

A new era of innovation and growth

Meeting the needs of the evolving workforce with Windows 10 and Dell Technologies Services



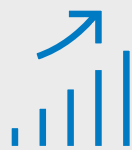


The Windows 10 operating system is transformative. With it, organizations gain universal app capabilities, enhanced security tools, a new level of integration with cloud services — and a new Windows as a Service (WaaS) model that delivers updates in smaller packages more frequently. These OS improvements are essential to meet the needs of a growing workforce that wants easy, on-demand, collaborative experiences, along with the flexibility to work anywhere, anytime.

Migrating to Windows 10 devices is a pivotal point that will enable your organization to modernize IT management. With Windows 10, you can increase your organization's agility, mobility, effectiveness and security. When you engage Dell Technologies Services to help with your migration to Windows 10, **you will improve:**



Agility. Modernize your workforce by automating Windows 10 configuration and deployment.



Mobility. Increase users' productivity and connect them across your network, regardless of the devices they use.



Effectiveness. Innovate your approach to OS migration and WaaS with proven pre- and post-deployment planning, testing and maintenance processes.



Security. Better protect your users, data and IP with Dell cybersecurity solutions and the most secure Microsoft OS yet.



Windows 7 support ends in January 2020. To reduce risk and facilitate a well-planned migration, it's critical that organizations complete their Windows 10 migrations soon.

We have the scale and proven expertise to lead your migration projects including:

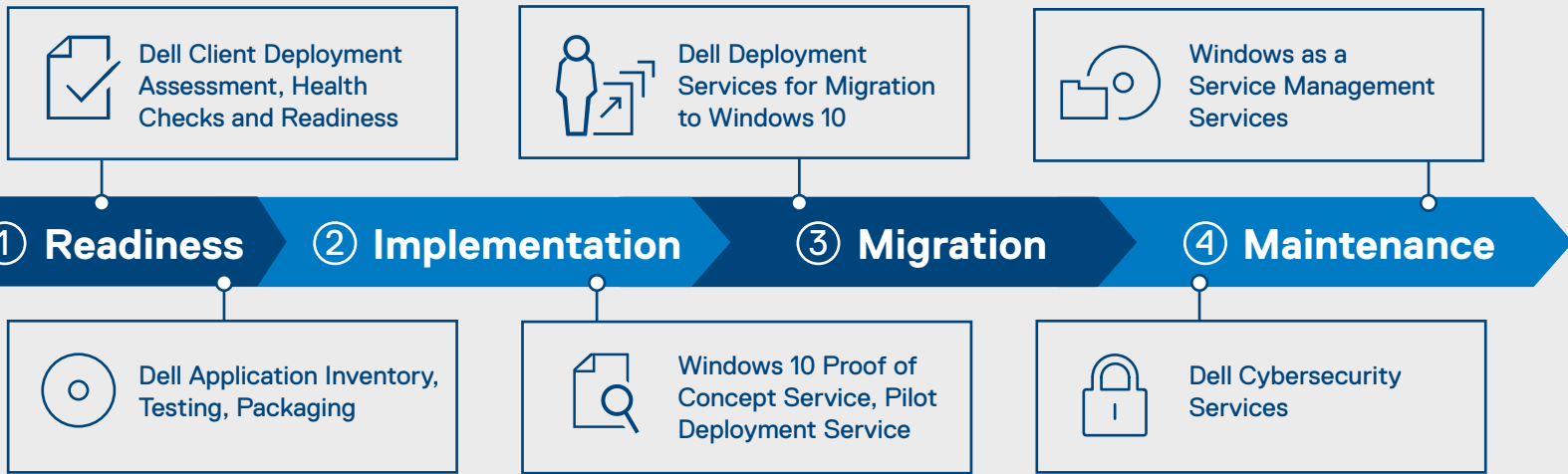
- More than 54K units imaged globally every week
- Over 11M PCs configured annually
- 17 patents on our deployment technologies
- Winner of the Microsoft Windows Partner of the Year award for the last 8 years, from 2011 to 2018

100% of the Dell EMC workforce — or 145,000 employees — have migrated to Windows 10.

Do you wonder:

- Will my existing deployment processes work?
- Will this transition break my applications?
- How can I take advantage of the new security features in Windows 10?
- What does “end of support” really mean?
- How do we budget for an OS transition?
- Is Microsoft OS support different for businesses?
- Will we have to continuously migrate?
- How secure is my OS image?
- Will my current hardware support all the new features in Windows 10?

