

**Webinar**

#UnifiedDigitalWorkplace

**impresacity**

**DELL**Technologies | **intel**®

# **Il Digital Workplace del futuro liquido, sicuro e green**

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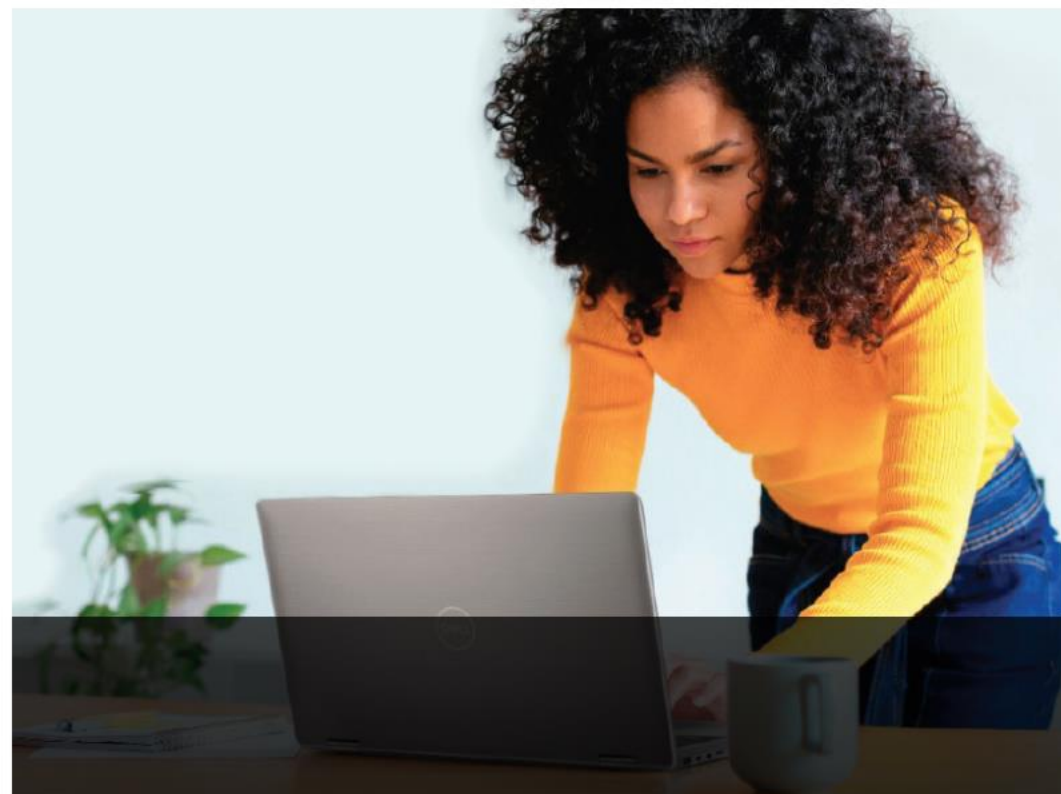
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**Il Digital Workplace del  
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# E' tempo di nuovi modelli di lavoro

- **Smart working/home working/lavoro agile:** nel 2020 si afferma un nuovo modello di lavoro accelerato dalla pandemia, che esalta il ruolo strategico della tecnologia IT
- Lo smart working dettato dall'emergenza fa superare pregiudizi, migliorare competenze digitali, ripensare in chiave moderna luoghi e processi lavorativi
- **La persona è sempre più al centro:** l'"employee experience" diventa fondamentale

# Qualche numero: dal 2020 ...

- In Italia **il telelavoro è aumentato in modo esponenziale**
- Nella fase più acuta dell'emergenza ha coinvolto il 97% delle grandi imprese, il 94% delle PA italiane e il 58% delle PMI\*
- **6,58 milioni di lavoratori agili**, circa 1/3 dei lavoratori dipendenti italiani, **oltre 10 volte più dei 570 mila censiti nel 2019\***
- A settembre 2020 i lavoratori da remoto sono scesi a 5,06 milioni\*

*\*Fonte: Osservatorio Smart Working del Politecnico di Milano*



# passando al 2021 ...

- **Uno scenario che continua anche se rallenta:** gli smart worker, complice la campagna vaccinale e il conseguente rientro in ufficio, sono diminuiti\*
- 5,37 milioni a marzo, 4,71 milioni a giugno, 4,07 milioni a settembre\*
- **Progetti di smart working strutturati o informali** sono presenti nell'81% delle grandi imprese (contro il 65% del 2019), nel 53% delle PMI (nel 2019 erano il 30%) e nel 67% delle PA (contro il 23% pre-Covid)\*
- Per oltre 1/3 degli smart **worker sono migliorati work-life balance e produttività\***

