

## Serving the community with seamless, user-friendly technology

People's Emergency Center focuses on empowering the community with the partnership and support of Dell Technologies.



### Customer profile



PEC

Nonprofit, Charity and NGO | United States



“We help people change their lives, and the reliable devices from Dell Technologies enable us to do that.”

**Kelly Durand**

Director of Organizational Learning,  
People's Emergency Center

## Organization needs

To better support employees in their work, People's Emergency Center needed to equip staff with reliable, user-friendly devices that seamlessly incorporate leading innovation into their daily lives regardless of their tech skill levels. The organization also wanted strong support so that if IT issues arose, it could quickly get back to its mission.

## Organization results

- Enables employees to better perform their jobs from a variety of locations.
- Supports all employees at every IT skill level.
- Simplifies IT administration by requiring a smaller team.
- Increases productivity and efficiency across the organization so employees can more effectively collaborate and better serve the community.
- Minimizes downtime.

## Solutions at a glance

- [Dell Optimizer](#)
- [Dell Latitude laptops](#)
- [Dell OptiPlex Small Form Factor \(SFF\) desktops](#)
- [Dell ProSupport and ProSupport Plus](#)

People's Emergency Center (PEC) has a powerful mission: to promote individual self-sufficiency and help the community of Philadelphia by providing housing, social services and quality-of-life support. To accomplish this mission, PEC employs a staff of over 100 people who work in a variety of environments, including home offices, an emergency shelter and community members' homes.

PEC employees were using seven-year-old devices, and it was time for a refresh. "Our team is focused on helping and empowering the most vulnerable members of our community, and we need the right technology to better serve them," shares Kelly Durand, director of organizational learning at People's Emergency Center.

The organization needed reliable and user-friendly technology to support staff with a range of tech literacy levels. The ideal solution would enable employees to better perform their jobs with a combination of hardware, software and support.

Durand agnostically evaluated many of the solutions on the market but ultimately returned to PEC's original technology partner: Dell Technologies. "I've always been happy with how innovative and reliable Dell Technologies solutions are," she shares. Incorporating leading innovation into employees' daily lives is important to Durand. She continues, "Our employees can better perform their jobs with technology that's user-friendly and automatically adjusts to meet their needs."

## Bringing new efficiencies to community support

PEC selected an assortment of Latitude laptops for employees who travel and chose OptiPlex Small Form Factor (SFF) desktops for use in common spaces, such as at the front desk. All of the devices are enhanced with Dell Optimizer, an intelligent platform that automatically improves critical areas of the PC in the background, including application performance and battery runtime. Its latest features enhance conference calls and connectivity, so Dell PC users can work better from anywhere.

"When I selected the devices, I didn't realize that Dell Optimizer would be included," Durand shares. "That's what I love about working with Dell Technologies; our needs are anticipated and met with a solution." Expanding further, she adds, "It's been an incredible value-add because every employee, regardless of tech savviness, automatically benefits from Dell Optimizer."



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Employees now have one less stressor when traveling around the community. Durand explains, “When our employees work out in the field, they need mobile devices that charge quickly. Our charging speeds have really improved with Dell Latitude laptops and ExpressCharge from Dell Optimizer.”

Now, PEC employees can more effectively communicate and collaborate in their jobs with these new and innovative tools. “We can make better decisions faster because the distortion-reduction feature in Dell Optimizer’s Intelligent Audio reduces background noise and brings your voice to the foreground,” Durand shares.

Computer programs are running faster, too, so employees can quickly get community members the help they need. “We aren’t waiting for programs to open, having delays or getting

error messages when moving between applications with Dell Optimizer’s ExpressResponse,” Durand says.

Beyond that, security is simplified for PEC. “While we’ve always been careful with private information, we love that ExpressSign-in from Dell Optimizer automatically locks the computer when someone steps away,” Durand remarks.

## Focusing on the community with reliable support

As a small nonprofit, PEC needs to know that device issues will be resolved quickly. “Any device downtime negatively impacts the people we serve,” Durand shares. “The reliable devices and support services that Dell Technologies provides are critical.”

PEC’s laptops have ProSupport and the desktops have ProSupport Plus. These services provide both hardware and software support and proactively monitor issues so that they can be fixed quickly.

While PEC hasn’t needed ProSupport often, the few interactions Durand has had with it have been positive. “It’s essential that any down devices are back up and running quickly because we don’t have extras,” she notes. “We receive help within 24 hours, which means our employees can get back to helping the community faster because of ProSupport.”

Most importantly, the new solutions are helping PEC focus on its mission. “My role is to support the people who provide crucial services to the community,” Durand explains. “The hardware, software and support that Dell Technologies provides has been invaluable to me and my organization.”

When asked why PEC partners with Dell Technologies, Durand’s answer is simple. “We help people change their lives, and the reliable devices from Dell Technologies enable us to do that,” she concludes. “We know we’re in good hands with Dell Technologies.”

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