



DELLTechnologies

Dell Technologies Unified Workspace:

An Approach to Deliver a Modernized End-User Experience That Pays for Itself

In this paper, you'll understand how Dell Technologies Unified Workspace modernizes the way we manage the PC lifecycle, which leads to a better employee experience. You'll also learn how the solution can pay for itself and the five steps to adopting this game-changing approach in your organization.

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When it comes to technology, it can be easy to get wrapped up in specs and features. But the most important aspect of technology is its impact on your employees. As remote work becomes more widespread, the employee experience—and potentially your corporate culture—will largely be defined by their interactions with the technology you provide for them to use.

For enterprises, that means technology needs to be selected and managed to enhance the employee experience. And no technology impacts the employee experience more than the endpoint.

An employee device like a PC, laptop or workstation is where the rubber hits the road. These devices are where spreadsheets are built, new product designs are created, strategic emails are written, marketing plans are hatched, intellectual property is created and thousands of other tasks get completed. In short, the endpoint is where the business of your business gets done.

While devices are critical to an organization's success, they can, unfortunately, be something else for the IT team: a headache. Over its lifecycle, each endpoint represents many hours of IT time invested in deployment, security, management and support, limiting the time IT staff can spend on high-value, strategic work.

Many organizations are saddled with the traditional approach to endpoint management, which requires attention and monitoring, provides limited visibility into device health and performance, and causes silos across workflows.

In addition, the endpoint is often the most frequent entry point for cyber attacks as enterprises struggle to keep up with patches that protect against the latest exploits. In fact, according to the MITRE ATT&CK framework, at least six of the nine listed "Initial Access" methods involve the endpoint. All it takes is one unprotected PC to put the entire network at risk, making endpoint management a critical aspect of cybersecurity.

What is needed to support modern work environments is an approach to device management that improves employees' ability to work and innovate from anywhere while allowing you to better control costs, improve IT operations and protect the company from cyber threats. We call this approach Dell Technologies Unified Workspace.

Enterprises know and trust Dell to deliver the most intelligent, secure and sustainable devices on the market. By acting as a trusted, single source for your endpoint lifecycle needs, including deployment, security, management and support, Dell Technologies Unified Workspace makes it easy for IT to deliver a winning experience for employees wherever they choose to work: in the office, at home, on the road and everywhere in between. The best part? This approach pays for itself!

Dell Technologies Unified Workspace Delivers an Employee Experience That Offsets Hardware and IT Costs

In a recent study commissioned by Dell Technologies, Forrester Consulting measured the financial impact of Dell Technologies Unified Workspace, including cost savings, employee productivity and IT cost efficiencies. The study noted that Dell Technologies Unified Workspace helps employees be more engaged in their work thanks to faster onboarding and devices that are personalized to end user needs. Engaged employees are more likely to better serve your customers, which can boost profitability, innovation and customer satisfaction scores.

Here's what Forrester found in its benefits analysis of Dell Technologies Unified Workspace. Their analysis assumes an organization with 1,000 users, broken out by 25% frontline workers (\$30,000 average salary) and 75% knowledge workers (\$75,000 average salary).¹

Increased Employee Productivity

Dell Technologies Unified Workspace includes a best-device policy, which ensures that devices are pre-configured for the needs of each user, are refreshed every three years and incorporate lifecycle services for support. This gives employees the best possible device experience from initial purchase and configuration through the end-of-life retirement of the device and migration to a new machine.

As a result, employees work with modern, high-functioning devices that are optimally suited to their job requirements. Devices and support can be delivered more rapidly, allowing employees to get to work sooner while experiencing less downtime and reducing the burden on IT. In fact, Dell Technologies Unified Workspace has been shown to increase employee productivity by 9.7 to 12%, resulting in a net impact on productivity of \$2,772 over three years per employee.¹

