Dell Technologies recommends Windows 11 Pro for business

# Meet the future of work with confidence

The "do from anywhere" strategy to supercharge productivity and deliver new business breakthroughs

**DELL**Technologies

Innovation Built-In **intel.**

**Windows 11**

# Contents

1

# The new business opportunity

If asked to select a word to describe the experience of the past two years, a large proportion of business leaders would undoubtedly go for 'disrupted'. But, as initially temporary remote working practices become business-as-usual for an increasing number of organizations worldwide, many are now thinking of a different word altogether... 'opportunity.'
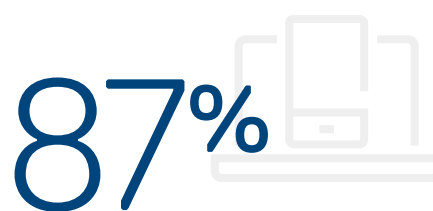
Indeed, a study of CIO attitudes conducted by Vanson Bourne in 2021 found 87% of technology leaders now agree that all organizations should be adopting a digital-first ethos.[i] When the top business benefits of adopting a hybrid working model are considered, we can see why so many hold this view: over half (52%) report an increase in productivity, and 56% point to an increase in employee satisfaction and wellbeing.[ii]

Of course, for different organizations, the facilitation of hybrid working has different meanings. There are those that enable their workforce to operate from anywhere as a choice, and those that enable it as a necessary contingency but prefer on-site working whenever possible. In either scenario, leaders understand that the ability to "work from anywhere" must be seamless to ensure the best outcomes for the organization – a resounding 96% of CIOs interviewed are looking to support this capability.[iii]

Effective hybrid working is therefore now being seen as a business advantage across several competitive factors. Those companies that support employees to move between working environments smoothly, without disruption to their productivity and,

ultimately, the experience of the organization's customers, will make gains against competitors who do not. Similarly, those that can make the technological adjustments required cost-effectively and sustainably can gain an edge on less efficient rivals.

With further benefits to be found in the ability to attract, inspire, and retain diverse talent through flexible working practices, it's understandable why so many CIOs are now driving for their organizations to adopt a digital-first model. However, a large proportion of those same leaders acknowledge that the challenges inherent in enabling a long-term hybrid working future present a considerable barrier to progress.

# 87%

## of technology leaders say organizations should go digital-first

i https://www.delltechnologies.com/asset/en-us/solutions/business-solutions/briefs-summaries/dell-hybrid-cio-ebook.pdf

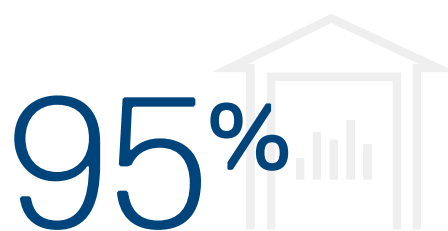ii https://www.delltechnologies.com/asset/en-us/solutions/business-solutions/briefs-summaries/vb-hybrid-work-productivity-and-collaboration-research.pdf

iii https://www.delltechnologies.com/asset/en-us/solutions/business-solutions/briefs-summaries/vb-hybrid-work-productivity-and-collaboration-research.pdf

Some 95% of IT decision makers interviewed by Vanson Bourne have reservations over their ability to support remote and hybrid working models. Exactly half, for example, have concerns about keeping the organization secure against growing cyber security threats, and 49% worry about their ability to provide proactive and remote IT support to an increasingly distributed workforce.[iv]

With only 17% of CIOs currently reporting their organization has already implemented and is fully using a hybrid working model, there is a clear business opportunity for those who can join them by adopting a best practice strategy. So, how can technology leaders overcome the challenges to ensure their organization takes maximum advantage of hybrid working capabilities?

