Reimagining the End-User Experience: From Strategy to Implementation!

Tuesday, May 26, 2015
Agenda

- Welcome and Introductions
  - Ryan Demelo, CompuCom

- End-User Experience Trends and Dell Client Solutions
  - David Fritz, Dell Inc.

- Mobility and Device Services Overview
  - Todd Pekats, CompuCom

- Q&A
Our Guest Speakers for Today

**David Fritz** - Client Solutions Strategist, Dell Inc.  
LinkedIn: [www.linkedin.com/in/davidgfritz](http://www.linkedin.com/in/davidgfritz)

A Client Solutions Strategist with 17 years of experience in the technology industry at Dell Inc. David has worked with various organizations in both corporate and government industries around the world to understand new device technologies and emerging trends in the mobile computing space. He has participated in mobility panel discussions and served as a subject matter expert for industry led and Dell customer events. In recent years David has focused on the education space and is passionate about how technology can enable and inspire students to achieve more than ever before in this digital age.

**Todd Pekats** - Solution Director, Infrastructure Solutions Group, CompuCom  
LinkedIn: [https://www.linkedin.com/pub/todd-pekats/1/402/98a](https://www.linkedin.com/pub/todd-pekats/1/402/98a)

A Solutions Architect with 30 years of experience in the production, operations, support, management and design of complex high end technology solutions. Todd is chartered with providing enterprise consulting services focused on Microsoft technologies and infrastructures. Todd’s experiences combine global engineering, and operations management, along with disaster recovery and business continuity.
One Lucky Winner of a New Dell Venue Pro 11 Tablet Will Be Announced In Our Post WebCast Email !!!
Opening Poll Questions

- **Poll 1 - Does your organization have a limited amount of devices supplied by your company or do you have many choices?**
  - We have a limited amount
  - We offer many choices
  - Don’t know

- **Poll 2 - Are you currently running Windows 8?**
  - Windows 7 Only
  - Yes Windows 7 and 8
  - Windows 8 only
  - Waiting for Windows 10
  - Don’t know

- **Poll 3 - Do you provision devices based on job function or role?**
  - Yes
  - No
  - Not Sure
End-User Experience Trends and Dell Client Solutions

DAVID FRITZ
Client Solutions Strategist, Dell Inc.
LinkedIn: www.linkedin.com/in/davidgfritz
Technology trends are forcing changes in the way you do business

2.5 quintillion
Bytes of data created every day

75%
Of IT budget is spent on maintaining operations

>50%
Of employees want input into the technology they use for work

>55%
Average time IT managers spend on end user device management

280 million
Number of malicious programs created in just one month

$2400
Average cost of supporting a laptop over a three year lifecycle

95%
Of employers remain concerned about BYOD security risks

250 million
Employees bring their own device to work
Employee productivity is changing

The Global Evolving Workforce Study

1. One size doesn’t fit all
2. The office is King, but it’s a jungle too
3. Work life + personal life = LIFE
4. The productivity debate: in office or remote
5. The secret to happy employees? Technology
6. The future of tech in the workplace is bright, but not fully automated

• Work is activity-based
• Tech “essential toolkit” leads to device proliferation
• Environments haven’t caught up to how people use them
• Blurred lines within work/personal means more personal devices, more remote access
• Productive employees are happy employees – enable them to be productive anywhere
• Technology seen as providing incremental improvements in quality of life and work
So there is a gap between the promise of mobility and the harsh reality of IT requirements.

