

Dell Education Solutions





Dell education solutions - meet the other Dell

As a professional working in the education sector you will be aware of the growing role of technology in the successful delivery of enhanced learning experiences, cost-saving opportunities and the potential for streamlining teaching practices.

What you may not know is that the Dell commitment to the education sector includes significant investment in a specialist business unit dedicated to the development and delivery of technology solutions specifically for the education environment. With a breadth of knowledge, encompassing hardware, software and services, based on experience gained across the global education landscape. Dell next generation learning solutions, with Intel® technology, provide an end-to-end suite of products and services that benefit educators and IT administrators—and most importantly, students.

Our solutions have been developed so that they can be applied across the entire sector, from primary schools to campus computing, and span everything from interactive laser projection technology to the design and implementation of the largest unified communications solution for education in the UK, to complex high performance compute and storage solutions for university research teams.

With a dedicated team of education specialists across the country, our solutions have tackled just about every IT operational issue faced in education, from developing and providing innovative student engagement programmes to managing the transition to the digital learning environment.

This guide is designed to give an overview of a small sample of Dell education solutions and provide some insights into the benefits they deliver to individual stakeholders within the education environment, whether students, parents, teaching staff or administrators. Dell technology enables better learning outcomes, easier information and technology management and the cost efficiencies that can drive innovation in learning. We know, of course, that each education institution faces its own unique challenges, and that one size cannot fit all. We hope however that this guide will serve to start a conversation that you find both revealing and insightful.

To continue the conversation, please visit www.dell.co.uk/nextgenlearning or call **01344 373716**.



Claire Vyvyan
Director and General Manager, Dell UK Public Sector

The Dell difference

Delivering an agile, efficient and scalable architecture which is enabling education organisations to transform their services and drive down costs.

Mobility

Empowering a more mobile and agile staff and student body with anytime, anywhere, any device access.

Unified communications

Eliminating proprietary PABX costs and providing a communications platform that complements your mobility strategy, boosts productivity and improves responsiveness.

Education data management

Transforming institutional data into actionable knowledge that can improve student attainment and drive greater operational efficiency.

Security

Delivering a joined-up, flexible security framework that enables institutions to modernise and stay competitive.

Consulting services

Enabling new, more efficient operational working practices across all staff groups, to save money, drive efficiency and improve the learning experience.



“Through strategic acquisitions we now deliver an end-to-end capability that is helping our education customers to transform their organisations.”

Ken Harley,
Sales Director - UK Education Dell



The Dell difference

The need for a new approach

The IT infrastructure demands of today are a far cry from what they were in the past. The IT function in education establishments is no longer in the business of managing hardware or software - it is now required to deliver the services that enable the organisation to achieve strategic objectives, to be more agile, to respond on demand and to control costs. Today the expectation is that IT will not be a cost centre but will be the engine of transformation, capable of driving transition to more innovative approaches to teaching and learning.

Our long history of working closely with our education customers has given us a comprehensive understanding of the drivers of change within the environment. It enables us to advise customers on the most appropriate products for engaging students and utilising budgets, based on experience and feedback from customers, whether local schools or internationally recognised universities. Our strategy is differentiated by a focus on practical innovation, efficient and affordable solutions and our superior customer relationship model.

To make it easier for our customers to take advantage of this end-to-end capability, we have simplified our solutions to align with four key customer imperatives:

Transform

Helping organisations to move from old, underperforming or outdated platforms to being able to deliver the new digital learning environment. Dell transformation services, underpinned by strategic acquisitions like Make and Clarity, help make the transition process simpler, faster and less disruptive.

Connect

Empowering a more mobile and productive learning and teaching environment, with anytime, anywhere, any-device access and empowering IT to manage the process efficiently. Dell delivers a broad range of the most manageable devices, centrally controlled by tools like KACE and WYSE.

Inform

Helping educational institutions turn their student and administrative data into insights, creating value from the information they create,

rather than just storing it. Dell breaks through the data integration barriers with tools like Boomi, which integrates on-premises and off-premises data, and by automatically and intelligently optimising data everywhere by virtualizing both servers and storage.

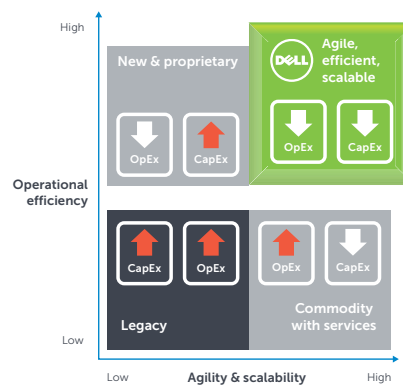
Protect

Enabling our educational institutions to overcome evolving security threats and ensure compliance by leveraging our security portfolio, including:

- SecureWorks security and risk consulting, threat intelligence and security research
- SonicWALL unified threat management
- SecureWorks managed security service - automating malware detection and analysis with real-time protection

Removing avoidable costs

Against a landscape in which costly legacy systems remain and where expensive propriety solutions and overtly services-dependent systems are still being sold, the Dell approach delivers significant cost savings. **CapEx** is driven down through commoditisation and standardisation of the infrastructure. At the same time, **OpEx** is lowered by driving ever-greater levels of automation and manageability across not only Dell solutions, but those of other vendors too.



At Dell we are actively working with education authorities and institutions across the UK to transform their organisations – driving up efficiency, increasing agility and helping to reduce costs. This guide provides examples of how you can leverage Dell's end-to-end capabilities to address key strategic challenges and improve student outcomes.

“MKC can look to focus resources in other areas as a result of the £700,000-plus saving we’re making over the next three years with our Dell solution.”

Dr. Daniel Hidlebaugh
Director of Information and Learning
Technology (ILT)
Milton Keynes College





Mobility

The challenge

With the consumerisation of IT, today's students expect to be able to bring their own devices (BYOD) and access education resources from anywhere, at anytime. Achieving this capability is no longer purely about infrastructure, it has direct commercial consequences, impacting the ability of institutions to attract students and ultimately retain them.