Our service experts can answer these questions and the others you may have about your Windows 10 migration.



Take Windows 10 migration from planning to reality with Dell Technologies Services

Regardless of where you are in your Windows 10 migration, we can help. Whether you need guidance for the entire process—from planning to maintenance—or just help with specific tasks, our comprehensive portfolio of Windows 10 services provide flexible solutions designed to meet your unique needs.

① Readiness

Start your planning with a Dell Client Deployment Assessment

Client deployment is often expensive and disruptive to end users, and these challenges often grow for organizations with staff who work in non-standard locations such as home offices. We provide skilled experts and smart, cost-effective strategies to help modernize your client deployments through our Client Deployment Assessment (CDA). As part of the CDA process, we assess your current IT practices, make recommendations and help develop an actionable plan for adopting Windows 10 that can include optional day-after support for your end users.

After we complete the CDA, we will provide a written analysis including a step-by-step evaluation of your PC deployment process and a custom, actionable plan for implementing an automated client-deployment solution for your specific Windows 10 environment.

Services designed to assess the health and readiness of your environment prior to migration

- Windows Security Health Check helps identify any immediate threats to your end users and helps you understand what additional actions you should take to leverage the breadth of Windows 10 security features to best protect your end users.
- SCCM Health Check helps you assess the health and readiness of your SCCM infrastructure to support a migration to Windows 10.
- Upgrade Readiness Assessment includes hardware discovery and applications analysis to determine readiness for a Windows 10 upgrade.

Make sure your applications work today and tomorrow

Microsoft releases a new version of Windows 10 every six months using a model known as Windows as a Service (WaaS). This turns migration into a predictable and continual process that IT departments need to plan for and manage differently than they have in the past.

As part of our WaaS Readiness Services, our consultants provide you with an action plan for successfully managing your apps in a Windows 10 environment. This includes identifying risks before you migrate to Windows 10—or a new release—and helping your organization with other app-deployment tasks including inventory, testing and packaging.

② Implementation

Flexible proof-of-concept and pilot-deployment services to prove out, test and implement Windows 10

We can help your team create Windows 10 migration plans and put them into action via our Dell Proof of Concept and Pilot Deployment Services. In addition to planning, setting up and proving out your Windows 10 migration strategy, our consultants guide your team in the OS implementation process. We also manage imaging, configuration settings and application installation for up to 100 PCs.

③ Migration

Shift deployment time, work and bandwidth tasks to the factory with Dell Deployment Services

You can spend hours configuring your new PCs after they arrive from the factory, or you can have your PCs arrive imaged, configured and ready for use out of the box by taking advantage of Dell Deployment Services. Every day, we image thousands of systems and deploy PCs all over the globe using a trusted, highly effective supply chain. Our global footprint enables us to easily support your deployment requirements, regardless of scope. Our deployment service options include:



Dell ProDeploy Client Suite



Dell Connected Configuration Service



Dell Imaging Services

Dell ProDeploy Client Suite is designed to address imaging, migration of user data, installation at multiple sites and for remote users, and securing the intellectual property and personal information that resides on systems that have reached end of life.

This end-to-end deployment offer also includes comprehensive project planning, knowledge transfer and 30-day post-deployment configuration support. And if minimal help is required, we can handle the imaging and configuration tasks that will save your staff time once your new PCs arrive onsite.

With ProDeploy Client Suite, you choose the level of deployment services that best meets your needs:

| Key Feature | Basic Deployment | ProDeploy | ProDeploy Plus |
|---|------------------|-----------|----------------|
| TechDirect portal for configuration details and updates | • | • | • |
| Connected Configuration | | | • |
| Images loaded with WIM, Ghost, ISO or ImageAssist | Add-on | • | • |
| BIOS settings configured | • | • | • |
| Asset tags and shipping box labels managed | • | • | • |
| Standard asset reports | • | • | • |
| On-site installation of client systems available 24x7 | | • | • |
| Project documentation with knowledge of transfer | | • | • |
| User settings and data migrated to new system | | | • |
| Data sanitization on retiring client systems | | | • |
| 30-day post-deployment support | | | • |



Why engage Dell Deployment Services?

We image **54K+** PCs globally every week and configure **11M+** PCs annually.