*\*Fonte: Osservatorio Smart Working del Politecnico di Milano*

# ... e oltre: non finirà!

## Le nuove frontiere del lavoro moderno

- **Il nuovo modello di lavoro entra nella quotidianità degli italiani** ed è destinato a rimanerci
- Nel **post pandemia** il **Lavoro Agile** riguarderà l'89% delle grandi aziende e il 62% delle PA\*
- Le organizzazioni prevedono un aumento degli smart worker rispetto ai numeri registrati lo scorso settembre
- 4,38 milioni i lavoratori almeno in parte da remoto (+8%), di cui 2,03 milioni nelle grandi imprese, 700mila delle PMI, 970 mila nelle microimprese e 680 mila nella PA\*
- **Lo scenario prevalente è ibrido:** alla ricerca di un equilibrio fra lavoro in sede e a distanza
- I benefici sono molteplici, a partire da un miglior bilanciamento tra lavoro e vita privata per grandi imprese (89%), PMI (55%) e PA (82%) e da una maggior produttività\*

*\*Fonte: Osservatorio Smart Working del Politecnico di Milano*

# Verso forme di organizzazioni più flessibili, intelligenti e sostenibili

- I modelli emergenti di lavoro diventano potenti **strumenti di modernizzazione delle organizzazioni**
- E' **necessario un ripensamento generale** che tocca molti ambiti: l'organizzazione di spazi e luoghi di lavoro, processi, persone, policy e normative
- Fondamentale **affidarsi a partner tecnologici di riferimento** del settore