Delivering the services that enable access to any application from any device brings with it a variety of challenges including:

- Identifying the right mix of solutions from desktop virtualization to application virtualization and hosted applications
- The costs and resourcing required to manage heterogeneous environments including Android, iOS and Windows 8 devices
- Secure user-based provisioning
- Determining the appropriate level of network capability and capacity

The Dell solution

The Dell Education Mobility solution is designed to enable institutions to transform their facilities into more mobile, agile and collaborative learning environments that are location-independent. Leveraging key technologies including unified communications, collaboration, mobility, identity and access management, cloud and virtual desktop, the solution creates a connected and secure ecosystem reflecting the needs of all stakeholders.

Our standards based design and management approach enables institutions to eliminate network complexity and optimise performance, paving the way for network convergence (including data, voice and video) as well as virtualization. Using technologies like Dell ClearPass GuestConnect, customers are able to implement a user- and device-independent framework that can tackle any guest and BYOD initiative, large or small. The result is a streamlined, easy-to-manage process

for onboarding, provisioning, and revoking access for all major mobile devices and their operating systems.

Plan your mobility transformation

Our consultants work with you to explore a holistic approach to BYOD, unified communications and collaboration, to help you better understand your current challenges and develop a realistic path to achieve your goals. This process is de-risked further for organisations following our investment in defining technical architectures and repeatable consulting services that combine to reduce risk, cost and time to successful implementation.

In addition, by providing a single point of contact for the entire solution which covers consulting and systems integration around business process, application architecture, infrastructure architecture, operations and management, we ensure that institutions realise tangible near-term benefits.

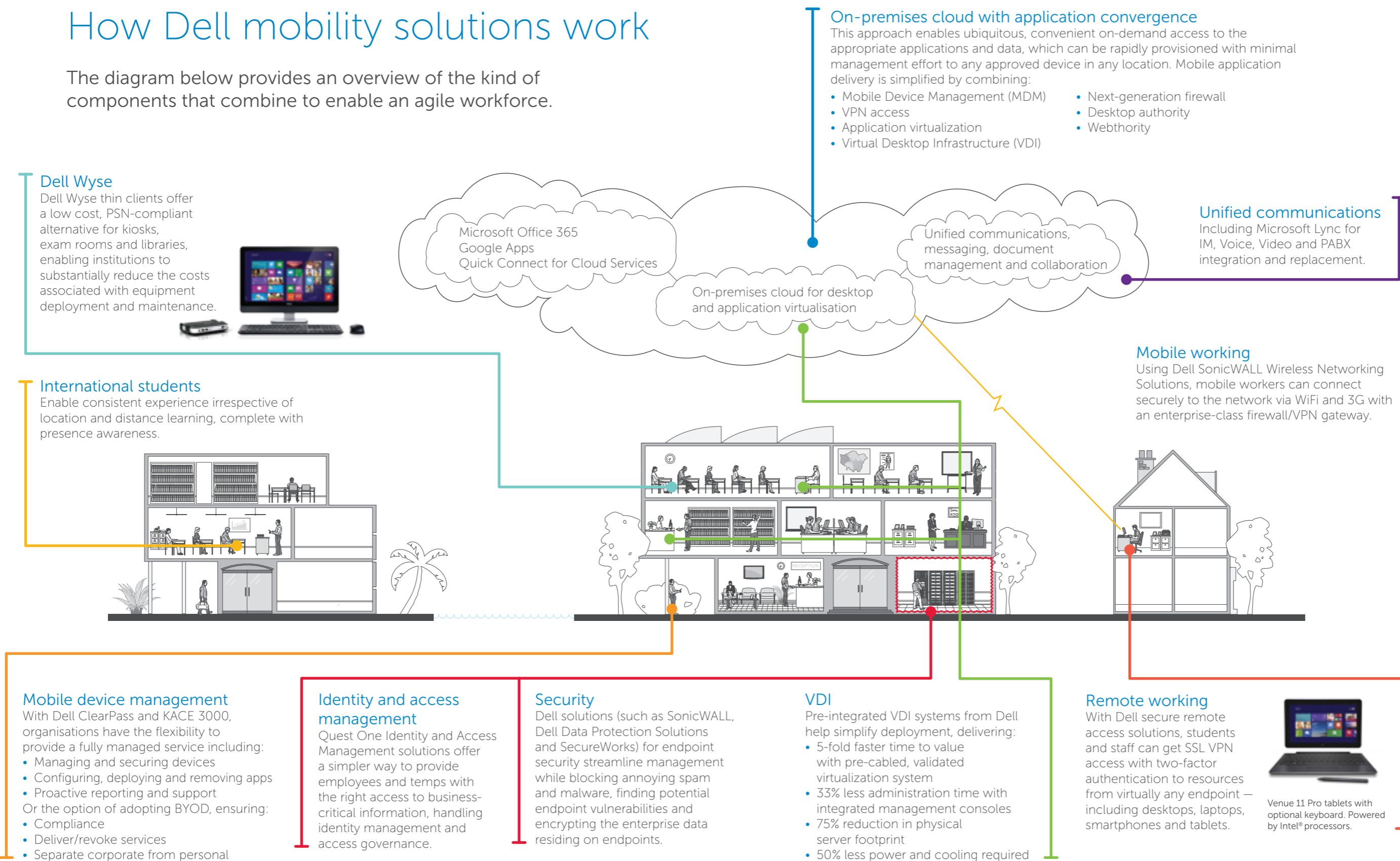
Dell and Intel - evolving education

As providers of leading-edge technology and advanced solutions, Dell and Intel are both committed to working with educators to drive innovation that helps transform education. Both organisations are engaged in collaborative efforts aimed at helping educators transition to blended and personalised learning environments. And each has a long-standing history of delivering personal computer and server technology that is tailored to the needs of education.

