



Executive summary

Send ready-to-work PCs to end users faster with Dell provisioning services for VMware Workspace ONE

The service made ordering and provisioning new laptops easier for our IT administrator and reduced delivery time compared to a more traditional approach

For organizations facing an increase in remote workdays (up to 30 to 40 percent by one estimation)¹, replacing more traditional IT operations could free up valuable IT time while boosting end-user productivity by eliminating interruptions. This includes getting ready-to-work laptops in remote workers' hands sooner and managing them in the cloud before and after ordering. With VMware Workspace ONE®, Dell provisioning services can remove the on-site admin time and complexity of traditional methods of provisioning, even when deploying thousands of devices.

At Principled Technologies, we compared a traditional in-house process of provisioning new Dell laptops to two versions of Dell provisioning services for Workspace ONE. We estimate that both drop ship provisioning services (Connected and Factory Provisioning) can save hands-on IT admin time due to Dell provisioning the devices at the factory before shipment. In addition, we found that Connected Provisioning saved more time for IT admins during device procurement compared to Factory Provisioning.

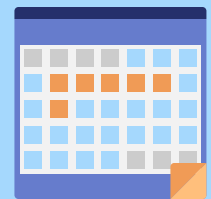
Based on our testing, both Dell provisioning services can significantly reduce hands-on IT onboarding for new systems—saving 48 hours of hands-on time for 1,000 devices. This can give IT admins more time to focus on more strategic IT priorities. It also means your end users can receive their laptops weeks sooner, provisioned to your organization's specifications for day-one productivity.

Finally, Connected Provisioning improves upon the flexible application and end-user profile management that Factory Provisioning provides, giving IT admins more opportunities to ensure devices can be fully compliant and secure on day one.

Faster time to value



Zero IT touch onboarding
Save up to 48 hours for IT staff*



Minimize employee wait time
Deliver fully configured systems up to six business days sooner*



Ensure compatibility with ease
Connected Provisioning lets you configure apps at the factory any time until deployment

*Connected Provisioning vs. a traditional, 1,000-system deployment process

What is drop ship provisioning?

According to VMware, drop ship provisioning allows Microsoft Windows device OEMs and Workspace ONE admins to “provide a virtually zero IT touch onboarding experience with virtually zero user downtime. Configurations, settings, and applications are preloaded at the factory.”² Connected Provisioning is an online version of drop ship provisioning while Factory Provisioning is an offline version.

Both provisioning services can save time compared to traditional provisioning and require IT staff to work directly with Dell Engineering to create a configuration. In both processes, IT sets up applications and settings just once using the Workspace ONE console. Using either process, an organization can deploy the configuration across all systems in a purchase order and use it in future orders.

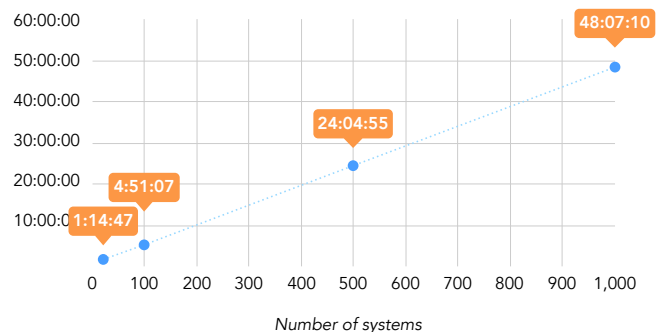
How we tested

First, we configured our environment for each deployment and ordered five laptops for traditional provisioning, five for Connected Provisioning, and five for Factory Provisioning. A single administrator handled the necessary activities to complete each order.

We created custom configurations that Dell applied to each device we ordered through the Dell provisioning services. In addition, Connected Provisioning allowed us to make changes to applications and settings up to the minute of deployment and simplified ordering. Dell then shipped those preconfigured devices directly to our designated location with no additional IT involvement.

Deploy laptops at scale more quickly

After placing an order of any size through Connected or Factory Provisioning, your IT administrator won't need to complete additional on-site work. In contrast, we estimate the traditional process we used would require nearly five hours of on-site admin time to deploy a hundred devices (see Figure 1). It would take more than 48 hours for an IT administrator to manually deploy a thousand devices—that's six full eight-hour workdays without stoppage and doesn't account for the time your staff would spend preparing the devices for shipping. With the traditional method for a large-scale deployment, a ready-to-work device may not ship to its end user for over a week.



Zero minutes using drop ship provisioning for any number of devices

Figure 1: Extrapolated on-site IT admin time in hours, minutes, and seconds to prepare large orders for shipment using our traditional provisioning process. Lower is better. Source: Principled Technologies.

In addition, your IT admins would still have to repeat this process for each order using the traditional process—if you scaled the 1,000-device deployment to 4,000 and shipped them each quarter, Dell provisioning services could save a month (in workdays) of administrative time per year compared to a traditional deployment. With Dell provisioning services for Workspace ONE, deploying any number of devices requires the same amount of time from your IT administrator.

Read the report at <https://facts.pt/2BI1dJI>



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- 1 Fox, Justin, “Work From Home Is Becoming a Permanent Part of How Jobs Are Done,” accessed January 18, 2022, <https://www.bloomberg.com/news/articles/2022-01-18/work-from-home-is-becoming-a-permanent-part-of-how-jobs-are-done>.
- 2 VMware, “Drop Ship Provisioning: Workspace ONE Operational Tutorial,” accessed March 1, 2022, <https://techzone.vmware.com/drop-ship-provisioning-workspace-one-operational-tutorial#overview>.