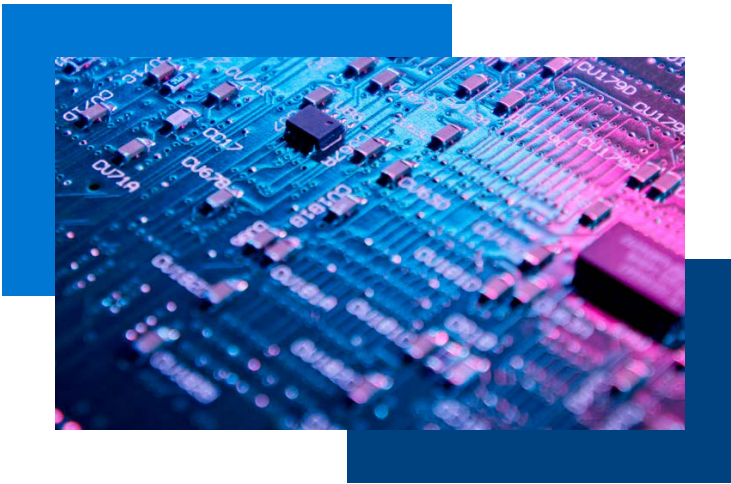


Liberating client device admin from complexity and cost

HCS reduces management time by 50% whilst modernising the refresh process for PCs and laptops through Dell PC as a Service



Customer profile



Professional Services | The Netherlands



“Now that we have PCaaS, I have more time to think about the future IT needs of the business.”

Daniel Vleeshakker

Senior System Administrator
and Team Lead, HCS

Business needs

HCS wanted to update the whole experience of refreshing and managing client machines company wide. As it stood, machines were swapped out in batches, meaning staff had to work with older, less reliable machines. Plus, not all machines could handle an upgrade from Windows 7 to Windows 10 and Office365.

Business results

- Enables seamless upgrade to Windows 10 and Office365
- Improves satisfaction rates among staff by 60%
- Reduces management time by 50%
- Supports a move from reactive to proactive client management
- Brings predictable budget planning with price per employee per month
- Frees up time by no longer working with third parties on the disposal of client devices.

Solutions at a glance

- [Dell Technologies PC as a Service \(PCaaS\)](#)
 - [Dell Latitude](#)
 - [Dell ProDeploy Plus](#)
 - [Dell ProSupport Plus for PCs](#)
 - [Dell Asset Recovery Services](#)



“Satisfaction rates around IT have improved by 60% since we moved to Dell PCaaS.”

Daniel Vleeshakker

Senior System Administrator and Team Lead, HCS

Personnel at HCS provide employer education and training services as well as consultancy on social security legislation. To do their work efficiently, they rely on fast access to data and applications through their client devices.

However, HCS found it challenging to provide staff with a modern client refresh experience. The capital costs of replacing all 220 PCs at one time meant they were swapped out in batches every three to five years. As a result, some staff had to work with slower and less reliable machines than their colleagues. What’s more, the process for deploying new machines was time intensive — with IT spending up to 2.5 hours per machine on configuration tasks.

Time for a switch in client device strategy

HCS acted when it discovered not all the PCs could be migrated from Windows 7 to Windows 10 as part of a company wide programme. As Daniel Vleeshakker, senior system administrator and team lead at HCS identified, it was time to level up the entire estate. “We knew that PCaaS [PC as a Service] was now an option, so we spoke to Dell Technologies, which had just become our IT solutions provider.”

Enables seamless upgrade to Windows 10

HCS saw that it could easily move to Windows 10 and Microsoft 365 using Dell Configuration Services as part of Dell ProDeploy Plus. The Configuration Services team was able to pre-provision machines using Windows Autopilot before the devices arrived on site. “It turned our situation around,” says Vleeshakker. “Everyone now has Dell Latitudes free from generic bloatware with the latest Windows 10 and Microsoft 365 images thanks to Dell ProDeploy Plus. We power up the machines and hand them over to the users, saving a couple of hours per device.”

Wins over staff with better performing technology

Staff feel they’re much better served by IT as a result of the PCaaS adoption. “Everyone’s really happy with their Dell devices and the service we’re providing,” says Vleeshakker. “Satisfaction rates around IT have improved by 60% since we moved to Dell PCaaS.”

Reduces management time by half

Thanks to PCaaS, the IT team has reduced the effort of administering devices, which is great news when the IT to-do-list is constantly expanding. “We spend 50% less time on device management with PCaaS. We’re a growing business and there are lots of changes going on in IT,” states Vleeshakker.



“I don’t have to worry about data being wiped incorrectly or where the old machines go. Dell Asset Recovery Service takes care of all that.”

Daniel Vleeshakker

Senior System Administrator
and Team Lead, HCS

Moves from reactive to proactive administration

Plus, with tools like the TechDirect portal and SupportAssist, IT administrators are maximising performance. “All the information we need on our machines and the tools to manage them are there with TechDirect and SupportAssist. And if we need additional assistance, we have Dell ProSupport Suite for PCs to fall back on,” comments Vleeshakker. In a subsequent phase of the relationship, HCS has upgraded to ProSupport Plus.

Removes any worry around device disposal

As part of PCaaS, HCS has the Asset Recovery Service to wipe data from old devices and recycle machines responsibly. As such, the IT team avoids having to organise third parties to do the work. “I don’t have to worry about data being wiped incorrectly or where the old machines go,” comments Vleeshakker. “Dell Asset Recovery Service takes care of all that.”

Makes budget planning simpler

Because IT knows the running costs of its client estate — down to the monthly cost per employee — the team can plan better. “Budgeting is simpler with the visibility that PCaaS provides us, so I know how much resource will be available to support other IT projects and if I need to request more,” comments Vleeshakker.

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