In addition, the Dell Assistive Technology Service, developed in collaboration with Intel, provides access, procurement, implementation, and support services that help students with special needs use personal computers equipped with assistive technology features and options. These devices and innovative tools for learning give students with special needs the opportunity to reach their full potential.

How Dell mobility solutions work

The diagram below provides an overview of the kind of components that combine to enable an agile workforce.



Dell Wyse

Dell Wyse thin clients offer a low cost, PSN-compliant alternative for kiosks, exam rooms and libraries, enabling institutions to substantially reduce the costs associated with equipment deployment and maintenance.



International students

Enable consistent experience irrespective of location and distance learning, complete with presence awareness.

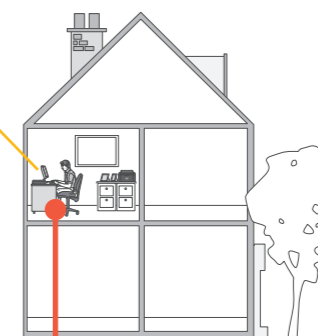


Unified communications

Including Microsoft Lync for IM, Voice, Video and PABX integration and replacement.

Mobile working

Using Dell SonicWALL Wireless Networking Solutions, mobile workers can connect securely to the network via WiFi and 3G with an enterprise-class firewall/VPN gateway.



Mobile device management

With Dell ClearPass and KACE 3000, organisations have the flexibility to provide a fully managed service including:

- Managing and securing devices
 - Configuring, deploying and removing apps
 - Proactive reporting and support
- Or the option of adopting BYOD, ensuring:
- Compliance
 - Deliver/revoke services
 - Separate corporate from personal

Identity and access management

Quest One Identity and Access Management solutions offer a simpler way to provide employees and temps with the right access to business-critical information, handling identity management and access governance.

Security

Dell solutions (such as SonicWALL, Dell Data Protection Solutions and SecureWorks) for endpoint security streamline management while blocking annoying spam and malware, finding potential endpoint vulnerabilities and encrypting the enterprise data residing on endpoints.

VDI

Pre-integrated VDI systems from Dell help simplify deployment, delivering:

- 5-fold faster time to value with pre-cabled, validated virtualization system
- 33% less administration time with integrated management consoles
- 75% reduction in physical server footprint
- 50% less power and cooling required

Remote working

With Dell secure remote access solutions, students and staff can get SSL VPN access with two-factor authentication to resources from virtually any endpoint — including desktops, laptops, smartphones and tablets.



Venue 11 Pro tablets with optional keyboard. Powered by Intel® processors.

On-premises cloud with application convergence

This approach enables ubiquitous, convenient on-demand access to the appropriate applications and data, which can be rapidly provisioned with minimal management effort to any approved device in any location. Mobile application delivery is simplified by combining:

- Mobile Device Management (MDM)
- VPN access
- Application virtualization
- Virtual Desktop Infrastructure (VDI)
- Next-generation firewall
- Desktop authority
- Webthority

Solution benefits by department

Dell mobility solutions have been proven to deliver benefits that impact right across the institution from students to faculty heads, to teaching staff and IT management.



Students

By making it easy for students to access resources on almost any device independent of location, the solution:

- Gives students direct, 24/7 access to all their learning resources to maximise success rates
- Delivers students greater freedom and more engaging learning environments
- Facilitates greater collaboration between students and between teaching staff and their students
- Improves accessibility, enabling students who are absent to continue their studies remotely



IT management

With proven methodology and reference architecture, Dell facilitates near-term impact, delivering multiple benefits including:

- Providing a centralised management approach making it easy to configure, monitor and troubleshoot the network
- Delivering wired-network productivity and security to the institution, mobile students and staff, whether via BYOD or through centrally owned devices
- Matching student and staff roles and skills to specific applications, creating a 'digital identity' accessible whether they are in the classroom, office, at home or on the move
- Reducing the overhead on IT staff by simplifying visitor management and streamlining workflow processes



Teaching staff

The holistic approach from Dell results in a transformational programme that enables more productive working practices. Benefits include:

- Simplifying the process of planning lectures by accessing all relevant resources independent of location
- Making it easier to set and distribute student assignments
- Enabling faster and easier response to student enquiries

Taking a closer look

In order to provide you with as much information as possible about Dell mobility solutions we have put together a range of resources and assets designed to give you the opportunity to take a closer look.



Dell access management solution case study

Find out how the University of East Anglia enabled centralised control and auditing of access to all systems, saving IT time and enhancing security.

[Read more](#)



Dell BYOD solution case study

Find out how Milton Keynes College embraced BYOD, enhanced student learning and cut £700,000 in IT spend.


[Read more](#)



Discovery workshop

Spend half a day with a Dell Education Solutions Architect and participate in an interactive session discussing your needs. Dell experts will share critical success factors, shared learning from other local government deployments and indicative timelines and expectations.

[Please ask your Dell Account Manager for more details.](#)

A woman with long dark hair, wearing a grey cable-knit beanie and a red and black patterned scarf, is looking down at a black Dell laptop. She is holding the laptop, which is inside a blue bag. The background is a soft-focus autumn scene with warm orange and red tones.

“We believe that the saving by deploying Microsoft Lync instead of buying a new PABX will be around £2 million over five years.”

Adrian Wells
Assistant Director of IT Infrastructure
The Open University



Unified communications

The challenge

'21st century learning' has the potential to inspire the next generation by extending the boundaries associated with traditional classrooms and education campuses. The opportunity to reach new, rich learning environments remotely, to connect teachers with parents and allow teachers to collaborate with each other, allows institutions to save resources and focus the maximum energy, time and money on what is most important - student development.

As institutions make advances in areas like mobility, delivery of teaching, performance intervention and intra-organisational collaboration, the challenge is for these areas to work together seamlessly to improve student outcomes while at the same time reducing operating costs and even drive-up revenue.

