

Dell PC as a Service

A modern employee experience wrapped into one all-encompassing solution.

Prioritize an anytime,
anywhere workforce for
a competitive advantage.

Hardware

Software

Lifecycle services

Payment solutions

Retain and attract talent, while making IT more efficient and adaptable.

Today's employees work in an anytime, anywhere environment, and they rely on their PCs to get work done. So, you need those PCs to be quickly delivered and fully configured for users, wherever they chose to work. And they need minimal disruption to be productive.

This means maintaining performance, security and reliability over the life of that system. When organizations use Dell PCaaS, they get the benefit of relying on a trusted provider to simplify the daily burden of PC lifecycle management and improve employee experience at the same time.

Dell PCaaS

MODERN END USER EXPERIENCE



Broad portfolio with accelerated technology refreshes

- Ensure up to date high performing technology with personalized refresh rates
- Hardware, powered by the latest Intel Core Processors, with built in AI that learns and adapts to create a smarter, more personalized user experience
- Plan in advance for sustainable asset recovery at the end of the PC's life and help transition end users into new technology faster

IT EFFICIENCY WITH LOWER COSTS



Reduce overall PC lifecycle costs by 20%¹

- Dell ProDeploy Client Suite helps you provision devices and get end users running in minutes for day one productivity
- Comprehensive approach to endpoint security for the Industry's Most Secure² Commercial PCs
- With Dell ProSupport Suite for PCs and Managed Services, you stay informed, maintain control and can take action with insights into device health and usage of end user devices

PREDICTABLE MONTHLY PRICING



Affordability that provides better cash flow

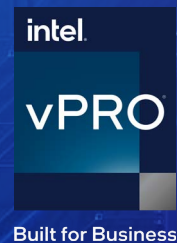
- No upfront investment required, with predictable payments spread over time and a term that works for your business and budgets
- No ownership or disposal burden
- Flexibility to scale based on your business needs

The World's Most Intelligent PCs³ featuring Dell Optimizer powered by the Intel® vPro® Platform

Dell Optimizer, powered by Intel vPro with 12th Generation Core processors, is built-in AI software that learns and adapts to the way you work so you can be your most productive. Delivering a personalized performance that's as unique as

you; it's designed to allow faster sign-in, improve application performance and battery run time, enhance your audio and ensure you have the best network connectivity.

Dell Optimizer is available on select Latitude, Precision and OptiPlex PCs



EXPRESS RESPONSE

This feature uses built-in AI and Intel® Adaptix™ Technology to learn how you typically use your favorite applications, continuously improving and applying settings so you get the most nimble performance possible.

EXPRESS CHARGE

Dell Optimizer built on the Intel vPro platform with 12th Gen Core processors, is the only AI-based optimization software that learns how you work to improve battery life and optimise battery performance.

EXPRESS SIGN-IN

A PC proximity sensor enabled by Intel® Visual or Context Sensing technology automatically wakes your system and logs you in using the IR camera and Windows Hello. It also automatically locks when you walk away, enhancing security and preserving battery life.

INTELLIGENT AUDIO

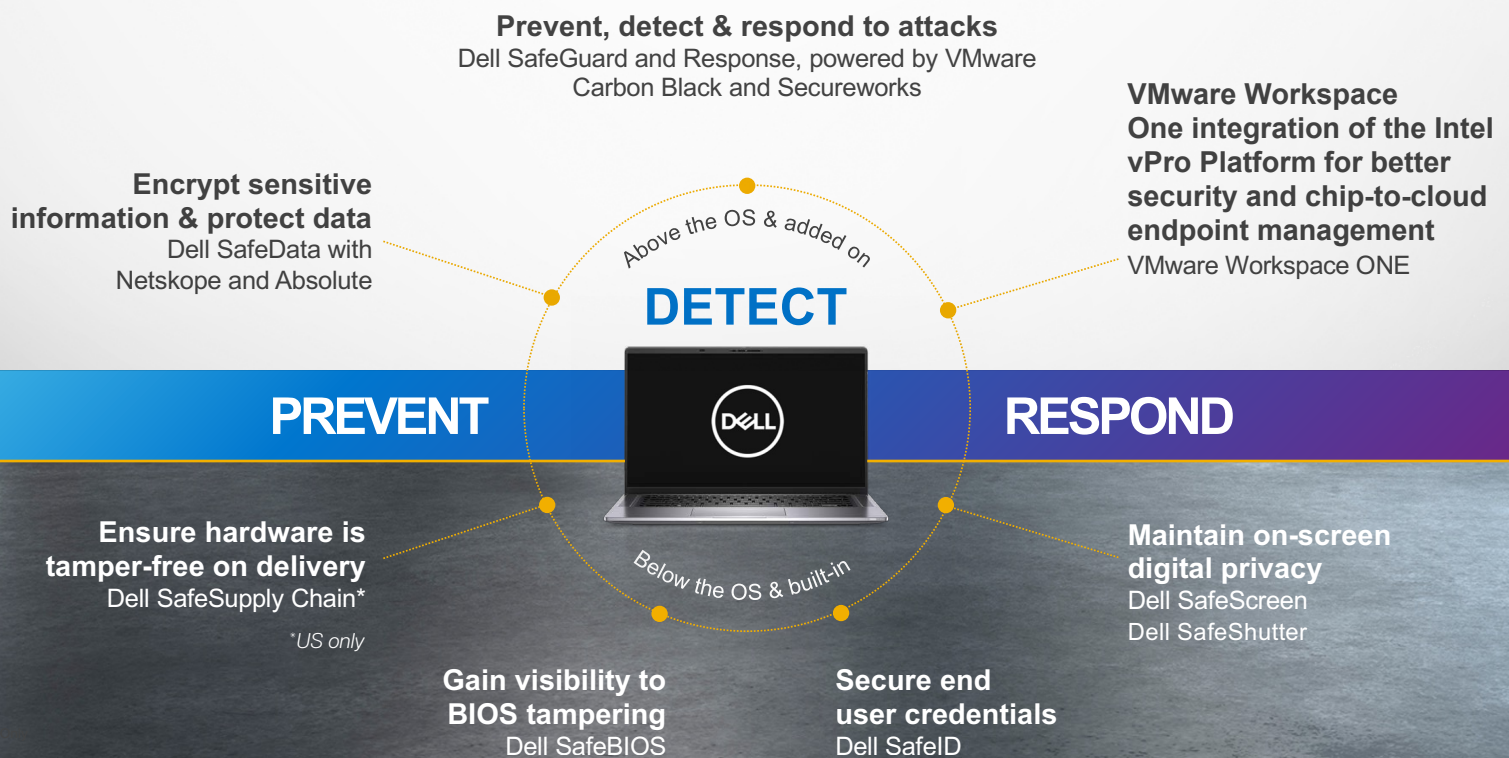
Tunes your system's audio settings by adjusting background noise, managing speech volume, and refining overall sound experience. Every conference call will feel like you're in the room no matter where you are.

