



Device Lifecycle Services for Dell Technologies

Maximize your Dell Technologies hardware investment with end-to-end lifecycle support and device management solutions from Insight.

Business challenge

For most businesses, hardware represents a significant portion of the IT budget. In addition to being a big investment, devices are critical for employee productivity and efficiency. Unfortunately, equipping employees with the devices they need is often harder than it should be. Employees want choice when it comes to their work devices, but this requires already overstretched IT teams to work with multiple vendors, driving up costs and complexity even more, and making it difficult to effectively maintain devices throughout the entire lifecycle.

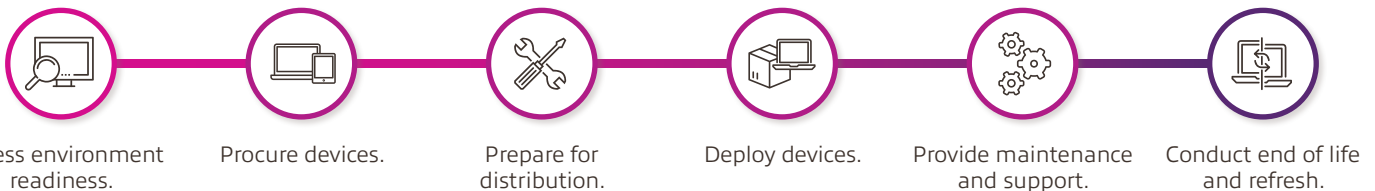
So defective, broken and poorly maintained devices don't just drain resources — they're also a drain on employee time, morale and engagement. If workers can't access the business applications and platforms from the devices they choose, productivity suffers, costing the company even more.

Our solution

Research shows that 77% of IT decision-makers believe that it's very important for corporate IT to resemble the consumer experience.¹ While this can be a tall order for in-house IT teams, Insight's Device Lifecycle services makes it simple.

With our comprehensive support for the entire lifecycle of Dell Technologies® devices, from procurement to end of life and everything between, we maximize your investment and increase your Return on Investment (ROI). We help your organization save time and money, ensure maximum uptime and extend the lifetime of your devices — all while freeing up time for your IT staff to pursue more strategic initiatives.

From procurement to maintenance and more, experience simplified end-to-end device services from a single partner.



Invest smarter.

To get the most from your investment in Dell Technologies devices, you need support to maintain your hardware in every environment and across highly sophisticated ecosystems. Enterprises often work with multiple vendors to access the full ranges of services needed, obscuring visibility, muddling lines of communication and driving up costs.

We provide services that span your entire environment, from on-site, to the cloud, to the edge. Our streamlined approach to modern device management results in improved efficiency, security and productivity, while also driving business value.

Support for the entire lifecycle

We bring deep expertise, extensive experience and numerous certifications to the table, ensuring that your devices are in good hands every step of the way.



Readiness

What will it take to make Dell Technologies® devices successful in your workplace? Our team provides a full assessment of your organization’s readiness for the hardware so you can proceed with your investment with confidence.

- **Dedicated OEM partner teams** that have expertise and bring unique value to your journey.
- **Windows Modern Workplace Boot Camp** offers expert-led sessions to give your organization the opportunity to gain a deeper understanding of the modern workplace and premium user experiences.



Procure

Our pricing programs and cost optimization help you access the equipment at the price point you can afford. We have an expansive inventory and distribution network and offer financing solutions so you can get what you need, when you need it.

- **Pricing programs, cost optimization** as well as the option of **Microsoft® Certified Refurbished** devices reduce costs while enabling modernization.
- **Custom e-procurement portal** and global scalability simplify the purchasing process.
- **Financing and leasing services** provide flexible payment options over a period of time instead of a prohibitive, upfront capital outlay.

The small and sustainable **Dell™ Latitude™ commercial laptops** deliver fast connectivity, collaborative features, an intuitive user interface and long battery life.



The versatile design, intelligent performance and mission-critical reliability of **Dell Precision™ workstations** give your teams the ability to manage the most demanding applications.



With space-saving features, advanced security and seamless manageability through custom configurations and Artificial Intelligence (AI) optimization, **Dell OptiPlex™ desktops** deliver a faster, smarter desktop experience.



Prepare

After the hardware has been procured, we make sure that everything is in place for a smooth deployment. We offer warehousing solutions, as well as custom kitting so that everything is ready to roll out during the next phase.

- Ensure purchase fulfillment and storage at any volume with **client-reserved and -owned inventory**.
- Our **full lab** capabilities make integrating devices into your network a cinch thanks to zero-touch configuration management, device customization, carrier service activation and 99.99% accurate quality assurance checks.



Deploy

Whether your employees are in the office, continuing to work from home or some combination of the two, we make sure that they're up and running on their devices as quickly and as hassle-free as possible.

- **Windows® Autopilot** maximizes ease of use and delivers a consumer-like device experience for end users.



Maintain

Your IT team has enough on their hands. By upholding rigorous maintenance standards, we make sure that your devices are working, so that your employees get work done.

- **Field Service and Service Desk** provide expert help to troubleshoot device problems both in the office and out of it. By minimizing downtime and getting your employees up and running again, these services help boost productivity and employee morale.
- **Asset Centralization** provides no-touch management across your entire device lifecycle.



End of life

When it’s time to refresh, we make it simple to dispose of old hardware safely and responsibly. We offer **eco-friendly** and **EPA-compliant asset recycling** and have certified erasure processes in place to protect your company’s data.

Optimize any Dell Technologies device.

Optimizing your investments depends on having access to the highest level of product knowledge and technical expertise. We provide solutions to help support the demands of your business.



Insight Connected Platform is a flexible and scalable foundation for any smart space. Using Microsoft® Azure®, the platform ingests, visualizes and triggers events from any data source — from consumer devices to third-party applications.



Managed Office 365 provides employees tools to connect with resources and each other reliably, securely and from anywhere, at any time.



Software asset management provides end-to-end management of license entitlement and compliance over the full lifecycle.










Why Insight for Dell Technologies devices?

Insight provides expert-level knowledge and resources to help enterprises acquire, integrate and maintain Dell Technologies® devices in a cost-effective way. Our credentials speak for themselves:

 2021 Dell Technologies North America Channel Excellence in Growth	 Partner Technical Advisory Board
 2019 Dell Technologies North America Transformational Partner of the Year	 340+ Dell Technologies certifications and accreditations
	 Only Dell Technologies partner offering a solution like Insight OneCall™ 

A true end-to-end partner

Today, technology isn't just supporting the business; it's becoming the business. At Insight, we help you navigate complex challenges to develop fresh solutions and processes. We'll help you manage today's priorities and prepare for tomorrow's needs.

 Global scale & coverage	 Operational excellence & systems	 Software DNA	 Services solutions	 Data center transformation	 Next-generation tech skills	 App dev & IoT expertise	 Digital platform	 Partner alignment
---	--	--	--	--	--	---	--	---

About Insight

At Insight, we define, architect, implement and manage Insight Intelligent Technology Solutions™ that help your organization run smarter. We'll work with you to maximize your technology investments, empower your workforce, optimize your business and create meaningful experiences.

Sources

¹ Insight. (2019). Insight Intelligent Technology™ Index.

1.800.INSIGHT | insight.com

Insight 

