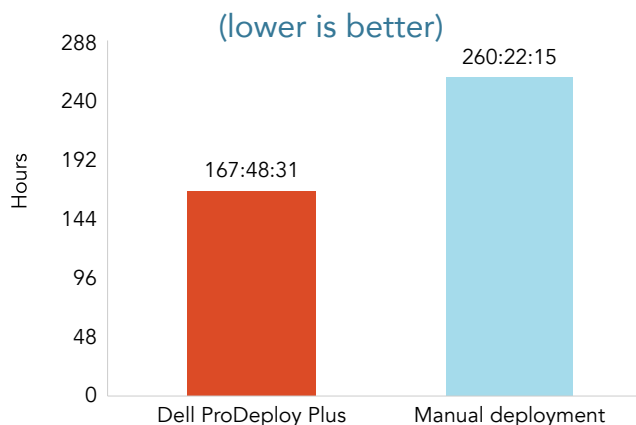
- 150 Dell Latitude™ E7270 laptops
- 150 Dell Latitude E5470 laptops
- 200 Dell OptiPlex™ 7440 AIO desktops

We project that the Dell ProDeploy Plus team could complete the system upgrades in just under 168 person-hours, while it would take in-house administrators over 260 hours to do the job manually. That's a difference of over two business weeks, or 35.6% less time for the Dell ProDeploy Plus team to complete the deployment. (See the [full report](#) for a detailed look at our timings, calculations, and assumptions.)

That time savings means employees spend less time waiting for a new system while the technicians set up and transfer their data to their new PCs. Downtime is a killer during the work week, and Dell ProDeploy Plus minimizes it.

One of the biggest benefits of Dell ProDeploy Plus is harder to quantify. Traditionally, large deployments require long days with many dedicated technicians. However, with Dell ProDeploy Plus, our IT staff's involvement during the Dell deployment was minimal. While the Dell technicians work, IT staff can tend to their everyday IT workload. Dell is also able to send more technicians to complete a large deployment faster. Dell can scale their effort to the size of your deployment—this may not be possible for companies handing deployments on their own.

Total deployment time for 500 systems (projected)



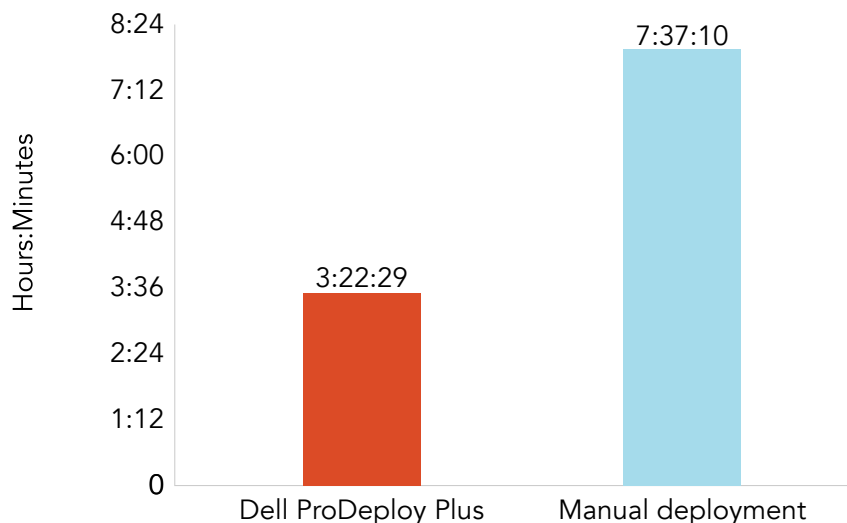
Complete your upgrades faster

Regular support and maintenance work doesn't stop simply because IT staff is completing a large upgrade project. Using Dell ProDeploy Plus to complete your deployment can mean your systems get upgraded more quickly than doing it yourself. In our 10-system deployment, using the Dell ProDeploy team reduced overall deployment time—the time in which all 10 systems were back in employee hands—by four hours. Deploying the 10 systems using ProDeploy Plus took only 3 hours, 22 minutes, while our manual deployment with in-house administrators took 7 hours, 37 minutes.

During the time the Dell technician was working, our IT administrator was able to work on other tasks. This means using Dell ProDeploy Plus can have systems to employees faster with significantly less IT administrator involvement.

Trusting the Dell ProDeploy Plus team with your PC refresh can cut calendar days from the duration of your deployment. This lets your admins and your employees get back to business sooner, with systems in hand that let them be more productive.