Central to this challenge is the need for a single communication platform which can link all stakeholders in a seamless and real-time fashion. However, many organisations are still running costly and inflexible Private Automatic Branch Exchange (PABX) systems or have implemented different communications capabilities such as email, application sharing and voice conferencing, all of which are siloed.

The Dell solution

The Dell Unified Communications (UC) solution, with Microsoft Lync 2013 at the core, provides a single application that unites voice, instant messaging (IM), audio, video, and web conferencing into a richer, more contextual interface that seamlessly integrates with the applications that educational institutions leverage every day.

Our flexible architectures allow organisations to leverage Lync to extend, enhance or replace their existing PABX or collaboration platforms at a pace that best suits the needs of the particular institution.



Our UC solution can help you maximise the productivity of administrative and teaching staff and enhance team collaboration between students, students and faculty and between institutions. All while decreasing the multitude of costs you are incurring today, for services such as web and audio conferencing, PABX maintenance, mobile phone roaming and even real estate facilities, all while providing an enhanced level of features and functionality to your user community, including:

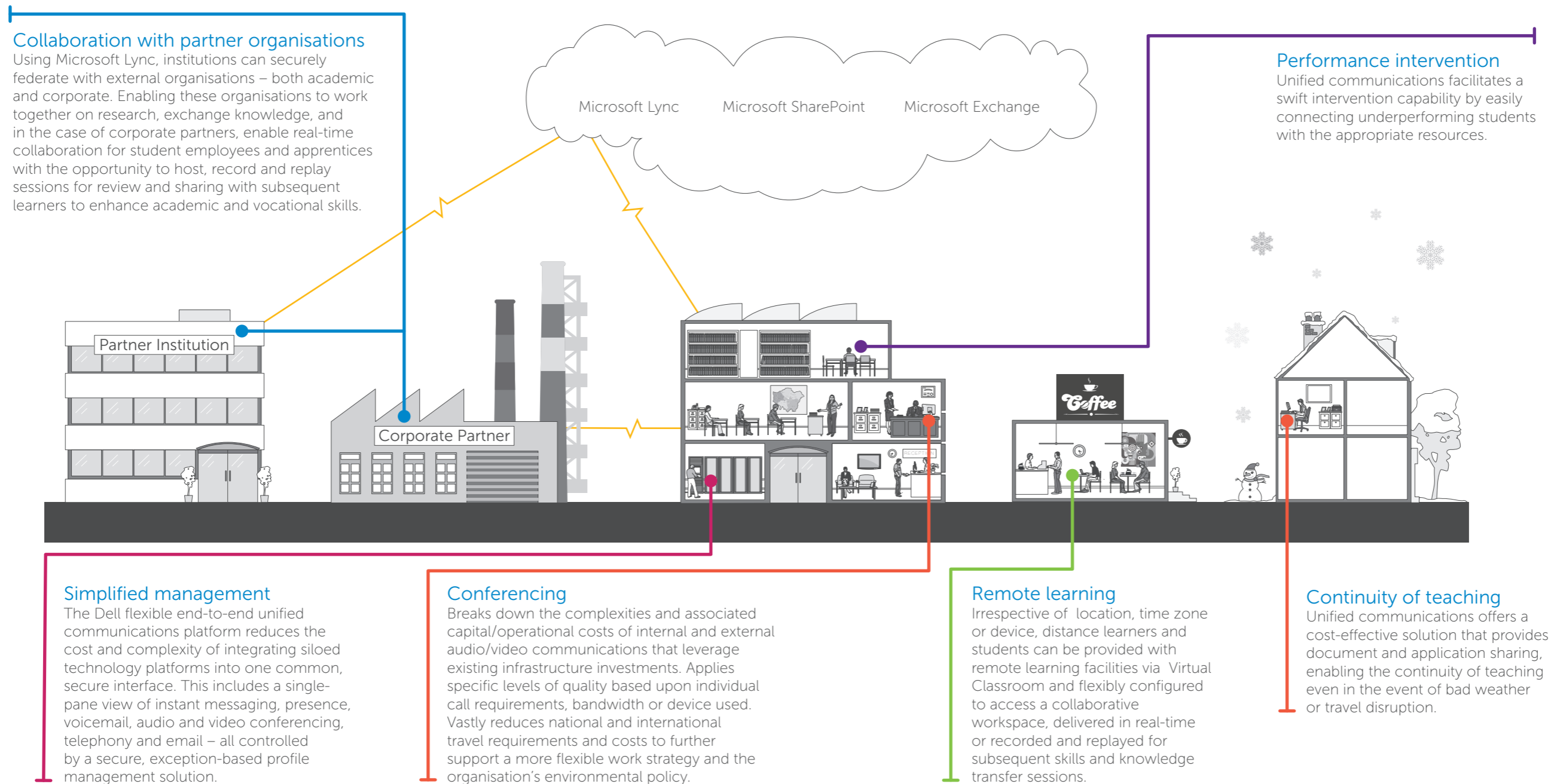
- Integrated email, voicemail, enterprise voice, messaging, and conferencing (audio, video and web)
- Real-time document and application sharing
- A common interface for all UC modalities
- Seamless access to all system functions whether inside or outside the network
- Easy interaction with educational institutional and commercial partners via federation services
- Integration with video conferencing platforms from Polycom, LifeSize, Avaya and Cisco

As the UK's largest and most experienced Microsoft Lync partner, the Dell UC team will work with you to:

- Evaluate, assess, design, and implement a UC solution in your environment using our standard, repeatable and proven set of services and architectures
- Implement only the UC modules that deliver value to you
- Meet your immediate needs, and provide you with a roadmap that will meet your UC demands today and tomorrow

How the Dell unified communications solution works

The diagram below provides an overview of the use cases for unified communications.



