



# Expertise from using Windows 10 IT first

Dell gains the expertise it needs to help customers adopt Windows 10 by implementing the OS internally first, across its global sites

## Business needs

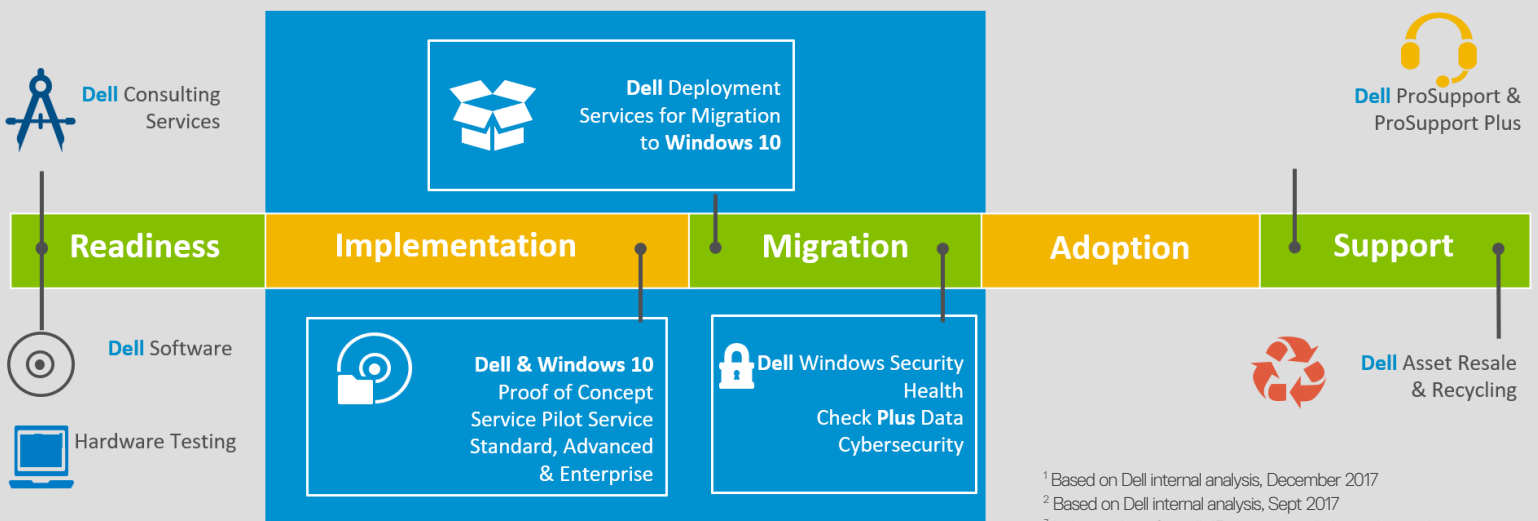
Dell needs to ensure its employees have the best, most modern user experience regardless of where they work and which device they use and it needs to deliver products that help customers do the same.

When Dell decided to adopt Windows 10 as a service, it had to change its culture and workflows to support the platform's rapid release cycles.

## Business results

- 145,000 employees in 180 countries migrated to Windows 10 in 24 months
- 25% reduction in PC incidences via proactive issue resolution <sup>1</sup>
- 6.9% improvement in customer satisfaction in laptop and desktop use <sup>2</sup>
- Cuts risk by using the most secure version of Windows <sup>3</sup>
- Drives workforce transformation via improved user experiences

## Solutions at a glance



<sup>1</sup> Based on Dell internal analysis, December 2017

<sup>2</sup> Based on Dell internal analysis, Sept 2017

<sup>3</sup> Industry data: Overall, 15 percent of all files it identified as malware were on Windows 10 machines, while 63 percent of confirmed malware was on Windows 7. The report / researched performed by WebRoot can be found at: [https://www-cdn.webroot.com/6515/2168/8585/Webroot\\_2018\\_Threat\\_Report\\_US.pdf](https://www-cdn.webroot.com/6515/2168/8585/Webroot_2018_Threat_Report_US.pdf).

Relying on the most modern version of the Windows OS used to involve a massive deployment every three to five years. Windows 10 changes this by replacing the legacy big-bang approach with a continuous delivery model, where new releases are available every six months. The shorter release cycles align with modern Agile processes and ensure users have faster access to new capabilities, especially around security. However, because managing the accelerated release cycle of Windows 10 requires culture change along with new OS deployment processes, some companies are hesitant to adopt it.