In this article, Dell Technologies – along with our partners at Intel and Microsoft – provide a blueprint for hybrid working success. We'll look at the future-ready technologies and methodologies required to transform employee experiences and enhance productivity wherever work takes place. And we'll show you how to equip your organization with simplified, manageable IT and future-fit security. Together, we can ensure that hybrid working supports you in delivering your next big business breakthrough.
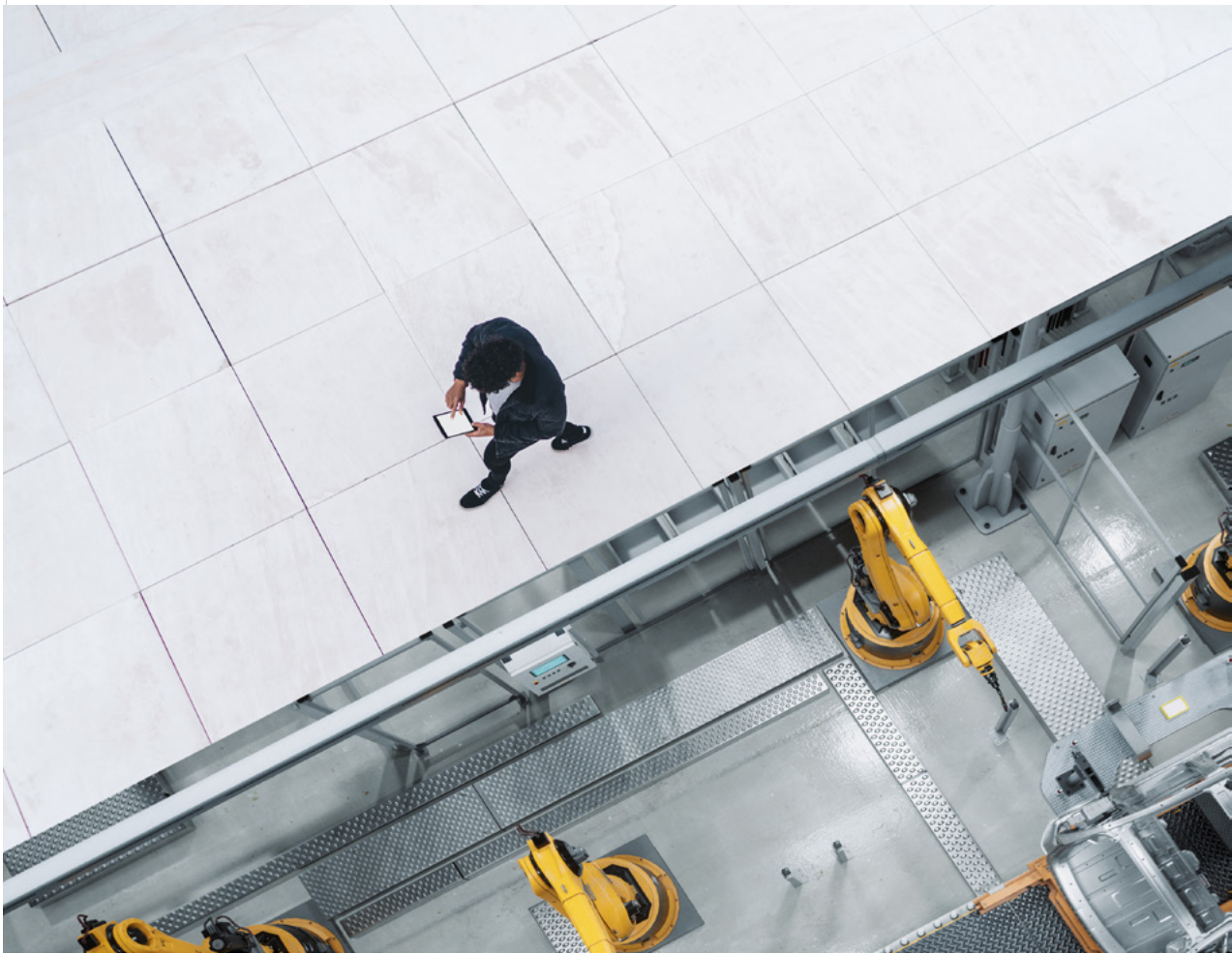
# 95%

**of IT decision makers have reservations over their ability to support remote and hybrid working**

2

# Supercharged productivity

Having overcome preconceptions about the impact of digital-first working on productivity, many organizations now find themselves at an inflection point from which they can rethink the future of work. The employee experience, and its impact on their output, is fundamental to shaping this future – with key implications for an organization's resilience and ability to innovate.

In fact, research shows that leading organizations are now twice as likely than less mature organizations to say their employee technology experience helps them remain resilient through challenging times, leading to 6.4x higher user satisfaction scores.[v] At the same time, improved innovation is a top-five benefit of working to a hybrid model, reported by 44% of CIOs in the study by Vanson Bourne.[vi]

## Collaborating from anywhere

To deliver these advantages to the business, however, technology leaders need to empower the organization's people to work and collaborate confidently from anywhere. When working remotely, for instance, employees are demanding enhanced capabilities to connect with their colleagues in more authentic and intelligent ways. More efficient ways of leveraging of key digital tools such as Microsoft Teams will smooth the path to in-person level collaboration from remote locations. Employees therefore need the most efficient, intelligent, and secure systems, devices, and applications to enable them to connect and innovate from wherever they are – and all of this points to the urgent need for future-ready digital infrastructure and devices.