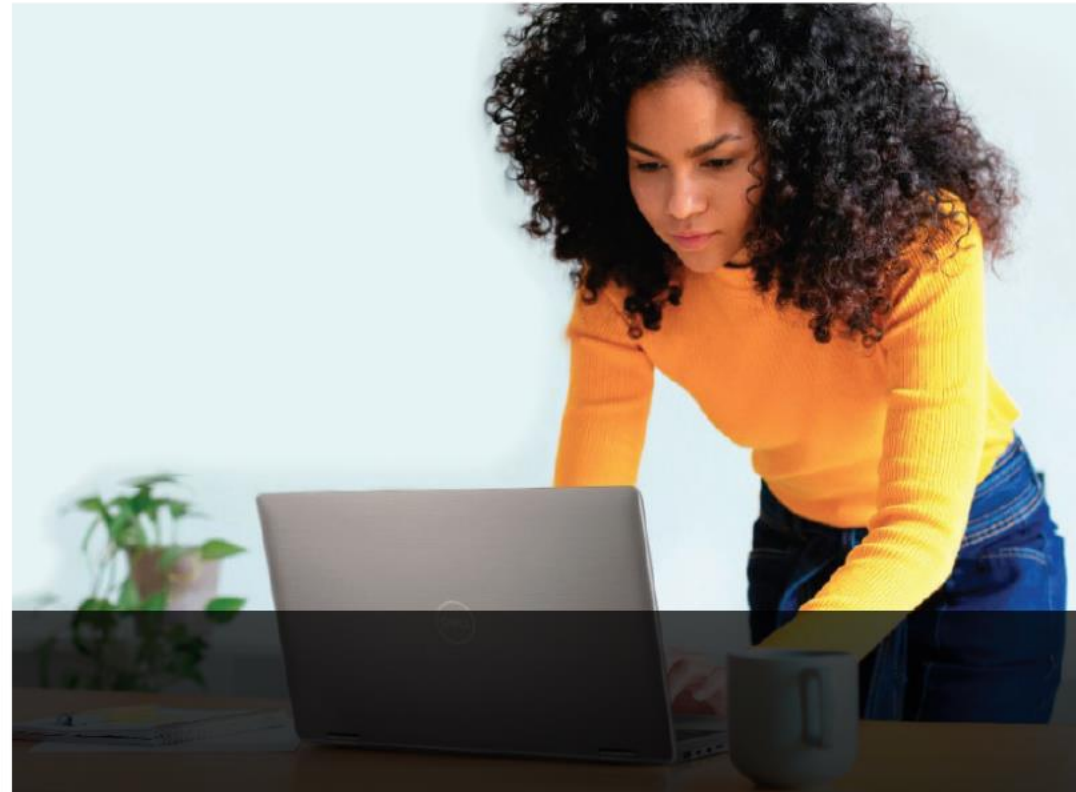




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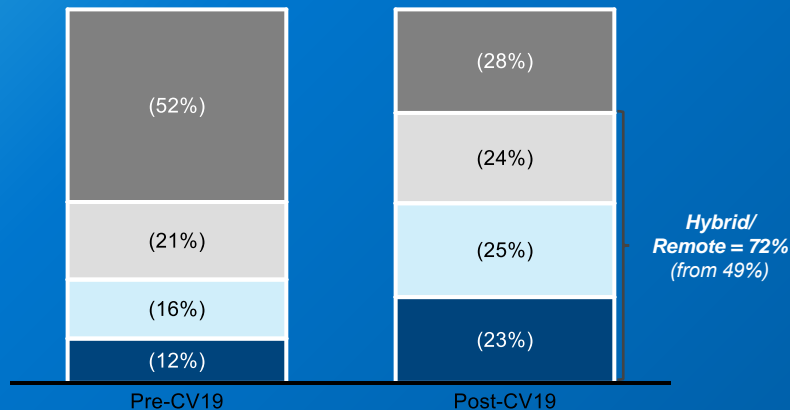
# Modern Workforce Solutions



# THE JOURNEY TO A FULL REMOTE PRODUCTIVITY

## The new Hybrid Worker

Global workforce shifting from majority office worker to majority 'Hybrid worker'



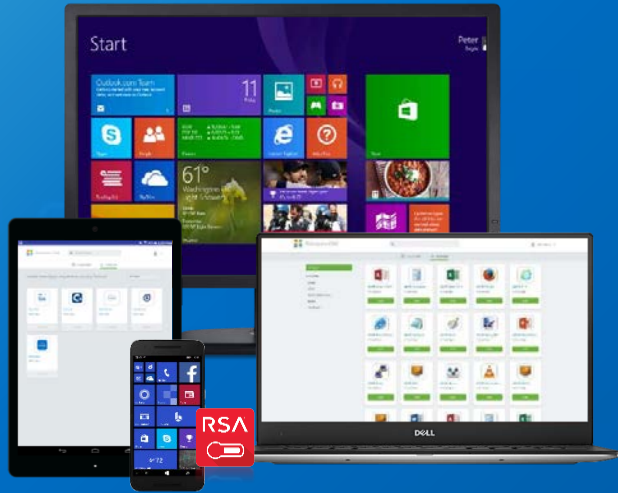
Shift towards hybrid work will be the norm with nearly 70-75% of mid and large companies allowing at least 1 day remote a week Post-CV19

Primarily remote/WFH (3+ days/wk)



■ Office worker – 0 days a week remote   ■ Hybrid Office: 1-2 days a week remote   ■ Hybrid Remote: 3-4 day a week remote   ■ Remote worker - 5 day a week remote

# Empowering work from home for 130K team members



## PHYSICAL

- Home office setup
- Home Wi-Fi speed
- Quiet place
- Ergonomic considerations

## CULTURAL (HUMAN)

- Work-Life balance at home
- Remote work policies
- Communications channels
- Encourage video calls

## TECHNOLOGICAL

- Device, technology choices
- Capacity planning
- Internet, VPN bandwidth
- Remote support, Helpdesk, self-service

# Enabling our global workforce and customers



Enabled 30K call center agents to WFH, 12K softphones deployed



Sped up SD-WAN roll-out to 176 sites



Increased Workspace ONE, Zoom and Microsoft TEAMS rollout



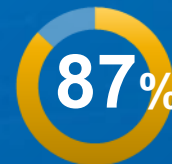
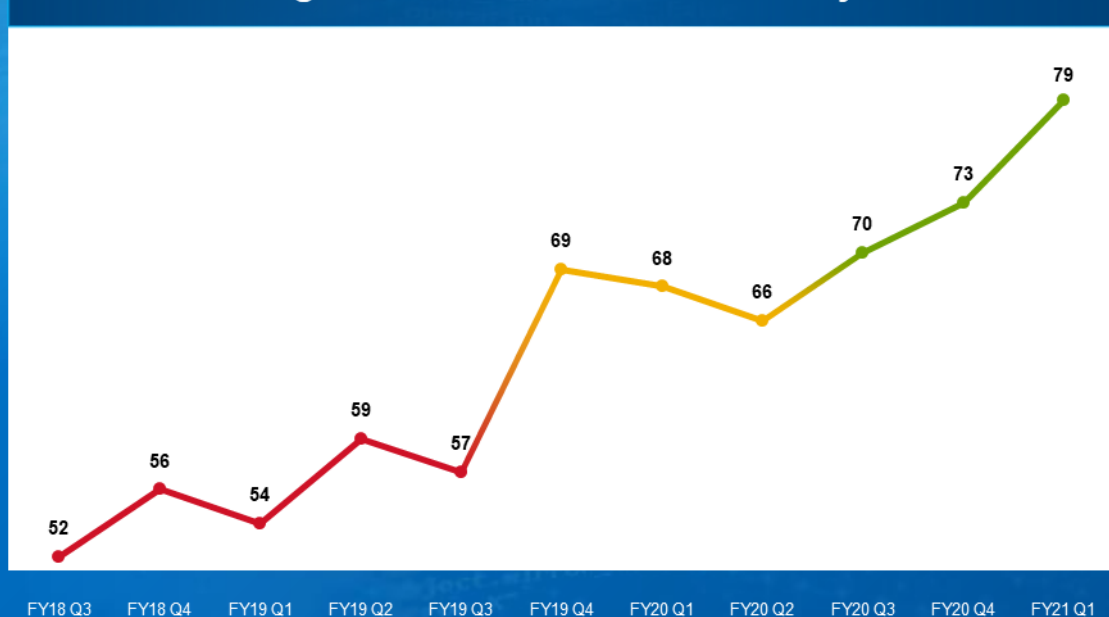
Scaled and improved VPN to support 90K concurrent users



