



Easy onboarding thanks to desktop virtualization

Dell IT gives employees from newly acquired companies fast, easy access to critical corporate information with a Wyse vWorkspace virtual desktop software solution

Dell is in full-on growth mode. For the past several years, the company has been enhancing its technology portfolio by acquiring organizations such as storage company Compellent, software firm Quest, thin client leader Wyse and data protection company Credant.

But for Dell IT, these acquisitions have often brought headaches. "Most of these companies have their own networks and domains, and many of the employees use laptops or desktop PCs that are not traditionally supported by Dell," says Ujjwal Rajbhandari, IT director for Dell. As a result, many of the new workers lacked immediate access to critical corporate information. "It could sometimes take too long to get them connected to the Dell environment, so they weren't able to participate right away in standard corporate activities, such as benefits or compliance training."

To get around this problem, Dell IT would give many new employees a new Dell laptop, leaving each of those workers

with two laptops. "Each employee would have a Dell laptop to get into the corporate information they need, and their own laptop to do actual work with," says Rajbhandari. "That was a very inefficient way to do things, and it also cost hundreds of dollars for each laptop we provided." Additionally, many existing Dell workers were using secondary workstations. "We had thousands of Microsoft Excel power users, for example, who use one computer to process millions of rows of data and another to do different tasks," Rajbhandari says. "We really wanted to get away from the model of supporting more desktops than we needed to."

A Dell-on-Dell approach to choosing a new VDI solution

As the Dell IT team considered new technologies to solve its challenges, it set its sights specifically on virtual desktop infrastructure (VDI) solutions. "We thought VDI would give us the simplest, fastest and most cost-effective way of onboarding new employees into the Dell

Customer profile

Company	Dell
Industry	Technology
Country	United States
Employees	111,000
Website	www.dell.com

Business need

Dell IT needed a faster, more efficient way of onboarding employees coming from companies newly acquired by Dell.

Solution

The organization used the Dell Wyse vWorkspace virtual desktop infrastructure (VDI) solution to give newly onboarded workers and other Dell employees virtual access to the Dell network.

Benefits

- Onboarding process for new employees is faster and simpler
- Dell IT saves about \$200,000 a year in support costs
- Centralized management eases support for thousands of users
- Close collaboration between Dell IT and vWorkspace product team enhances the solution

Solutions at a glance

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Ujjwal Rajbhandari, IT Director, Dell

community,” says Rajbhandari. Although it evaluated a range of VDI solutions, Dell IT decided on one of its own new technologies — Dell Wyse vWorkspace. A virtual desktop management solution that provides virtual desktop instances to users, vWorkspace is designed to simplify virtual desktop deployment and management. “One of our guiding principles in IT is the Dell-on-Dell strategy, where we use our own technologies when possible,” says Rajbhandari. “We do have situations where Dell technology might not align with our needs, but in this case vWorkspace fit our requirements perfectly.”

Dell IT embarked on a pilot vWorkspace implementation, supporting employees from recently acquired companies. “With this solution, new employees can still use their company’s laptop, but we can give them full access to all Dell corporate information through a virtual instance,” says Rajbhandari.

Dell IT also began offering vWorkspace capabilities to Dell contract workers. Previously, IT had to provision laptops for contractors to access the Dell environment, and if those workers worked remotely, IT had to send them the devices. Using vWorkspace, IT can simply provision a virtual desktop for contractors, so they are productive on their first day of work without needing additional hardware or setup assistance. Additionally, because the data is housed in the data center with vWorkspace, and not on the device, Dell IT eliminates the potential security risk associated with lost or damaged contractor devices.

While only 100 users in the U.S. Dell offices were part of the initial pilot, up to 2,000 will eventually be supported. “Looking beyond that, we want to use vWorkspace to provide VDI capabilities to 8,000 users worldwide,” says Rajbhandari.

Accelerates the onboarding process and saves about \$200,000 a year

Dell IT has been able to increase the speed of the onboarding process for employees of companies Dell has acquired. “One of our biggest challenges in IT is integrating all the new employees from mergers and acquisitions, and the Wyse vWorkspace solution solves that challenge by making the onboarding process faster and more efficient,” says Rajbhandari. “We can simply assign new employees a VDI session, and they can use a thin client or their own laptop to get into the Dell corporate network immediately. Previously, it might have taken several days for us to get them all set up on a new Dell laptop.”

The organization is also saving money, because it no longer has to provide laptops to employees coming to Dell through mergers or acquisitions. “We will save about \$1 million over five years by using the Dell Wyse vWorkspace solution to deploy virtual desktops to new employees,” says Rajbhandari. “We also expect additional savings when we start using vWorkspace for global contractors, because we will not need to provide them with laptops. We can easily give them access to email and other corporate email through this solution.”

Simplifies support for thousands of users

Now, new Dell employees have secure access to a Dell corporate desktop, no matter what device they’re using. As a result, managing thousands of new users is much simpler for Dell IT. “Everything is centralized now in terms of management, so there are fewer security concerns and deployment in general is easy,” Rajbhandari says. “We basically have a back-end infrastructure of 16 PowerEdge servers supporting 2,000 users, instead of needing 2,000 laptops to support those employees.”

Collaboration helps improve the product and the customer experience

Before deciding to use vWorkspace, Dell IT collaborated directly with the vWorkspace product team to make sure the technology was the right fit. “We were able to work closely with the product team, who showed us very clearly how vWorkspace would meet all our security requirements and give us the scalability we needed to support our users,” says Rajbhandari. “Our partnership with them really accelerated the deployment of the solution.”

The close relationship also meant that Dell IT was able to directly share feedback about the technology with vWorkspace product managers, which ultimately helped transform the product itself. “The Dell IT team made insightful suggestions how we could improve some of the software functionalities,” says Patrick Rouse, a vWorkspace product manager. “For instance, we got feedback that our software could be simplified in some areas, so we took that internal Dell feedback and approached some of our other customers, who agreed with that assessment. We made a radical shift in the way the product is presented to end users, and we might not have had that opportunity without the feedback from Dell IT.”

As Dell IT migrates additional workloads to vWorkspace, it will continue to stay focused on its customers. “Dell IT wants to deliver a customer experience that aligns with what customers are expecting,” says Rajbhandari. “We don’t want to just get new employees up and running. We also want to help them accomplish their tasks more efficiently and be more productive. We can do that with vWorkspace.”

Products & Services

Software

Dell Wyse vWorkspace

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