

Dell PCs Deliver Higher Durability and Comprehensive Services than the Competition in the Education Sector

By Andrew Glinka | April 19th, 2022

Dell solutions for education have been proven in more than 300,000 classrooms worldwide.¹

Our Latitude and Chromebook 3000 devices come with serviceability and durability that competitors cannot match.² Dell also offers access to [K-12 education strategists](#) and develops professional learning plans to support educators at no additional cost to existing customers. To date, [more than 65,000 hours](#) of Dell professional learning services have positively impacted student learning and teaching practices.³

Dell's serviceability in the education sector is unmatched

Dell Latitude 3000 series laptops, 2-in-1s and Chromebooks offer more services than competitors such as Lenovo, HP, and Microsoft. To maximize learning time and PC investment over the life of the system, Dell offers comprehensive year-round coverage to help address the myriad of issues that devices can experience in the hands of students. Services include accidental damage coverage including unlimited repairs or replacements without termination of contract, comprehensive hardware support with complete coverage in a single package including student-induced damage, battery replacement, wear and tear, and tune-up services such as cleaning, repairing, and updating devices for the next school year.

In contrast, Lenovo's accidental damage service ends after one replacement and customers must buy a new device with new coverage. So, while Lenovo claims that its accidental damage service has no limits, it is capped at device cost. Additionally, Lenovo's Premium Care hardware support offers less coverage than Dell's hardware support.

HP's Accidental damage protection is available only as an optional coverage upgrade with a 2- or 3-year Standard HP Care Pack purchase, and the Tune-up service is not as comprehensive or as long-term as Dell's.

Microsoft's competing devices, such as Surface Laptop SE, also offer fewer services than Dell. For example, Microsoft's Accidental Damage, Extended Hardware, and Complete for Business services are limited to the original product price or up to two replacement claims, whichever is reached first.

Servicing and repairing devices is much easier with Dell

Dell's devices offer top mounted keyboards which are easier to service without having to replace the entire palm rest. Dell systems also have captive screws to help prevent them from being lost.⁴ Lenovo's and HP's competing devices both have bottom-mounted keyboards that require entire palm rest replacement and offer no captive screws. Only a few HP systems, such as the HP ProBook Fortis 14-inch G9, have self-capturing screws that stay with a panel until it is replaced.

Certain Dell devices such as Latitude 3310 and 3120 laptops and 2-in-1s also offer ProSupport and ProSupport Plus—a single resource for hardware and software issues. Lenovo's competing

devices do not offer anything similar, and HP's servicing for damage requires an extra protection package.

“We’ve been able to reduce our annual device repair rates by two-thirds, to just 15 percent, with Dell’s continuing improvements in resilient and rugged design, engineering and manufacturing.”—Tony Patterson IT Manager, Client Services, Henrico County Public Schools⁵

Only Dell offers access to Education Strategists

Among competitors in the industry, only Dell provides access to K-12 Education Strategists who can help develop professional learning plans to support educators at no additional cost to existing customers.⁶ The access to these strategists helps empower transformation for school districts and maximizes their technology investments.

“We want every child, every day, engaged in deep learning, which is driven by the [Professional Learning] framework that our Dell Technologies education consultant helped us develop.”—Kourtney Bostain, Director, Innovative Learning, Henrico County Public Schools

[Dell Education Strategists](#) are former educators and industry specialists who have extensive backgrounds in successful implementation of technology and learning initiatives, advocating for learning technology and digital infrastructure innovations to support student success. They offer expert guidance in areas of developing professional learning plans, defining the role technology plays in empowering learning, and student engagement strategies.

“To facilitate our teachers integrating technology into instruction and content effectively, our Dell Technologies education consultant’s broad experience accelerated the process.”—Kourtney Bostain Director, Innovative Learning Henrico County Public Schools

Furthermore, Dell offers Cybersecurity Services such as Rapid Business Impact Analysis, [ProConsult Advisory for Business Resiliency](#), [Endpoint Security Services](#), [Managed Detection and Response](#) and [Education Services for Cybersecurity](#).

Durability of Dell’s devices for education exceeds the competition

Dell has built devices that deliver the durability and performance required to meet the demands of today’s learners. Dell’s systems for education undergo rigorous testing that is beyond the industry standard military testing specification. For example, we test our laptops by conducting additional micro-drops and hinge cycle tests that replicate the daily conditions the devices will face in real-world classrooms.

Dell Latitude 3000 series for education passed 15-17 military 810-H specification tests while Lenovo’s comparable systems only passed 12. Only Dell conducts 20,000-30,000 hinge cycle tests and 5,000-10,000 4-inch micro-drops from multiple angles, including 30-inch drops onto steel and 48-inch drops onto plywood as well as tests against spills. Unlike Dell, HP and Lenovo do not conduct tests specifically designed for the classroom, testing for hinge-cycles nor micro-drops. Lenovo only tests 29.5-inch drops onto an unspecified surface. Microsoft does not disclose any spill, standard military, or any hinge-cycle, drop nor micro-drop test results for its competing devices.⁷

Dell's devices are tested based on student's treatment and use of their systems. Our PCs are built tougher for longevity, which lowers the cost of ownership by providing a longer refresh cycle.

Whether support is needed end-to-end, or with specific elements along the way, Dell provides the [education experts, products, and services](#) to help educators improve student outcomes.

¹ Based on Dell Analysis on comparison to Dell Latitude 3120 & 3310 series for EDU vs. HP ProBook Fortis 14-inch G10, HP ProBook Fortis 14-inch G9, HP Pro x360 Fortis 11-inch G10, HP Pro x360 Fortis 11-inch G9 and Dell Latitude 3120 & 3310 series for EDU vs. Lenovo 300w 3rd Gen (AMD), Lenovo 300e 2nd Gen, Lenovo 14w 2nd Gen, & Lenovo 13w Yoga 2-in-1. April 2022

² Based on Dell Analysis, April 2022

³ Dell Internal Analysis [K-12 Education | Dell Technologies US](#)

⁴ Based on Dell Analysis, April 2022

⁵ Henrico County Public Schools preparing students to become "life-ready" [Case Study](#)

⁶ Educational strategists are available only in North America, [Education Strategists | Dell Technologies US](#)

⁷ Based on Dell Analysis on comparison to Dell Latitude 3120 & 3310 series for EDU vs. Lenovo 300w 3rd Gen (AMD), Lenovo 300e 2nd Gen, Lenovo 14w 2nd Gen, & Lenovo 13w Yoga 2-in-1 & Microsoft Surface Laptop SE. April 2022.