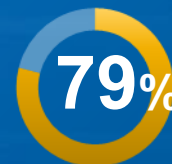
Increased VDI users from 18K to 25K through remote enablement

# Measure, listen and respond to our team members

Dell Technologies: Overall how satisfied are you with IT?



New Hire satisfaction



IT satisfaction



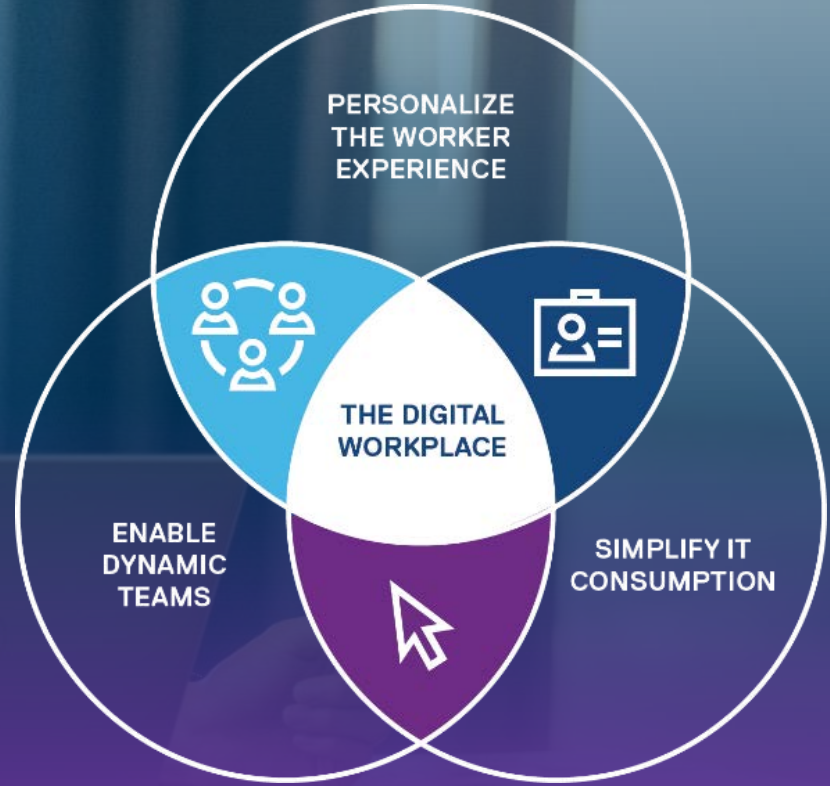
Increases in satisfaction for all **Business Units** (L2 groups) and all **Regions**



Strong positive sentiment from users in seamless transition to WFH, IT Support, VPN stability and collaboration tools



