



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 Factory Provisioning, a drop ship service for Workspace ONE that Dell Provisioning Services provides. We estimate that Factory Provisioning can save hands-on IT admin time due to Dell provisioning the devices at the factory before shipment.

Based on our testing, Factory Provisioning 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.

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 10 business days sooner



Deploy fully provisioned devices at scale
Apply a single, one-time configuration to many systems simultaneously

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.”² OEMs load Workspace ONE configurations, settings, and applications onto Windows 10 and 11 devices at the factory before shipping them to users, which means users could start working as soon as they receive their devices.

With Factory Provisioning, IT staff works directly with Dell Engineering to create a configuration, which can help save time compared to traditional provisioning. IT sets up applications and settings just once using the Workspace ONE console and Dell manages the operating system and drivers. Using the service, the organization can deploy the configuration across all systems in an 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 and five for Factory Provisioning. A single administrator handled the necessary activities to complete each order.

For traditional provisioning, we provisioned end-user systems at our data center. For Factory Provisioning for Workspace ONE, we provided a PPKG that included our apps to Dell Deployment Services as part of the ordering process. They, in conjunction with VMware Workspace ONE, provisioned the laptops at the factory. Dell then shipped those preconfigured devices directly to our designated location with no additional IT involvement.

- 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>.

Deploy laptops at scale more quickly

After placing an order of any size through 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 Table 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.

Table 1: Extrapolated hands-on admin time for large-scale deployments. Source: Principled Technologies.

Number of systems	Dell Provisioning for Workspace ONE*	Traditional deployment
25	0 minutes	1 hour, 14 minutes
100	0 minutes	4 hours, 51 minutes
500	0 minutes	24 hours, 4 minutes
1,000	0 minutes	48 hours, 7 minutes

*After initial admin setup with Dell

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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