Solution benefits by department

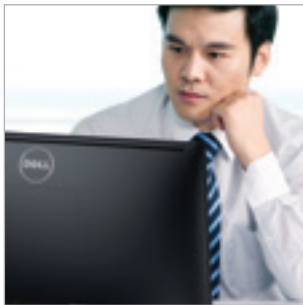
The Dell unified communications solution has been proven to deliver benefits that impact right across the institution from students to faculty heads, to teaching staff and IT management.



Senior management

By standardising on a single unified communications platform, the organisation can:

- Offer a broader set of subjects by utilising unified communications and lesson capture to access skills outside of the organisation
- Reduce costs by taking advantage of the Microsoft campus agreement and cutting the expense of legacy PABX systems and their associated management costs
- Improve student retention and achievement by enabling effective intervention strategies



ICT

The Dell unified communications solution delivers benefits to ICT personnel by:

- Simplifying the management of user accounts through an easy, intuitive user interface
- Standardising on a single, integrated and highly flexible communications platform that enables the ability to rationalise the number of applications
- Cutting time spent on support and management and returning it to productive activities



Teaching and administrative staff

The Dell unified communications solution delivers benefits to teaching and administrative personnel by:

- Improving admin responsiveness as a result of having visibility of the status and presence of users
- Driving up productivity with improved collaboration between individuals on- and off-campus through the use of application sharing, instant conferencing and messaging
- Enabling the continuity of teaching even in the event of bad weather or travel disruption
- Providing the ability to easily hot-desk throughout the campus and have the user's extension number follow them wherever they need to work

Taking a closer look

In order to provide you with as much information as possible about the Dell unified communications solution we have put together a range of resources and assets designed to give you the opportunity to take a closer look.



Discovery workshop

Spend half a day with a Dell Education Solutions Architect and participate in an interactive session discussing your needs. Dell experts will share critical success factors, shared learning from other local government deployments and indicative timelines and expectations.

[Please ask your Dell Account Manager for more details.](#)



Dell unified communications solution brochure

Find out how Dell can help organisations transform the way they communicate and connect all their stakeholders.

[Read more](#)



Dell Flexible WorkStyle brochure

Read a brief guide to Dell Unified Communications and Collaboration Services.

[Read more](#)

“When we decided to create a Longitudinal Data System for our district, Dell provided the technology and support services we needed. We are excited for the expected results.”

Gordon Knopp
Director of Technology (CIO)
Laramie County School
District #1, Cheyenne, WY





Education data management

The challenge

For educational institutions, the rewards of transforming data into actionable knowledge can be invaluable, delivering:

- Higher student recruitment and retention
- Improved student attainment
- Greater operational efficiency
- Improved compliance and reporting

However, turning all available educational and organisational data into useful information that can deliver these benefits presents institutions with a number of challenges including that of ensuring:

- data is of high quality
- users know how to use data effectively
- they know which metrics and data points to use

In addition without an efficient Education Data Management (EDM) solution in place, institutions can end up making false correlations that lead to costly or at least non-productive actions.

The challenge lies in categorising the data and making sense of it based on plausible theories/hypotheses, while avoiding any misinterpretation and blind trust in the data.

Another challenge is developing ethical and legal procedures that ensure the individual and the institution maintain rights to their data, while at the same time allowing meaningful aggregation of data in a compliant fashion.

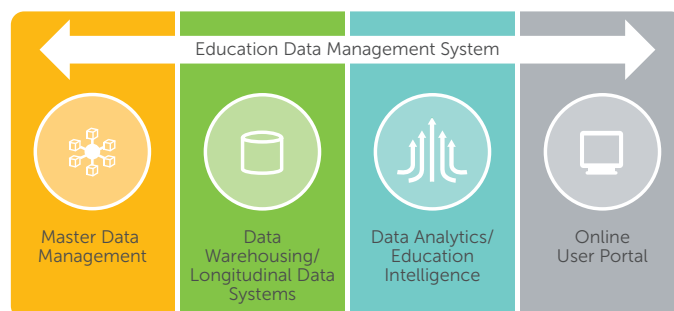


The Dell solution

Dell helps education institutions create robust, high-quality EDM systems tailored specifically for the education market. These systems deliver the ability to efficiently, effectively, and accurately analyse academic data and report on that data, as well as provide a platform to optimise information management for enterprise-wide operations including HR, finance and facilities.