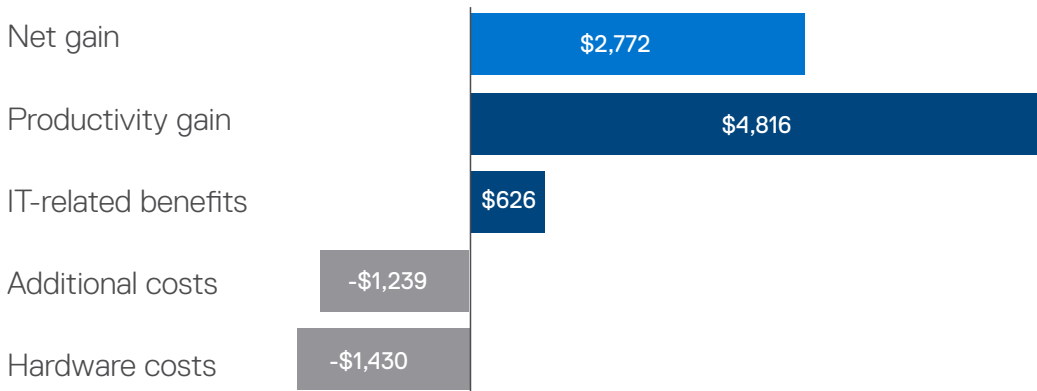
“In some cases, we have seen a 50% productivity impact [from Dell Technologies Unified Workspace.] ... Furthermore, employees no longer have to navigate four different support teams.”

— Head of global technology delivery for enterprise finance firm¹

Offset IT and Hardware Costs

By improving the employee experience using Dell Technologies Unified Workspace, organizations achieve productivity and IT-related gains that more than offset the device and additional IT costs. Those total gains add up to \$5,442 per user over three years, while costs only come to \$2,669 per user over three years.¹

Net Gain Per User From Investment in Dell Technologies Unified Workspace Over Three Years¹



Increased IT Efficiency

Thanks to lower PC management costs and reduced support requirements, Forrester found that Dell Technologies Unified Workspace saves the IT department more than \$600 per year per user while decreasing help desk tickets by 20-35% as IT frees itself from the hassle of configuring PCs, dealing with security patches and worrying about mobile management.¹

These cost and time savings enable enterprises to redeploy one full-time IT staff member from a team of ten that was previously needed to support 1,000 users, dedicating more resources to focus on planned, strategic projects that support the organization's digital transformation strategy instead of reacting to unexpected endpoint issues.¹

[Read the Forrester study "Gains From Dell Technologies Unified Workspace Solution Offset Hardware and IT Costs" for more details.](#)

The Dell Technologies Unified Workspace Approach

Dell Technologies Unified Workspace delivers an end-to-end approach to deploying, securing, managing and supporting Dell devices, helping you modernize and simplify the PC lifecycle and transform the workforce experience. Here's how.

Deploy: By provisioning applications using VMware Workspace ONE at the factory, Dell Technologies Unified Workspace makes it possible to ship a ready-to-use device directly to an employee wherever they are. This allows employees to start working immediately while saving IT time and labor from having to receive, unbox, image and deliver devices themselves to employees.

Secure: Dell Technologies Unified Workspace secures endpoints from both above and below the OS. Intelligent solutions like Dell SafeGuard and Response allow you to prevent, detect and remediate attacks, while Dell SafeData encrypts sensitive data on devices and in the cloud. Meanwhile, in-built hardware like Dell SafeID protects credentials by isolating them away on a secure chip away from the operating system and memory, while Dell SafeBIOS detects if an outside attacker has altered the BIOS.

Manage: Dell Technologies Unified Workspace uses Dell Client Command Suite to make it simple to set up, configure, monitor and update your entire endpoint fleet from a single console. Meanwhile, VMWare Workspace ONE allows you to securely deliver and manage applications from the cloud, giving users smooth app access at the click of a button on any device, including mobile devices and devices from other vendors.

Support: Dell Technologies Unified Workspace incorporates Dell ProSupport for PCs to automatically detect issues while relying on predictive analytics for proactive issue prevention. 24x7x365 access to hardware and software experts means you can leave time-consuming support issues in our hands.