But how can IT leaders achieve this with minimal outlay and maximum business benefit? There are two key components to successful, sustainable client modernization – as opposed to 'band-aid' solutions that provide a temporary and cost-inefficient fix – and these are: intelligent devices and agile IT. First and foremost, employees need devices that remove friction from the working experience and minimize distraction – PCs that leverage artificial intelligence and intelligently adapt to the way each individual works, honing and enhancing the experience every single time.

Under a best practice hybrid working model, the way that these devices are provided to employees is a differentiating factor. Devices that can be rapidly factory-configured and provisioned direct to the employee, whatever their location, for immediate productivity, will transform outcomes for the organization. Meanwhile, adopting an as-a-Service approach to obtaining technology (see the "Simplify IT" section) will ensure the business can cost-effectively upgrade older devices as demand dictates. This flexible procurement methodology will also support progress towards sustainability goals by ensuring optimal resource usage.

[v] https://www.dell.com/en-us/dt/what-we-do/connectedcio/work-learn-anywhere.htm#pdf-overlay=//www.delltechnologies.com/asset/en-us/solutions/business-solutions/industry-market/a-modern-digital-workplace-strategy-why-working-and-learning-from-anywhere-matters.pdf

[vi] https://www.delltechnologies.com/asset/en-us/solutions/business-solutions/briefs-summaries/vb-hybrid-work-productivity-and-collaboration-research.pdf

Above all, it is essential for IT leaders to work with technologists who can serve as an end-to-end partner, providing not just infrastructure and devices, but vital insights and proactive support across all needs. These trusted experts should offer all the assistance IT leaders need: from management of planning, to identifying the right persona-based solutions to meet the needs of each user, to configuration and installation. In short, they should enable a model of IT that is operated by the business but managed on behalf of the business.

We will discuss the related security considerations in greater detail later in this guide, but, when delivering client modernization, it is essential to procure trusted devices that create a secure foundation with resilient layers of protection both above and below the operating system – hardening the endpoint attack surface and protecting, detecting, and responding in relation to evolving threats.

**Access to apps**

With these fundamentals in place, it is crucial that employees can then securely and seamlessly access mission-critical applications at the instant they need them. Ensuring employees have access to all of the apps and data they need is a top concern for CIOs, cited by 46% of respondents to the Vanson Bourne study.[vii] Providing IT with the central console to configure, monitor, update, and manage apps – from the cloud to any device – is therefore vital. Automated issue detection, notification, and support will ensure any emerging problems can be rapidly resolved.

These best practices have been identified through the deep experience of Dell Technologies, Intel, and Microsoft in delivering successful client modernization to support hybrid working. They are currently enabling organizations large and small, from across sectors, to meet the rapidly changing needs of workforces; to boost productivity, collaboration, culture, and inclusivity; and find vital efficiencies in pursuit of organizational goals.

# 44%
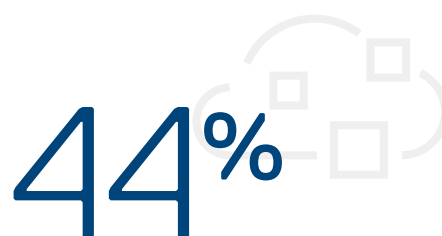
improved innovation by working to a hybrid model

## Support from Dell Technologies

Technology that adapts as fast as you

Workforce Persona Services

Work from anywhere

Day-one productivity

vii  https://www.delltechnologies.com/asset/en-us/solutions/business-solutions/briefs-summaries/dell-hybrid-cio-ebook.pdf

# 3
# Simplified, sustainable IT

While enhanced employee satisfaction, productivity, and innovation are key benefits being pursued by organizations in their deployment of hybrid working models, business efficiencies and cost savings are also vital considerations. Some 53% of IT leaders identify improved efficiency as a benefit of hybrid working, and 43% cite cost savings.[viii] These can only be realized, however, if the IT efforts required to enable the hybrid model do not become a cost centre in themselves.

Facilitating hybrid working is not, after all, a one-time IT project featuring a single lump-sum investment of money and time to execute. Instead, it is a new agile posture and philosophy for the organization which will need to be continually and rapidly scaled up as demand dictates, incorporating new technologies to support secure collaboration and innovation as the need for them emerges.