As a technology leader, Dell needs to use the most modern version of Windows 10 and help customers do the same. So rather than waiting, Dell decided to be an early adopter of Windows 10 Enterprise, so it could experience the challenges that other organizations might face—and develop solutions for overcoming them. Plus, Dell wanted to fuel its own digital transformation by taking advantage of Windows 10's improved security tools, telemetry data for proactive issue resolution, and ability to deliver a seamless user experience across devices. J.P. Glick, director of client computing and unified communications at Dell, says, "To overcome cultural inertia that existed at the OS level, we needed to adopt Windows 10. However, upgrading the 165,000 physical devices used by our 145,000 employees in 180 countries, as quickly as possible, is a pretty big mountain to climb."

## Adopting Windows 10 before customers

As a first step, engineers from Dell and Microsoft assessed the organization's infrastructure for readiness. This included reviewing and updating group policies to streamline their creation going forward, developing predeployment test processes, and building security-compliant, desktop reference images.

Dell also needed to ensure that the core third-party applications its staff use—as well as the applications that run on the devices it sells—would support Windows 10. "We found that some of the application vendors that we work with, including security application providers, could run on the initial release of Windows 10, but were not quite

ready for the six-month servicing model," says Glick. "So, we worked with our vendors to be sure their products supported continuous OS delivery."

## Lessons learned that help Windows 10 users

To overcome the challenges related to the faster release cycles, Dell created a new test and validation team, plus a series of manual and automated tests to detect and resolve deployment issues before new OS versions are rolled out to large populations. Dell also collaborated with Microsoft to create a ring-based delivery model that has small groups of users adopt the OS over time. For example, just 100 Dell IT employees initially migrate to a new OS release. After the deployments are validated, IT test and support teams as well as core application owners adopt it. Dell repeats this process, gradually rolling out the OS to include more employees, until everyone is using it.

During its initial ring-based deployment, Dell provided critical feedback to Microsoft developers about Windows 10. This included software issues but also the need to scale back the number of yearly OS releases from three to just two.

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**J.P. Glick**  
Director of Client Computing  
and Unified Communications,  
Dell



*“Combining our own experience with what we learn from other customers, we provide the market with a really solid Windows-as-a-service approach.”*

Philip Dakas  
Global Director, Dell EMC Services



## Improving user experience

Two years after its initial discussions about Windows 10, Dell had completed its migration. Learning curves for using the new OS were minimal because so many people use it on their personal devices. Employees also like that they have a seamless experience across their Windows 10 devices, especially with applications such as Office 365. Glick says, “It’s easier for our people to work where and when they want now with Windows 10 because they can now leverage new connectivity capabilities and integrated application experiences.” And, internal employee surveys show an 6.9 percent improvement in customer satisfaction in laptop and desktop use.

## Saving time for IT teams and boosting security

The ring-based deployment model and issue-resolution processes Dell developed are expediting adoption of all the new OS releases. The organization has also boosted security by upgrading to Windows 10 because it has fewer vulnerabilities for hackers to exploit compared with Windows 7 and earlier versions of the OS.

IT staff have also simplified data and device management now that they have increased insight into operating system and device health from the telemetry data that Windows 10 devices provide. “We no longer have to rely only on user incident data to pinpoint problems,” Glick explains.

“Telemetry data tells us proactively where there are problems.” As a result, in 2017, Dell reduced the number of incidences involving employee PCs by 25 percent.

To drive greater efficiency with telemetry data, Dell plans to adopt VMware Workspace ONE. With it, staff can help manage and secure all employees’ Windows 10 devices, whether they are on the corporate network or the public internet.



# Helping customers mitigate risk and deploy Windows 10 in just weeks

By serving as a pilot customer for Microsoft, Dell gained the expertise needed to develop the Dell OS Migration Consulting for Windows 10 portfolio of services, which include:

- A complimentary whiteboard session
- Proof of concept
- Pilot deployment
- Standard deployment
- Advanced deployment
- Enterprise deployment

Glick says, “A lot of companies are struggling to take the step to Windows 10. We can help with Windows 10 migrations because we’ve already done it, and we worked with Microsoft to develop processes that save time and cut risk. By using our Windows 10 services, organizations can realize a workforce transformation that starts at the OS level and extends into internal cultures as well as technical and tactical processes.” Philip Dakas, global director of Dell EMC Services, says, “Combining our own experience with what we learn from other customers, we provide the market with a really solid Windows-as-a-service approach.”

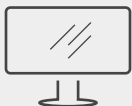
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Windows 10: Make the Shift.



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