Today's workplace is no longer a physical place, but rather **an activity**

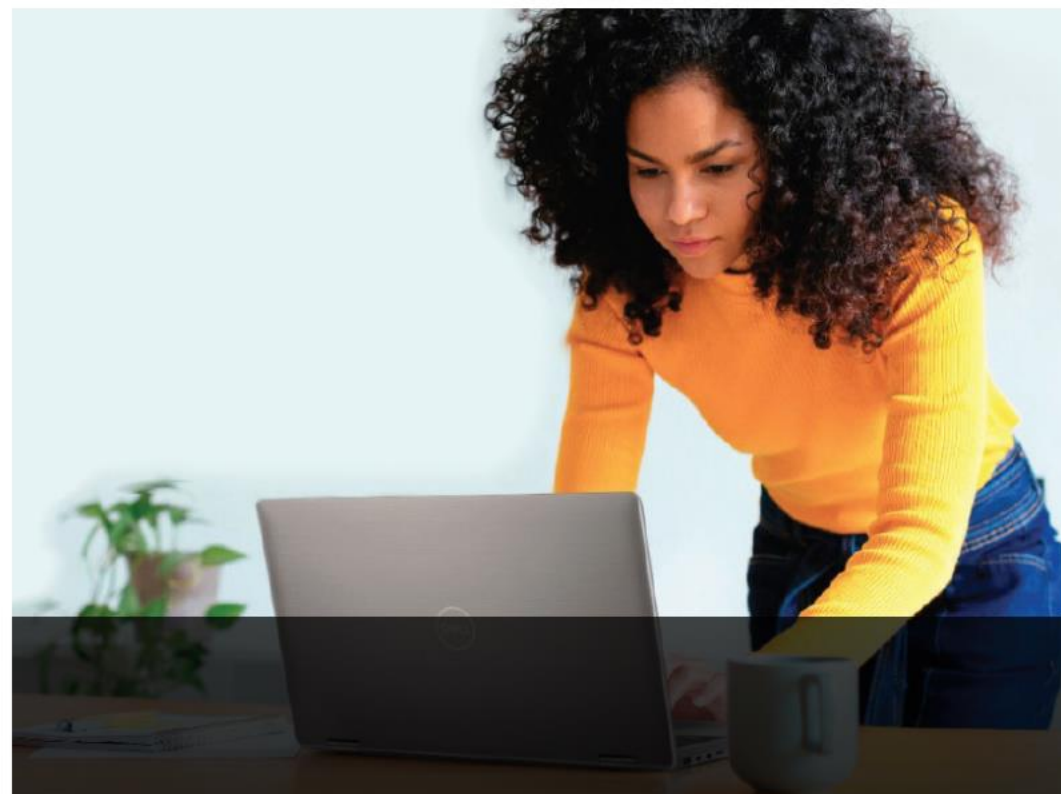




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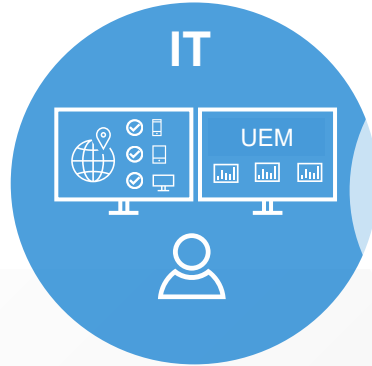
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# Dell Technologies Unified Workspace helps simplify the journey

Accelerate modernization to achieve outcomes faster



Unified  
Workspace



✓ Zero-touch  
**Deployment**

✓ Comprehensive  
**Security**

✓ Unified  
**Management**

✓ Predictive  
**Support**

**Enhanced Efficiency**

With integrations and  
automation

**Actionable Insights**

for visibility and informed  
decision making

**Optimized Experience**

that keep users engaged and  
productive anywhere

# Deploy

Ready-to-work on day 1





# From the factory to you reduces time, cost, and risk



## Configuration Services

### Imaging Services

- Imaging
- Connected Configuration
- Modern Provisioning

### System Configuration

- BIOS Settings
- 3rd Party Hardware Install

### Asset Identification

- Asset Tagging
- Asset Reporting
- Laser etching

### Logistics Management

- Warehousing
- Transportation



### Traditional Deployments

Additional steps to receive, load images, tag, customize and distribute



### Dell Configuration Services

From the factory to you, imaged tagged and customized

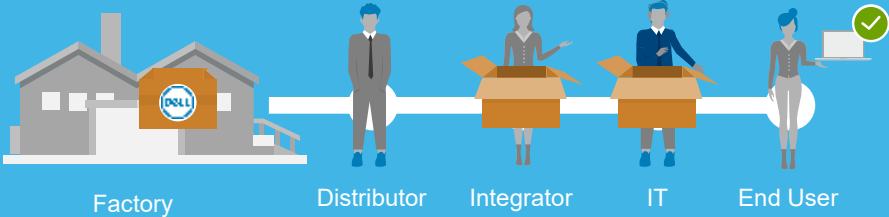


# Why Cloud Provisioning?

Provision devices from the cloud or in the factory with Dell Configuration Services

## MODERN PC DEPLOYMENT

### LEGACY PC DEPLOYMENT



Secure, pre-configured Dell hardware straight from the factory to the user

## End user driven provisioning

Ship device directly to user; Automated configuration on first boot

## Cloud Management

No need for on-prem infrastructure and the possibility to completely decouple the device from the company network