Total deployment time for 10 systems
(lower is better)

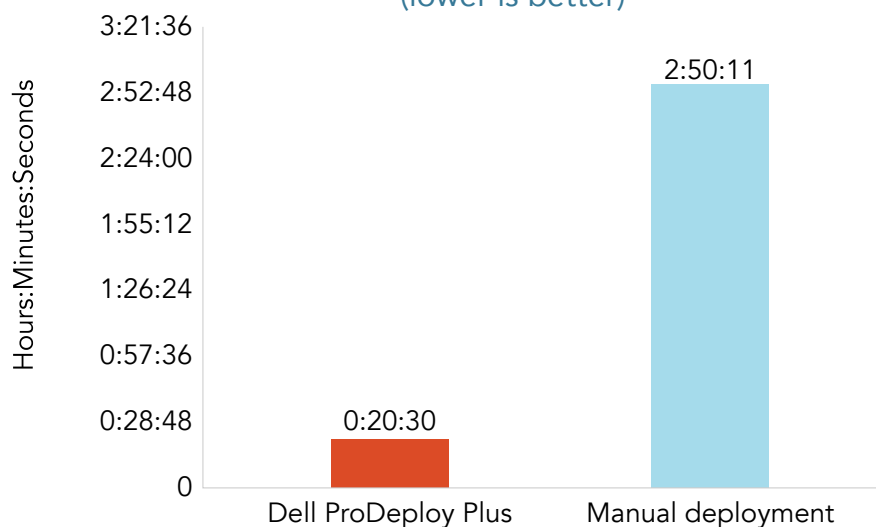


ImageAssist lives up to its name, reduces image creation time by 87.9%

Each new system needs the appropriate corporate image, which comprises an operating system and applications. These must be up to date so that employees have the latest versions with the best features or the version that best fits the company's standards and policies. Creating these images—a different one for each type of system your employees use—can be very time-consuming.

Dell ProDeploy Plus supports the ImageAssist image creation tool, which reduced image creation time by 87.9%. The process took only 20 minutes of admin time, versus the nearly 3 hours our in-house admins needed to create images manually without the tool. That's because the imaging tools available in Dell ProDeploy Plus let us create a single image to deploy to multiple models at the factory. Doing it manually meant we needed to create a separate image for each system type after they arrived from Dell. This further delays systems from getting to users.

Total image creation time for 10 systems
(lower is better)



Dell ProDeploy Plus with ImageAssist for image creation provides a repeatable, easy-to-manage way to get validated images onto your new systems while saving time and hassle for your IT staff. And the systems arrive with images ready to go, which means one less step once the PCs are in the office.



ImageAssist isn't the only option to speed system imaging with ProDeploy Plus

Some organizations may be interested in Dell Connected Configuration Services, which also lets you make real-time updates to images through a portal, so your systems arrive completely up to date. See the report at www.principledtechnologies.com/Dell/Connected_Configuration_deployment_0416.pdf for details.

A refreshing experience for admins

Upgrading employee PCs can take a lot of your IT staff's time. Normal day-to-day work doesn't stop during the deployment process, which means either long hours for IT staff or a deployment that moves at a snail's pace—or both. Dell ProDeploy Plus required limited administrator time, whereas manual deployment required administrator involvement from start to finish. Check out this side-by-side comparison of the tasks ProDeploy Plus and manual deployment require of your admins, respectively.

Admin tasks using Dell ProDeploy:

- Order the systems
- Work with the Engagement Manager to assure the computers arrive configured to your specifications
- Use Dell ImageAssist to create a single corporate image for all system types
- Receive the new systems
- When Dell technicians arrive, help them locate systems and resources and answer questions

Admin tasks for a manual deployment:

- Plan and schedule the rollout
- Order the systems
- Manage the receipt, inventory, and asset tagging of the systems as they arrive
- Manually create and capture hardware-specific corporate images for each system type
- Deploy the images to computers
- Move user data from the legacy computer to the new laptop or desktop

Dell ProDeploy Plus doesn't remove all responsibility for a large upgrade project from your admins, but it can make a daunting task vastly more manageable. Overall, deploying 10 systems with ProDeploy Plus required over four and a half fewer hours of in-house administrator time—or 59.5% less—than a manual deployment. PT's deployment day assistance to ProDeploy Plus only required one hour of admin involvement. We do not expect that this time would increase significantly for more systems. Because our admins needed only to show the Dell team around, direct them to the conference room to which employees would bring their legacy laptops, and answer the occasional question, they were able to keep up with their usual daily tasks.

After the deployment, Dell won't leave you hanging

Dell understands that with new technology, questions come up even after the service team has packed up and gone home. Dell ProDeploy Plus offers continued support for your IT team after the deployment is finished.

To test Dell support, three weeks after the Dell technician came to deploy our systems, we called into the support line and got help with:

- Plugging in an external monitor and changing settings to extend the display
- Installing a printer driver for a printer from another vendor
- Finding a PowerPoint® file using Windows® search
- Ensuring we had the latest version of Internet Explorer® installed

The Dell support person was knowledgeable and helpful. He was able to resolve our issues with connecting to the printer and followed up to make sure things were working properly. Dell ProDeploy Plus includes 30 days of post-deployment support, so you don't have to worry if there are problems or questions related to your new PC deployment.

Dell ProDeploy Plus: A faster way to upgrade, with less worry

Why put off the productivity benefits you can get by upgrading employee systems? Dell ProDeploy Plus alleviates the burden from IT staff tasked with completing large PC upgrades. The Dell service team arrives at your office and completes the deployment for you, which saves your IT staff time, gets your deployment project done faster, and minimizes downtime for employees while they're waiting for their upgrades. The support we received from the ProDeploy team made our IT admins' jobs easier and relieved the stress of trying to execute a deployment while keeping up with other work. Whether you need to upgrade 10 systems or 500, Dell ProDeploy Plus can simplify the deployment process for IT staff and the employees getting new systems.

Read the full report at <http://facts.pt/cbZLCy> ►



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