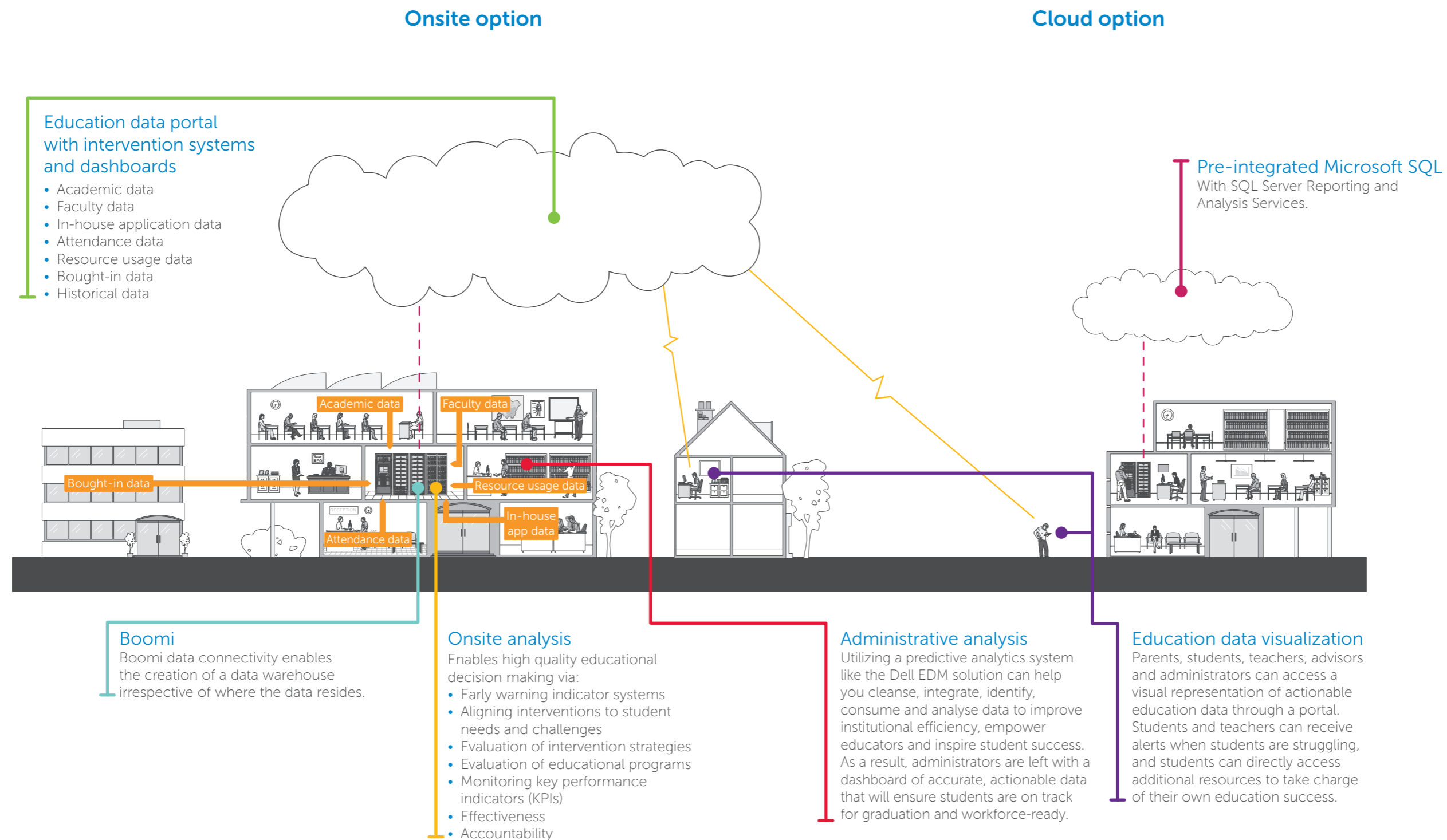
Dell EDM services include all of the technology solutions, integration processes, change management strategies, professional learning, and tools needed for success. The core EDM components include:

- Master data management
- Data warehousing
- Education
- Intelligence tools
- Online user portal



How Dell EDM solutions work

The diagram below provides an overview of the kind of components that combine to enable EDM.



Solution benefits by department

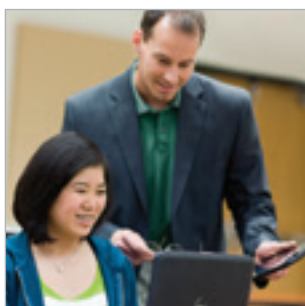
Dell EDM solutions have been proven to transform institutional data into actionable insights that teachers, faculty, staff, students and parents can all use to monitor and improve results.



Students and parents

EDM systems help educational institutions improve student performance by:

- Actively involving each student with 24/7 self-service access to their own personalised learning data
- Identifying and providing early intervention for at-risk students
- Delivering real-time analysis of institutional data that organisations can use to pro-actively inform parents



Teaching staff

With the challenges of time pressure and performance targets, EDM can help teaching staff by:

- Identifying specific areas of the curriculum that need reinforcement - in real-time
- Reducing the overhead placed on them by consolidating the data held on multiple systems and presenting it in an intuitive, teacher-centric view



Faculty

EDM systems help educational institutions meet their academic and operating efficiency goals, driving:

- Higher student attainment through personalised learning from data insights
- Increased student retention which can positively impact funding/revenue
- Improved recruitment by identifying, targeting and tracking top students
- Optimisation of information flow and increased insights for HR, financials, facilities and other operations

Taking a closer look

In order to provide you with as much information as possible about Dell EDM solutions we have put together a range of resources and assets designed to give you the opportunity to take a closer look.



Dell EDM solution case study

Adopting a powerful, robust, and reliable Education Data Management (EDM) system is critical to the success of students in any educational institution.

[Read more](#)

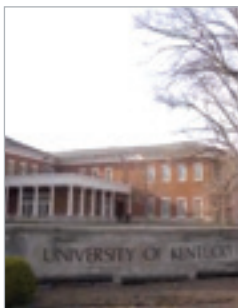
[Watch the video](#)



Predictive analytics

Educators and administrators collect valuable information electronically but need an effective way to analyse it to enhance instruction and operational efficiency. Learn how predictive analytics enables two institutions to help students stay on track.

[Read more](#)



University of Kentucky case study

The University of Kentucky uses Dell Education Data Management solution with real-time BI to improve insights and students success.