**Challenges**
- Security and risk
- Complex management
- Lack of resources

**Opportunities**
- Increased productivity
- Accelerated organizational performance
- Improved customer experience
Dell commercial client approach

Addressing top IT concerns

- Dell offers the world’s most secure, manageable and reliable commercial PC solutions

Devices that are desired by End Users

- Provide beautiful computing options that employees are proud to carry

Increasing Productivity

Simplifying and Integrating the Workplace

Increasing Productivity for the Evolving Workforce
Addressing top IT concerns

**Secure**
- Endpoint security solutions that protect your data wherever it goes, without disrupting IT or end user processes

**Manageable**
- Exclusive client systems management technologies that drive efficiencies throughout the PC lifecycle

**Reliable**
- Products designed, tested and engineered to deliver a flawless customer experience every time
Who are your end-users?  
What are their roles?  
What applications do they use?  
Are they face-to-face with customers?  
How do they interact with data?  
Can touch applications enhance their productivity?  
Can touch devices enhance the customer experience?
Dell Latitude, OptiPlex and Dell Precision: Built for business

For task workers to mobile workers

To road warriors with the most discerning tastes

For the toughest environments

And the toughest demands

Dell Latitude and OptiPlex:
World’s most secure and most manageable desktops and laptops

Dell Latitude Ultrabook:
Industry’s most durable Ultrabook

Rugged devices:
Built to withstand the harshest conditions

Dell Precision™:
Most powerful mobile workstations and most serviceable tower workstations
Leading the way for touch devices in the enterprise

For better interaction with customers

And enhanced student engagement

To improved patient care

And collaboration among knowledge workers

Dell Venue tablets

OptiPlex All-in-One Touch Desktops

Dell touch monitors & peripherals
Positioning tablet vs 2-in-1

**Dell Venue 11 Pro**

*“Tablet first”*
- Prefer tablet mode
- Mobility is primary need
- Smaller 10.8” FHD display

**Latitude 13 7000 2-in-1**

*“Laptop first”*
- Prefer notebook mode
- PC experience is important
- Larger 13” FHD display

### Common features
- Dell ProSupport Plus
- Dell Client Command Suite (including vPro)
- DDP Encryption (HCA), Authentication (SC, FPR), Security Tools
- Intel Core M processors
- Managed transitions
- Consistent docking

**Dell Application Services**

Windows 8 Mobile App Development
User Experience Testing
Application Security Assessment
Application Maintenance & Support
Dell Mobile Office designed and tested for Latitude

One compact carrying case that includes all the essentials to keep on-the-go professionals productive throughout the day

**Dell Active Stylus**

*Slotted inside* the Dell Premier sleeve + stand for Latitude 13 2-in-1

**Dell Premier Sleeve + Stand**

*Protects* & allows hands-free use as a 2-position stand

**Dell Power Companion**

*Simultaneously charges the* system, smartphone and USB powered devices at once

**Dell Premier Briefcase**

**Feature-rich design**

The convenience and reliability of a mobile office with a sleek, travel-friendly design that carries Latitude 13 2-in-1 and Dell Mobile Office accessories:

- Dell Portable Power Companion
- Dell Adapter
- Dell Premier Sleeve
- Dell Active Stylus
- Smart phone and personal accessories
- AC adapter and power cord

✓ Custom-designed pockets keeps essential devices within reach and protected

✓ Carry and even charge mobile devices all while inside the case

✓ No hassle security check with TSA-compliant design

**Dell Adapter**

*Easily connect to devices* in a meeting room, hotel room, or at your desk – without the hassle of multiple cords to carry
Thank you for making Dell monitors number 1 worldwide!

#1 Monitor brand worldwide*

• in North America for the last 14 years
• in Japan for the last 9 years
• in Australia for the last 6 years

✓ Industry-leading, innovative monitor brand
✓ Widest range of high resolution monitors
✓ Broad portfolio for all needs and budgets
✓ Outstanding reliability

World's first Ultra HD 5K Monitor

Best monitor at CES 2015 – Videomaker, US, Jan 2015
Why is Dell Different – we listen to you
Recognized leadership in End User Computing

Complete Portfolio
Complete S&P Portfolio
Green Company
Most Secure PC

Manageability
Reliability
Smart Select
Proactive Support Services
Mobility and Device Services Overview

TODD PEKATS
Solution Director, Infrastructure Solutions Group, CompuCom
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Mobility and Device Services: A Full Spectrum Offering