Industry's Most Secure PCs²

Dell Trusted Devices: A comprehensive approach to endpoint security.

IT professionals are responsible for more devices, applications and data than ever before. Defending against constant and increasingly sophisticated cyber attacks requires protection both above and below the operating system (OS).

Dell and Intel apply Zero Trust principles, we build security into our commercial devices. Then, we layer on integrated software and services solutions to harden the attack surface and provide visibility into your endpoint security from the BIOS to the cloud.



Intel® Hardware Shield

Intel Hardware Shield is included with every Dell commercial device running on the Intel vPro® platform and delivers hardware-enhanced security features that help protect all layers in the computing stack.

Intel Hardware Shield consists of [Advanced Threat Protection](#), [Application and Data Protections](#), and [Below the OS Security](#), which encompass [over twenty innovative security technologies](#). Dell has harnessed almost every one of these capabilities to develop security solutions that draw on their foundational features to provide customers with one of the most secure commercial devices on the market. These solutions include the Dell SafeBIOS framework, Dell SafeID, and Dell SafeScreen, together helping to offer an even greater level of security assurance against current and future threats.

Dell ProDeploy Client Suite and Dell Connected Provisioning

Relinquish the tedium, not the control.

DEPLOY EFFICIENTLY

Direct every deployment detail with an unprecedented level of control, automation and simplicity through the TechDirect online portal.

DEPLOY EXPERTLY

Trust Dell experts and partners to lead deployments from project management through planning, configuration and installation.

DAY ONE PRODUCTIVITY

Dell Connected Provisioning allows for factory provisioning, managed from the cloud, to deliver devices to end users faster and easier.

Currently only available in the US



Reduce deployment time

up to 50%⁵

with ProDeploy Plus

ProDeploy Client Suite

- TechDirect online portal for configuration and status updates
- Imaging and provisioning
- 24x7 onsite installation with ProDeploy and ProDeploy Plus
- Data migration with ProDeploy Plus

Dell ProSupport Suite for PCs

Detect and fix issues before they become problems.

Using proprietary SupportAssist AI technology, the ProSupport Suite provides predictive alerts to help you stay ahead of issues, proactive support to help you quickly repair both hardware and software problems and priority access to ProSupport engineers—giving you 24x7 support. Our automatic alerts and case creation allow Dell experts to start working on solutions before you ever make a call—saving time, money and frustration.

ProSupport for PCs

- Automate issue detection, notification and case creation
- Early detection of performance issues with hardware and software utilization
- Support anywhere, anytime
- 6x faster resolution than our competition⁶

Intel® AMT and Intel® vPro™ Support

For Intel® AMT and Intel® vPro™ customers, new deployment service options such as unique password pre-population; pre-configured management settings; and no-touch deployment can help ease deployment concerns while saving time and money.

ProSupport Plus for PCs

- Support anywhere, 24x7
- Avoid troubleshooting
- Remote resolution
- Protect against accidents
- Virtually eliminate unplanned downtime⁷

Dell Technologies Managed Services

Optimize the value of your technology investment.

Dell Technologies Services take on the day-to-day IT operations that constrain your ability to innovate for your business. We build end-to-end capabilities for managed workplace services on best practices, tools and technologies. At the same time, our experts continually train as technology evolves, so you get the most out of your IT investment.