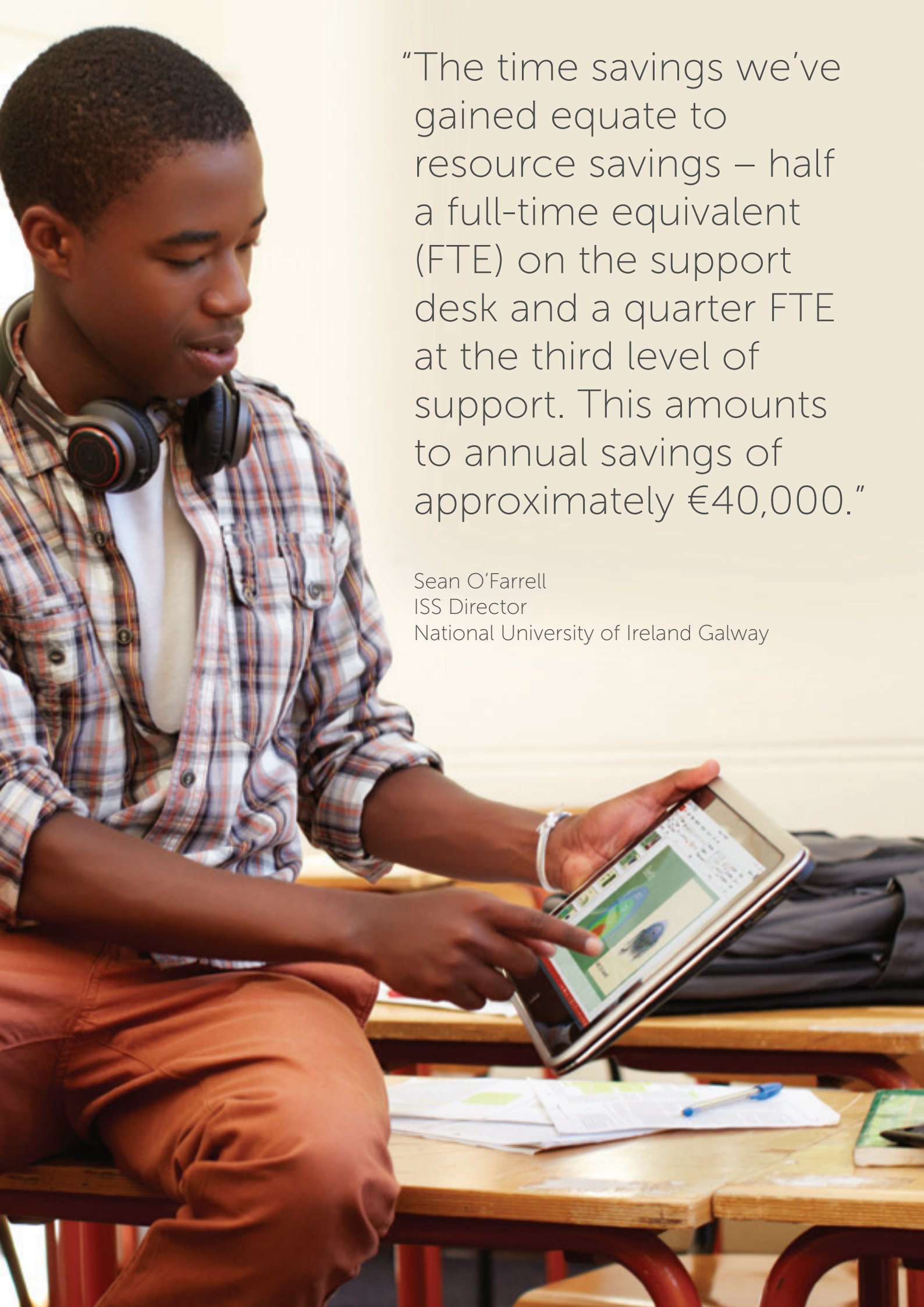
[Watch the video](#)



Discovery workshop

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[Please ask your Dell Account Manager for more details.](#)



“The time savings we’ve gained equate to resource savings – half a full-time equivalent (FTE) on the support desk and a quarter FTE at the third level of support. This amounts to annual savings of approximately €40,000.”

Sean O’Farrell
ISS Director
National University of Ireland Galway



Security

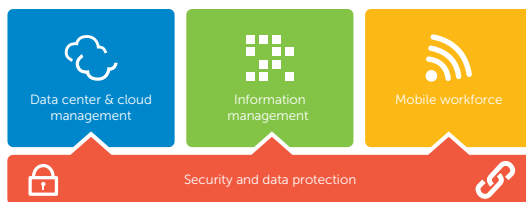
The challenge

Education is undergoing fundamental and far-reaching changes, including an increase in remote learning, growth in BYOD and mobility, as well as the realisation of value from big data to drive personalised learning and increased student retention. These changes represent extraordinary opportunities, but all of them require effective, joined-up IT security in order to be fully realised.

However, the evolution of security within institutions over many years has resulted in numerous 'point' solutions. As a result they are now forced to manage their security in silos – adding risk and complexity and making it difficult and time-consuming to embrace key trends to modernise their organisations and stay competitive.

The Dell solution

Dell connected security solutions eliminate silos of information, connecting security across your data, infrastructure and applications with our end-user, network, endpoint and security services solutions.



At Dell we embed security natively at the time of manufacture into every device, safeguarding data wherever it resides. With 110 million identities managed worldwide and over 30 billion security events analysed daily, our solutions detect threats and help enable you to respond to them before they have negative consequences on your organisation.

We believe endpoint security and compliance shouldn't be difficult or disruptive. That's why all our solutions are based on open standards and have the capability to integrate with third party

solutions. Importantly we enable organisations to take a modular approach, building out at their own pace until they achieve end-to-end security that can be managed in a holistic and connected way.

Dell solutions include:

Identity and access management

Access governance – improve visibility into who has access to critical information, automate provisioning and enforce access controls.

Privileged account management – centrally manage privileged accounts and provide granular control of administrator access.

Identity administration – simplify the environment and user experience with a self service approach to information access.

User activity monitoring – audit what the users are doing with the access they have been granted.

Network security

Secure remote access – provide your students, faculty and staff with SSL virtual private network (VPN) access to the authorised resources they need from virtually any device, anywhere.

Next-generation Firewalls – implement a comprehensive layer of defence that delivers intrusion prevention, SSL decryption and inspection, application intelligence with real-time traffic visualisation and inspection.