## Supply Chain configuration

Configure as much as possible in the supply chain to achieve a business ready device



# Modern Provisioning

Keep IT in control with an **easy, fast, and transparent** way to provision devices in the factory



## Choose from top UEMs

Provision applications with UEMs like VMware Workspace ONE or Microsoft Intune



## Cloud connection

Integrating the Dell factory the UEM's cloud to provision devices without requiring a VPN connection



## Easier management

IT can provision devices, make changes or updates anytime from the cloud



## Ready-to-work

Deliver ready to work devices directly to users with zero IT touch needed

A man in a grey suit and tie is sitting at a table in a modern office or cafe. He is looking at a smartphone in his hand. On the table in front of him is a silver Dell laptop, a glass of water, and some papers. The background is a bright, modern interior with large windows and hanging lights.

# Secure

Protect all your endpoints from threats

# Are you aware of endpoint threat trends?

A blue square with a white border, containing the text '84%'. A thin white line extends from the bottom center of the square to a small blue dot on the dark blue background below.

84%

of IT leaders report data loss prevention is more challenging with a remote workforce

A blue square with a white border, containing the text '48%'. A thin white line extends from the bottom center of the square to a small blue dot on the dark blue background below.

48%

of employees say they're less likely to follow safe data practices when working from home.

A dark blue square with a white border, containing the text '148%'. A thin white line extends from the bottom center of the square to a small blue dot on the dark blue background below.

148%

spike in ransomware attacks on global organizations amid COVID-19.

A yellow square with a white border, containing the text '\$6T'. A thin white line extends from the bottom center of the square to a small yellow dot on the dark blue background below.

\$6T

is the estimated cost of global damage from cybercrime in 2021.

# How do you keep your endpoints secure?

Do you prevent, detect & respond to attacks?

Are you encrypting sensitive information & protecting data?

Can you access your device securely from anywhere?

**DETECT**

**PREVENT**

**RESPOND**



Can you ensure hardware is tamper-free on delivery?  
\*

How do you maintain on-screen digital privacy?

Do you have visibility to BIOS tampering?

Do you secure end user credentials?

# Dell trusted devices

For the industry's most secure commercial PCs\*

## Prevent, detect & respond to attacks

Dell SafeGuard and Response, Dell MDR powered by Secureworks Taegis XDR and VMware Carbon Black