Most importantly, best-practice hybrid working should ensure that IT can always keep pace with the needs of the organization and play a central role in realizing new business value. In independent research by the Modern Computing Alliance (MCA) and Accenture in 2021, 89% of executives agreed that their ability to generate business value will increasingly be based on the limitations and opportunities of their technology architecture.[ix]

### From CapEx to OpEx

For these reasons, it is vital that hybrid working is facilitated by an as-a-Service approach to technology procurement. By switching from a rigid CapEx approach to technology investment to an agile OpEx strategy, organizations can escape the inflexibility of long-term vendor contracts — obtaining the client modernization solutions required to meet the changing needs of their users with no upfront investment.

# 20%

## reduction in device lifecycle service costs with PC as a Service

The ability to constantly access new technologies, facilitated by as-a-Service, is now a significant competitive consideration. The MCA and Accenture study, for example, found that digital leaders are outgrowing their competition by between two- and three-fold with technology architectures that don't just align with their business strategy, but actively enable and drive it. Furthermore, some 41% of digitally advanced companies are focused on adopting new technologies, while 39% of digitally immature companies are stuck focusing on their current IT stack.

In addition to the enhancement of employee experience and productivity, the benefits of making this switch also include a reduction in device lifecycle service costs and a boost to sustainability. For instance, a study by Forrester into the impact of Dell Technologies PC as a Service found a reduction in device lifecycle service costs of 20%; devices that were two years newer on average, improving employee experience; and a saving of five business days in average deployment time.[x]

---

[viii]  https://www.delltechnologies.com/asset/en-us/solutions/business-solutions/briefs-summaries/dell-hybrid-cio-ebook.pdf

[ix]  The Future is Flexible, A 2021 State-of-Tech Leadership Survey Results and Workplace Trends, July 2021 – Modern Computing Alliance and Accenture

### Sustainable procurement

By working with as-a-Service technology partners who take a sustainable approach to the recycling of end-of-lifecycle IT assets, organizations can also ensure they are not adding to the spectre of e-waste. This is the fastest growing waste stream in the world, constituting 53.6 million metric tons of waste per year, only 17.4% of which is currently recovered.[xi] Instead, through sustainable procurement, businesses can find themselves on the positive side of technology usage – with a report by the Global e-Sustainability Initiative and Deloitte finding that the expected adoption of digital technology will lead to the abatement of 1.34 gigatons of $CO_2$ emitted by 2030.[xii]

But the benefits of as-a-Service should not only apply to the procurement of devices to support client modernization. The cloud infrastructure services that organizations require to drive their innovation capabilities, wherever staff are operating, should also be acquired flexibly – ensuring that the company's IT leaders can focus less on managing technology and more on enabling innovation. Dell Technologies, for example, delivers a simple as-a-Service cloud experience through our APEX portfolio – further supporting digital modernization for the organizations we partner with worldwide.

Company's IT leaders can focus less on managing technology and more on enabling innovation

## Support from Dell Technologies

PC as a Service

Sustainability is our starting point

Dell APEX

x    https://www.delltechnologies.com/asset/en-us/solutions/business-solutions/industry-market/forrester-dell-pcaas-executive-summary.pdf

xi   https://unu.edu/media-relations/releases/global-e-waste-surging-up-21-in-5-years.html

xii  https://sdg.iisd.org/news/gesi-deloitte-report-analyzes-impacts-of-digital-technology-adoption-on-the-sdgs/

4

# Staying secure

When enabling their organizations to embrace a "do from anywhere" future and all of the benefits it can bring, CIOs have been very clear about their top concern – 52% of them cite their biggest worry as "keeping the organisation secure", with this figure rising to 64% for organizations with less than 500 employees.[xiii] This is hardly surprising given the rapid rise in cyber attacks, particularly phishing, since criminals look to exploit the increased attack surface created by widely distributed remote workers.

In short, cyber attacks never sleep and they place business operations, reputations, and finances at risk. But limiting the need to connect people and provide them with access to company data and systems everywhere is not a competitive option in today's rapidly evolving marketplaces. Instead, CIOs acknowledge the need to embrace hybrid working, and a large proportion of them agree that they need support in order to keep their remote workers secure.[xiv]

## A modern approach

As businesses embrace distributed data, hybrid working, multi-cloud environments, and as-a-Service technology procurement, they need an equally modern approach to security – one that is simple, scalable, and intelligent. Instead of bolting on security solutions from an endless list of vendors, organizations need a trusted and experienced technology partner with a deep understanding of security across the entirety of the organization. This partner should come with the people, processes, and intrinsically secure infrastructure and devices in order to deliver comprehensive threat detection and robust data protection.