- Free up your IT team from the time-consuming but critical tasks required to deliver and support a productive work-from-anywhere experience
- Dell service experts provide resources and expertise as an extension of your IT department
- Meet end-to-end lifecycle management needs for mid-size to larger, more complex environments
- ProManage modular services address key use cases including service desk, device management, collaboration apps, security and network support *(available North America only)*

SUSTAINABLE DEVICES

At Dell Technologies, sustainability is a core part of our business. We have a responsibility to protect and enrich our planet together with our customers, suppliers and communities. As a result, we embed sustainable and ethical practices into all that we do, being accountable for our actions while driving improvements wherever and whenever possible.

- Over 360 EPEAT⁴ registered devices
- Use of 100% waterborne painted parts across more Latitude devices to reduce VOC emissions
- 87% of our packaging was made from recycled or renewable materials
- 118,875 lbs. of ocean bound plastic in 2.7M recycled plastic trays
- Up to 60% recycled material across the OptiPlex portfolio

Dell Asset Recovery

We are committed to accelerating the circular economy and offer responsible, secure commercial asset recovery handling everything from pick-up logistics to data sanitization, resale and recycling. For example, plastics and additional materials collected through our other takeback programs are recycled back into new parts for new computers via a closed-loop process.

Plan in advance for asset recovery at the end of the PC lifecycle and transition end-users into new technology faster.

- Management of logistics for Dell system returns
- Options for secure, data sanitization
- Optional reporting available during the asset recovery process



PCaaS Services Delivery Manager

We'll work with you to build a solution for your unique business needs.

For orders that include 300+ systems, we assign a Services Delivery Manager (SDM) as your single point of contact. The SDM will help streamline communications and assist you in all phases of the PC lifecycle, including planning to deployment, support and management through asset recovery and refresh.



Your single point of contact for the PC lifecycle

- Across your business and into Dell
- Provides periodic program status updates and results
- Reduces program complexity by coordinating deliverables



An expert, knowledgeable resource

- Certified in IT industry standards
- Leverages experience from projects completed
- Responsible for services delivery



Your customer advocate

- Works as part of your program team
- First point of accountability
- Executive point of contact



Dell PCaaS

Reduce lifecycle costs by **20%**¹
and refresh your PCs **2 years earlier**¹

Modern end user
experience



IT efficiency
with lower costs



Predictable
monthly pricing



To find out how Dell, powered by the latest Intel technologies, can help transform your business contact your Dell Technologies Account Executive.

[Learn more about PCaaS at Delltechnologies.com/pcaas >>](https://www.delltechnologies.com/pcaas)

¹ Based on a Forrester Total Economic Impact™ Study commissioned by Dell, "With Dell PC as a Service, Customers Reduce Device Lifecycle Services Costs by 20% and Provide Employees with Devices That Are Two Years Newer on Average" November 2020. Results derived from customer interviews and survey data. Estimated savings in U.S. Dollars, calculated over 3 years for 4,000 users. Actual results will vary. [Click here](#)

² Based on Dell internal analysis, January 2021. Geographic Restrictions (Claim below cannot be used in the following countries): Chile, China, Colombia, Costa Rica, Guatemala, Hong Kong, Korea, Malaysia, Russia, South Africa, Taiwan, Ukraine, Venezuela and Vietnam. Support Summary: Comparison of security feature capability Dell vs competitors (updated Jan 2021). Dell wins with DDPE with CC certification for full disk encryption (available on all models); Dell SafeBIOS — BIOS verification (included on all models); Dell SafeID — ControlVault (included on select models); and Corrupt BIOS Image Capture (included on all models).

³ Based on Dell internal analysis, April 2021

⁴ EPEAT is a registry that evaluates electronics for their effect on the environment. It takes a lifecycle view and ranks products as Gold, Silver or Bronze based on criteria in more than 50 categories — including the reduction/elimination of environmentally sensitive materials, and even the corporate performance of its maker. Many Dell and Dell EMC products are already registered in multiple categories across multiple countries. Visit the [EPEAT registry](#)

⁵ Based on IDC White Paper commissioned by Dell, "Business Value of Optimized Device Deployment", October 2019. Results derived from a survey of 1000 organizations worldwide. Savings calculated reflect costs associated with IT staff time for deployment-related activities and do not include the list price of ProDeploy Plus. Cost savings in U.S. Dollars. Actual results will vary. Full report: www.dell.com/idcdeploymentsservicesbusinessvalue

⁶ Based on a Principled Technologies report, "Diagnose and resolve a hard drive issue in less time with Dell ProSupport Plus" May 2020. Testing commissioned by Dell, conducted in the United States. Actual results may vary. Full report: <http://facts.pt/ddv0ne9>

⁷ Based on a Principled Technologies test report, "Dell ProSupport Plus with SupportAssist warns you about hardware issues so you can fix them before they cause downtime" dated April 2019. Testing commissioned by Dell, conducted in the United States. Actual results will vary. Full report: <http://facts.pt/Oxvze8>. Hardware issues detected by SupportAssist include hard drives, solid state drives, batteries and fans.