### Encrypt sensitive information & protect data

Dell SafeData with Netskope and Absolute

### Access your device securely from anywhere

VMware Workspace ONE

Above the OS & added on

**DETECT**

**PREVENT**

**RESPOND**



### Ensure hardware is tamper-free on delivery

Dell SafeSupply Chain\*

### Maintain on-screen digital privacy

Dell SafeScreen  
Dell SafeShutter

Below the OS & built-in

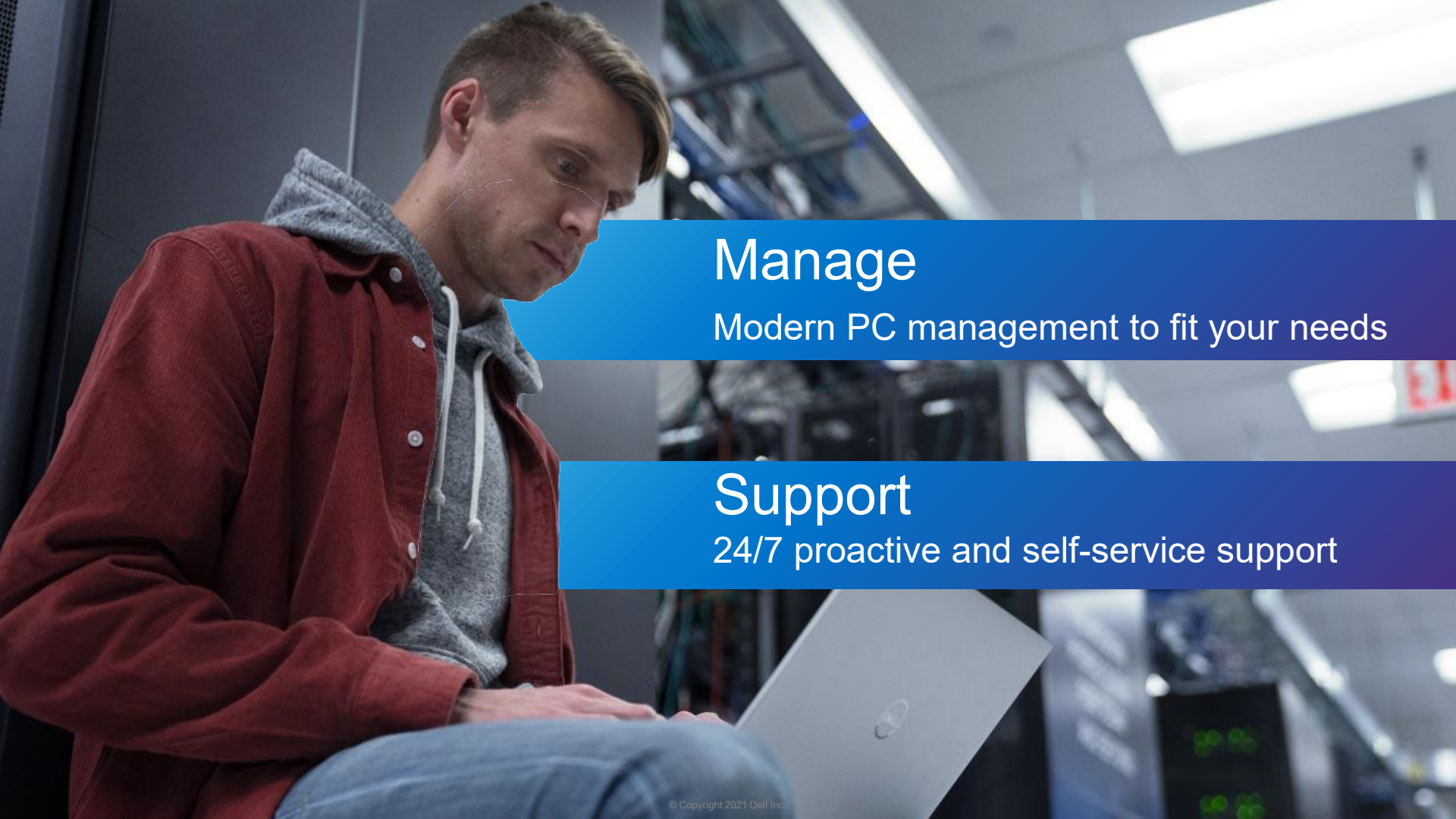
### Gain visibility to BIOS tampering

Dell SafeBIOS

### Secure end user credentials

Dell SafeID





## Manage

Modern PC management to fit your needs

## Support

24/7 proactive and self-service support



# Ensuring devices are operating at peak performance and minimizing downtime



**Uninterrupted  
Workflow**

## **Challenges**

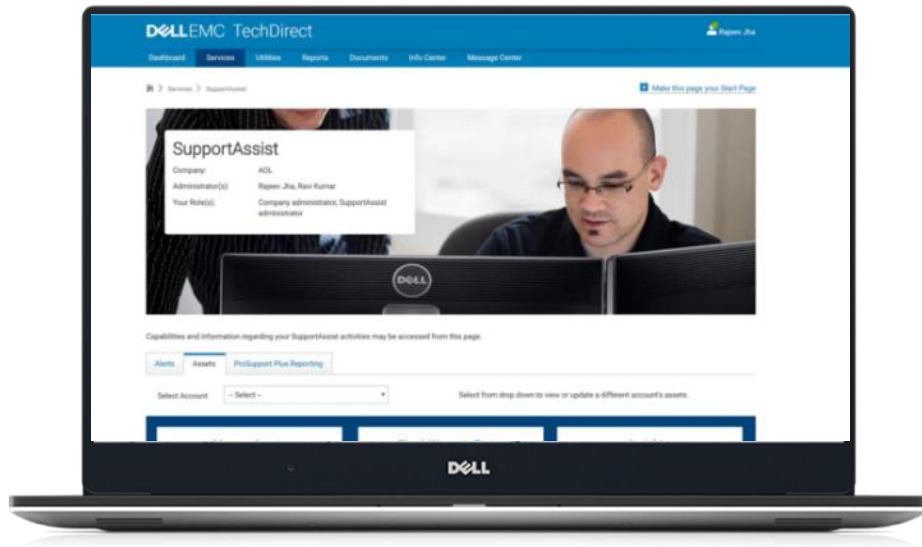
- End user downtime
- IT consumed by day-to-day management & support

## **Enabling technology:**

- Staying current
- Telemetry-driven insights
- Automated support enabled by AI/ML

# ProSupport Plus for PCs with SupportAssist

Enhanced features and value for IT administrators



[techdirect.dell.com](https://techdirect.dell.com)