ProDeploy Plus can reduce deployment time by up to

56%*

Dell Connected Configuration Service gives you the ability to use your system management software such as Microsoft SCCM to configure your systems in our factories. As a result, you can use SCCM to tell us how we should configure the following options for your systems:

- System images
- BIOS settings
- Hard-drive partitions
- Third-party software installation and configuration
- Installation of the latest drivers and software patches according to your specifications

With Connected Configuration, you can complete key deployment tasks in our factory such as joining your systems to your domain, a step that traditionally can be performed only when the system is connected to your network.

Driving transformation with Windows 10 and unified endpoint management

Users are demanding more flexibility and freedom in how and where they work—and the type of devices they use for work. At the same time, the way systems are deployed and managed is changing. An emerging approach to meet users' increasing requirements and adopt the innovations in Windows 10 is to consider unified endpoint management, which is made possible by tools such as Microsoft Intune.

Unified endpoint management modernizes how organizations deploy and manage all devices—from notebooks and desktops, to phones and IoT devices—by integrating existing management infrastructure with new cloud-based solutions. The result is a unified endpoint management strategy that saves time and reduces complexity. In addition, because the model enables organizations to manage devices from the cloud, unified endpoint management increases security and supports new factory-service options for pre-configuration.

With unified endpoint management, your employees can enjoy the same ease of experience with their PCs as they do with their smartphones. This includes being able to use a new PC right out of the box. And when your employees first boot up their new systems, Windows 10 can automatically enroll into unified endpoint management on first boot, so PCs are managed from day one. We enable this by moving more of your provisioning processes to Dell factories. This includes having your employees' PCs shipped configured with a Windows 10 desktop image, device drivers and access privileges that you preconfigure.

Dell Provisioning for Windows Autopilot

Dell Provisioning for Windows Autopilot service builds on our standard Autopilot offer and allows you to specify the settings and options you want your users to see at first boot. Then, via Dell Connected Configuration, we configure your devices in the factory to reflect those settings. As a result, there's no need for your IT staff to configure your devices when they arrive. Instead, your devices are ready for use as soon as they arrive.

By taking advantage of Dell Provisioning for Windows Autopilot, your Windows 10 devices are automatically registered in the Microsoft Store when they are powered on for the first time. And, they will already be running:

- The Microsoft-supported version of Windows 10 that your organization has verified and tested
- A generic desktop image free of unsanctioned software
- The most current version available of all required device drivers

Dell Imaging Services provide different options, depending on your requirements. For example, we can build static images with technologies such as Ghost or WIM. We can also build cross-platform images using ImageAssist, a simple user interface which helps you prepare your custom image, that we dynamically update with the latest drivers as soon as they are released.



④ Maintenance

Simplify how you manage your Windows 10 environment

Our WaaS and Cybersecurity Services can help your organization manage the OS and security updates that are a part of Windows 10, including application compatibility testing, user pilots and accelerated adoption of new capabilities.

Dell WaaS Management Services, which we developed with Microsoft, ensure that your PCs stay up to date with the scheduled Windows 10 releases. Through the service, we help you maintain a standardized and secure end-user workspace by managing application readiness, image updates, ring-based OS deployments and software-license compliance.

Dell Cybersecurity Services help ensure that your organization is making the most of the latest security features and any on-going updates that become available with Windows 10. We can also help you harden your devices and operating system, plus create secure builds for your devices' image. And for on-going monitoring, we offer:

- **Windows Security Monitoring** services to help detect security breaches. We accomplish this by using machine learning, AI and other measures in Azure and Windows Advanced Threat Protection to monitor your devices, data, applications, networks and user identities for cyberattacks, malware and other threats. In addition, a services analyst will work with your organization to identify critical alerts, filter the noise and give you advice on specific actions to take when there are issues.



Accelerate innovation and growth—starting today

Emerging technologies are driving a new era of innovation and growth. By adapting your IT services and operations to take advantage of these innovations, you can better meet the evolving needs of your workforce. Accelerate your transformation by engaging Dell Technologies Services to streamline your Windows 10 device refresh and migration and make the most of the modern IT management advancements that Windows 10 supports.

Contact your sales representative to learn more about our Windows 10 migration services.





*Based on IDC White Paper commissioned by Dell, "Business Value of Optimized Device Deployment", July 2018. Results derived from a survey of 500 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. Click here for the full report: www.dell.com/idcdeploymentservicesbusinessvalue

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