- Provisioning
- Hardware Management
- Operating Environment Management
- Depot and Disposition
End-user Lifecycle Enablement

Provision (On-Demand)
- Catalog Specification
- Procurement
- Config and Activation
- Deployment
- Operating Environment Management

Manage and Support
- Hardware Management
- Expense Management
- Customer Care Services
- On-Site Support
- Disposition

Retire

Customer Lifetime Value

- On-Line Backup
- Personal Cloud
- Community Cloud
- End-User Portal
- Business-User Portal
- Customer Intelligence & Analytics
- End-User Experience
- Business Experience
- Customer Intelligence & Analytics

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The EU-Orchestrator
Simplifies IT and Accelerates Remote Management

Proprietary developed intelligent console that assists with:

- Imaging and configuration
- Application installation and removal
- Inventory and usage information
  - Add and remove
  - System information
  - Running processes
- Remote access (remote assistance, remote desktop connection)
- Remediation tool (diagnostics, scripts)
- Management commands (remove device)
- Device policy refresh
- User policy refresh
- Interactive command prompt
With CompuCom Mobility & Device Services, you’ll be able to:

Increase users’ productivity, satisfaction levels, and opportunities for collaboration

Effectively manage and secure all devices, including BYODs, within your organization

Stay ahead of changing device types, policies, and security issues

Maximize IT resources and drive unnecessary costs out of your device management practices

- Companies that use multiple wireless carriers can shave roughly 10 percent off of their wireless carrier costs with our optimization services
- Because of our Shared Services Model, we can typically implement and manage a MDM solution 25 percent cheaper than if a company tried to do it alone

Understand and manage costs and efficiencies that are well defined with our governance and KPI reporting approach
The Result of IT and the Business Working Together to Solve Problems!

- Device Security
  - BYOD (user choice)
  - Email access
  - Multi-OS security

- App & Content Enablement
  - App deployments
  - Mobile documents
  - Cloud protections

- Business Transformation
  - New user & business experiences
Energy Company

Challenge
- Fragmented management of 8,000+ personal computers across five different groups, each with different processes, control systems, and staff resources
- Needed standardized, centralized device management in order to reduce overlap, duplication of effort, and end-user confusion

Solution
- Integrated infrastructure management services, such as assessment, design, and deployment of a comprehensive desktop, asset, and user support solution
- Client and inventory asset management services, such as inventory tracking and software distribution, patch management, and reporting
- Design, implementation, and annual roadmap services

Results
- Integrated multiple silos via a single solution for hardware and software management, leading to the following benefits:
  - Reduced support staff requirements by 40 percent
  - Improved customers satisfaction by 29 percent
  - Reduced support costs by 41 percent
  - Reduced help desk calls by 24 percent
Why CompuCom?

- 25+ years experience supporting end-users
- Annually manage:
  - >4m End-User Devices
  - >5m Service Desk Incidents
  - >700K Field Support Calls, with 100% badged field service technicians
- Configure >750K Devices
- Gartner Magic Quadrant Leader for Help Desk and Desktop Outsourcing in North America
- Cross-platform approach, not tied to any individual hardware or software vendor
- Our EU-Orchestrator tool enables any support-related personnel to take hardware control of a remote client and perform diagnostic and repair services without the need for a physical help desk
Questions
Closing Polls

Poll 1 - Are employees using multiple devices to access corporate data?
- Yes
- No
- Not Sure

Poll 2 – What types of devices are they using?
- Tablets
- Laptops
- Smart Phones
- Desktops
- Not Sure

Poll 3 - Which of the following would you be most interested in receiving a follow up call from CompuCom regarding?
- Dell Client Solutions
- CompuCom EU-Orchestrator
- CompuCom Provisioning and Hardware Management Services
- All of the above

Poll 4 - Overall how would you rate today’s event?
- Exceeded Expectations
- Met Expectations
- Below Expectations