## EASILY MANAGE

Manage Dell assets and alerts in TechDirect



## PREVENT ISSUES & DOWNTIME

Predict issues before they happen  
If there is a problem, we contact you\*



## GAIN INSIGHT

Early indication of performance issues with hardware and software utilization\*



## TAKE REMOTE ACTION

Remotely optimize, update BIOS and drivers, and remove viruses and malware from TechDirect\*

# Get smarter support with AI that predicts issues



Centrally manage



Optimize, update & protect



Prevent downtime



Gain insight

## How does Dell use AI to predict issues?



# Simplify PC monitoring, tracking and management



Centrally  
manage



Optimize,  
update &  
protect



Prevent  
downtime



Gain  
insight

Focus on the health, application experience and security of your Dell fleet and take-action from a centralized location

## Health

Monitor, detect, track and trend device component stability using hardware and software performance and OS crash analysis

## Application Experience

Keep a pulse on user experience by monitoring application utilization & performance

## Security

Visibility to risks and threats to a single PC or your fleet using assessments from Dell Trusted Device

A woman with dark hair pulled back, wearing a tan blazer over a dark top, is seated at a desk in a modern office. She is looking intently at a silver Dell laptop. The office has large windows in the background, some greenery, and modern lighting fixtures. A blue gradient bar is overlaid on the right side of the image, containing the text 'PCaaS'.

# PCaaS

# What is Dell PC as a Service?

Dell PC as a Service combines hardware, software, lifecycle services, program management and financing into one all-encompassing solution

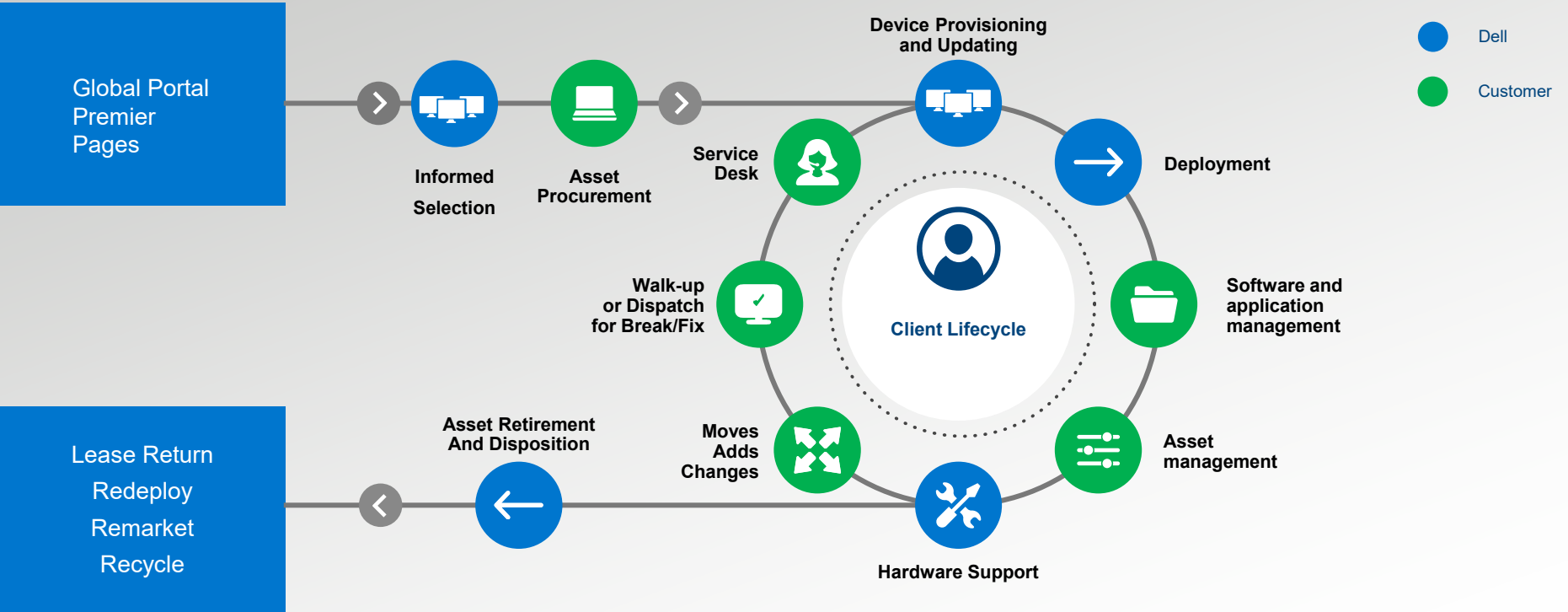
providing a **single, predictable price per seat per month**





# The standard Services deal

Global standardization in the lifecycle services



# Q&A

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