Dell Technologies Unified Workspace saves up to nearly a week of IT time per 1,000 devices deployed.²



Dell Technologies Unified Workspace is shown to provide 11x faster proactive support and up to 13 fewer steps to resolve a failed hard drive than key competitors.³

5 Steps to Implementing Dell Technologies Unified Workspace

A commissioned study conducted by Forrester Consulting on behalf of Dell outlines the five steps an enterprise needs to take to adopt Dell Technologies Unified Workspace in a way that maximizes the return on investment. You can download the [Technical Brief Framework](#) for in-depth details and checklists for each step. Here's an overview of each step.

Pre-Planning:

You can't get where you're going without knowing where you are in the digital journey. The more you can work with key stakeholders to research employee needs, the easier it will be to ensure a smooth transition to Dell Technologies Unified Workspace without disrupting your employees' work. In this stage you will:

- Gather key stakeholders.
- Map stakeholders to impact and outcomes.
- Conduct research on employee needs.
- Identify key processes that could impact timelines.
- Develop a plan to drive adoption of the digital workspace in key employee productivity workflows.

Modern Management Readiness Assessment:

No enterprise starts its digital transformation from the same spot. Assess how your employees are currently using endpoints, processes, apps and the cloud to make sure you'll be prepared to leverage Unified Workspace to its fullest. In this stage you'll assess:

- Which apps are modern versus legacy
- Your current device management techniques, policies and vendor relationships
- How identity is managed, including in the cloud and on-premises
- The tools you currently use to manage employee devices
- Your end-user computing team and how it compares to similar organizations
- The technology and business processes most critical to employees

Infrastructure and Business Integration Assessment:

Now that you understand your employees' needs, you need to understand your infrastructure. Map out your current requirements to learn what you'll need to integrate into your final Dell Technologies Unified Workspace migration roadmap. Things to assess include:

- Current identity management
- Critical business apps that need to be supported
- Security agents currently installed on employee PCs
- Current desktop and application virtualization strategy
- The readiness of your employee base to adopt new technologies and the change management process that will be required

Roadmap Development:

With your two assessments in hand, you can determine your readiness for Dell Technologies Unified Workspace along with the projected complexity of the implementation based on your unique business. This will allow you to create a realistic roadmap and schedule for implementation while flagging any issues that may get in the way of success.

Implementation:

Finally, it's time to get to work implementing Dell Technologies Unified Workspace into your organization. This step has three main parts:

- Modern management migration, including all the infrastructure pieces involved with modernizing the PC management infrastructure, such as device enrollments, policy configuration, patch management modernization and application rationalization
- Process automation for technical PC management processes such as deployment and ongoing management, along with business processes such as employee onboarding
- Digital workspace delivery and optimization, such as uploading applications to the digital workspace, creating employee profiles and personas, connecting devices and setting up dashboards to understand employee adoption

Unify the Employee Endpoint Experience

For an organization seeking to modernize the employee experience, the first target for improvement is the endpoint. As the technology your employees use for most of their workday, your approach to devices has the highest impact on employee productivity, not to mention the impact it can have on your overall IT costs and efficiency. With Dell Technologies Unified Workspace, you can give your employees the seamless experience they need to get the most out of work using an approach that more than pays for itself.

[Learn more about Dell Technologies Unified Workspace.](#)



Sources

¹Based on a Forrester Total Economic Impact™ Study commissioned by Dell, “Gains From Dell Technologies Unified Workspace Solution Offset Hardware and IT Costs” November 2020. Results derived from customer interviews and survey data. Estimated savings in U.S. Dollars, calculated over 3 years for 1,000 users. Actual results will vary. Full report: <https://www.delltechnologies.com/resources/en-us/asset/analyst-reports/solutions/forrester-gains-from-dells-unified-workspace-solution-offset-hardware-and-it-costs.pdf>.

²Based on Principled Technologies Report commissioned by Dell Technologies, “Deliver pre-configured systems to end users faster with Dell Provisioning for VMware Workspace ONE”, January 2019, comparing deployment using Dell Provisioning for Workspace ONE vs. traditional deployment. Results extrapolated to deployment of 1,000 systems, a week represents seven full workdays. Actual results will vary.

³Based on a Principled Technologies test report, “Spend Less Time and Effort Troubleshooting Laptop Hardware Failures” dated April 2018. Testing commissioned by Dell, conducted in the United States. Actual results will vary. Full report: <http://facts.pt/L52XKM>.

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