



# Fresno County saves lives and capital by leveraging flexible payment solutions from Dell Technologies\*\*

Fresno County securely and reliably serves the community with leading IT solutions that offer fiscal transparency through financing.



## Business needs

Every second counts when lives are at stake, but outdated technology was a risk to Fresno County's ability to serve the community. The county had to refresh its technology but was limited by a tight budget. Fresno County turned to Dell Technologies for flexible payment options when they needed to ensure they could complete their mission to serve residents.

## Innovations



Fresno County will stop at nothing to serve the community and ensure staff has the technology, services and support they need to be successful.



The county increases its financial transparency and agility by optimizing their budget.



By partnering with Dell Technologies, Fresno County deploys the latest technology and lifecycle management strategies with regular refreshes.

## Outcomes



Enables employees to better perform their jobs with reliable technology.



Saves capital and provides financial flexibility.



Offers payment solutions to cover the entire IT need.



Ensures fiscal predictability and transparency.



**We can serve our constituents in a cost-effective way because of the financial predictability and flexibility that Dell Financial Services provides."**

**Sheri Walden,**  
Assistant Director of Internal Services,  
The County of Fresno



**Up to 95% of the technology will be safely refurbished and resold to contribute to the circular economy.**

*Source: Dell Financial Services Global Data, April 2022.*

Fresno County, California's 10th-largest county, has more than 7,000 employees who serve over 1 million people and are supported by over 400 staff at the Department of Internal Services.

"Our job is to empower Fresno County employees with the technology and support they need to do their jobs," shares Robert Bash, director of internal services and CIO of Fresno County.

But Internal Services had to overcome a financial barrier. The county must work within a strict annual budget, leaving it with antiquated IT solutions that were inhibiting its ability to support staff and residents.

"Without the budget to properly handle IT emergencies or be technologically proactive, we had to get creative to keep our technology running, which wasn't good for anybody," explains Sheri Walden, assistant director of internal services for Fresno County. "Device downtime would negatively impact our staff and residents immediately, so reliable technology is important."

## Overcoming budget constraints to refresh IT

Fresno County has 20 departments and the IT requirements of each can vary dramatically, making it difficult for Internal Services to find the right solutions, much less keep them running at peak performance.

"We needed a way to regularly update our technology with purpose-built solutions to ensure the safety and security of the people we serve," says Bash.

The county had to find a partner that could help them navigate budget constraints by enabling a move from procuring IT through large, upfront capital expenditures (CapEx) to an operating expenditure (OpEx) strategy. Fresno County evaluated several vendors but was uncomfortable with the purchasing restrictions they imposed. Then, Dell Technologies stepped in to help.

By partnering with Dell Technologies, the county simplifies the procurement of any IT solution they require from hardware to software to services. "We can serve our constituents in a cost-effective way because of the financial predictability and flexibility that Dell Financial Services provides," says Walden.

"Whatever technology solutions we need, we can procure them through Dell Financial Services," Bash adds.

When Fresno County's decade-old networking infrastructure required a refresh, the county had to act fast to avoid a 10% price increase for their current vendor's installed solution.

"The Fresno Sheriff's Department receives an average of 1,300 calls every day, and each call is from someone who needs help," Walden shares. "This was critical infrastructure we needed but didn't have the budget to update."

Fresno County knew it could depend on Dell Financial Services. The county received a customized technology payment solution proposal within five days of requesting one. "Even when we're not using IT from Dell Technologies, we trust Dell Financial Services to quickly provide a leading financial solution that's in our best interest," Bash explains.

## Providing reliable support for the community

Because of the flexibility Dell Financial Services offers, Fresno County could replace critical networking infrastructure before a tight deadline. And this wasn't the first time the county turned to Dell Financial Services.

"From updated networking to client devices to our data center, working with Dell Financial Services has enabled us to advance our technology much faster, which has made the lives of our staff and constituents easier," says Walden.

Fresno County now has over 1,000 schedules with Dell Financial Services, including a custom payment solution for third-party

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IT and Technology Rotation, which provides a consistent and predictable refresh schedule for the county’s technology while lowering the total cost of usage.

By leveraging Technology Rotation, data center and client devices are responsibly and securely disposed by returning them to Dell Technologies. Fresno County is confident in this sustainable approach to asset disposal, where 95% of the technology will be safely refurbished and resold to contribute to the circular economy.

By shifting to an OpEx approach, the county gains fiscal consistency and reliability, which are crucial for IT funding approval. Fresno County conserves capital by reducing upfront costs and frees up its cash flow for other critical needs. Additionally, because budget details are publicly available, Fresno County has complete transparency and accountability to demonstrate how taxpayers’ money is going further than ever. The county has saved capital while refreshing solutions, including significant savings during its networking infrastructure update.

## Trustworthy solutions for a strong future

Today, Fresno County has the payment solutions and budgetary freedom to procure the technology it requires to support the community. But even beyond the financial, operational and

technological benefits, the county has gained true partners. “We have good people supporting us at Dell Financial Services,” says Bash.

After a decade working together, Fresno County remains impressed with the flexibility of Dell Financial Services and Dell Technologies. The willingness both have shown to go beyond expectations to provide the county with the payment solutions and support it needs ensures that this solid partnership will continue. As Walden concludes, “The sky’s the limit with Dell Technologies.”

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