With the right partner at your side, the top priority is to protect data and systems with end-to-end, built-in security – featuring resilient layers of protection both above and below the operating system. This means combining holistic security solutions with insulated processes, providing protection from silicon and supply chain all the way to asset retirement.

For users working outside of a traditional office environment, their PCs will often constitute the entirety of their employee experience. Keeping those devices secure is therefore a crucial priority, made easier by modern, intelligent privacy features. Advanced features such as adaptive dimming, onlooker detection, and safe screen controls for confidential activities will ensure employees can work confidently from anywhere, knowing that their data is secure.

---

[xiii] https://sdg.iisd.org/news/gesi-deloitte-report-analyzes-impacts-of-digital-technology-adoption-on-the-sdgs/

[xiv] https://www.delltechnologies.com/asset/en-us/solutions/business-solutions/briefs-summaries/dell-hybrid-cio-ebook.pdf

However, while intrinsically secure devices and IT will dramatically reduce the risk of a cyber breach, organizations should nonetheless ensure they also have a recovery strategy in place to sustain operations in the face of a security event. Dell's PowerProtect Cyber Recovery solution, for example, protects and isolates critical data from ransomware and other sophisticated threats and is endorsed by data protection standard-setters Sheltered Harbor. This is the level of recovery resilience that IT leaders should be demanding from their technology partner today, in order to remain compliant.

As with other key aspects of digital modernization designed to support hybrid working, the enhancement of cyber protection and recovery should also reduce complexity for the IT leaders managing it. However, the opposite can often be the case in organizations that have developed shadow IT across silos of the business to address immediate technology challenges. Security best practice therefore involves the leveraging of automation, artificial intelligence, and centralized management to bring greater visibility, control, simplicity, and consistency to security across all operations.

# 48%

## of CIOs say they need support to keep remote workers secure

Ultimately, the methodology outlined here is designed to ensure that the end-user experience remains a key factor in the organization's competitiveness – rather than being diminished by security measures that increase friction and limit capabilities. The trend data shows that more organizations are becoming aware of this imperative, with 53% of leaders interviewed by Vanson Bourne in 2021 stating their intention to invest in cybersecurity tools to support remote and hybrid working over the following 12 months.[xv] With support from Dell Technologies – in partnership with Intel and Microsoft – you can be sure that your hybrid working future is built on intrinsically secure foundations.

## Support from Dell Technologies

Intrinsic security

Trusted devices

Cyber recovery

xv  https://www.delltechnologies.com/asset/en-us/solutions/business-solutions/briefs-summaries/dell-empowering-the-future-of-work.pdf

# 5
# Advice and support

Wherever work needs to take place today, you need confidence that your people have the best, most secure, and most efficient technologies to nurture productivity, engagement, collaboration, and innovation. Indeed, technology leaders themselves are leading the way to a "do from anywhere" future, with 55% of CIOs currently spending half or more of their time working remotely and 64% preferring to work that way in an ideal world.[xvi]

Forward-thinking business leaders therefore no longer consider flexible working as a privilege – instead it is a competitive differentiator and an expected requirement that is defining the new battle for the best talent. In such a marketplace, the organizations whose technology can adapt as quickly as the market and its customers will be the ones who make the next biggest breakthroughs and outcompete their rivals.

Today's technology leaders don't need a technology supplier – they need an end-to-end partner with the trusted expertize, relentless focus on innovation, and intelligent IT solutions to make client modernization a virtuous circle of productivity gains, efficiency savings, and breakthrough value. Dell Technologies, Intel, and Microsoft are here to help you reshape the future of work, to take your innovation further, and to deliver amazing new experiences to your employees and customers. Contact us today for advice and support.

# 64%
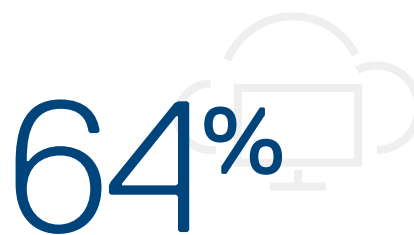
of CIOs would like to spend half or more of their time working remotely in an ideal world

## Further reading

Empowering digital workplaces

Work from anywhere

[xvi] https://www.delltechnologies.com/asset/en-us/solutions/business-solutions/briefs-summaries/dell-hybrid-cio-ebook.pdf

# Working
# redefined

For more information on
supporting the future of work with
Dell Technologies, Intel, and Microsoft

**DELL**Technologies

Innovation
Built-In **intel**®

■■ **Windows 11**