Endpoint security

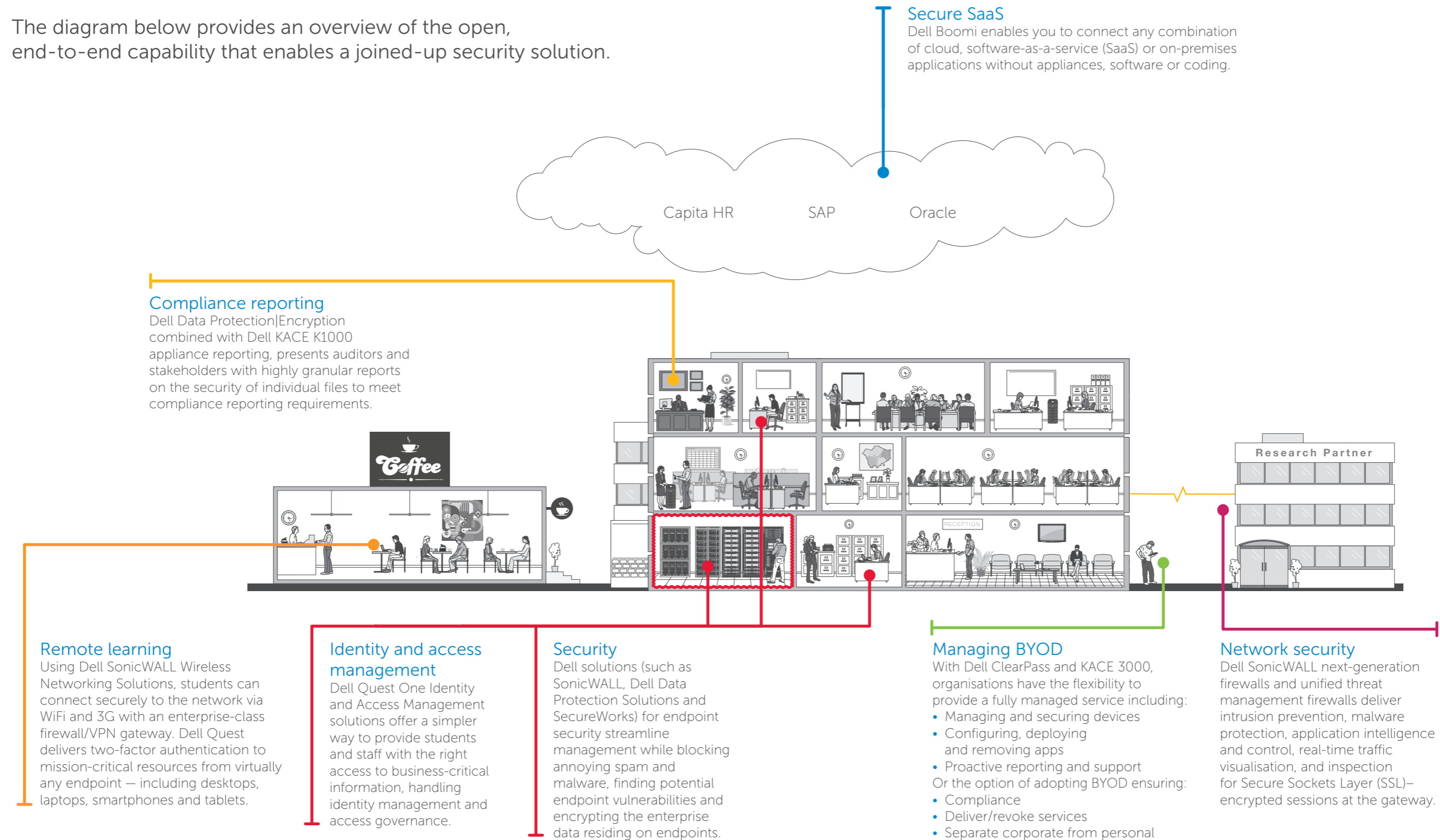
Email security – protect your organisation from viruses, zombies, spam, phishing and other attacks with a choice of cloud-based and on-site solutions that are scalable and flexible.

Endpoint management and compliance – identify and remediate endpoint vulnerabilities from a single console, enforcing compliance with security policies across servers, PCs and devices.

Endpoint encryption and data protection – provides a single set of management tools to employ endpoint encryption wherever your data resides – without affecting end-user performance.

How the Dell security solutions work

The diagram below provides an overview of the open, end-to-end capability that enables a joined-up security solution.



Solution benefits by department

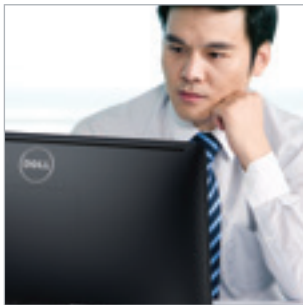
Dell connected security solutions have been proven to deliver benefits that impact right across the institution from students to faculty heads, to teaching staff and IT management.



Senior management

By ensuring that security is joined-up and managed efficiently, the solution:

- Enables innovation and the pursuit of far-reaching programmes that drive-up student performance and competitive advantage
- Assures that the institution is able to adhere to all data access and compliance regulations
- Drives uniformity and ease of use for teaching staff and student body
- Helps keep security costs lower and predictable



IT

The Dell connected security solutions automate and simplify time consuming security tasks which:

- Speeds up the secure provisioning of new users or applications
- Delivers a flexible security framework to accommodate changes in the organisation – for example moving the data centre off campus
- Saves time that can then be returned to more productive work
- Gives IT staff confidence that they are providing a security framework that is fit for teaching and learning



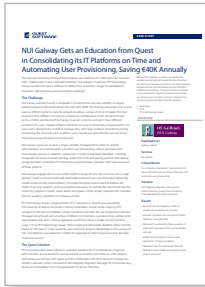
Students and parents

The non-intrusive nature of our solutions mean that students and parents:

- Are unaware of the background security and controls
- Experience easy, fast and seamless access to their applications and data
- Can efficiently access additional services being offered – like personalised learning

Taking a closer look

In order to provide you with as much information as possible about Dell connected security solutions we have put together a range of resources and assets designed to give you the opportunity to take a closer look.



Automating user provisioning

NUI Galway gets an education from Quest in consolidating its IT platforms on time and automating user provisioning, saving £33,000 annually.

[Read more](#)



Identity and access management for the real world

Identity and access management (IAM) gets more complex every day. Budgets are tight and getting tighter. Compliance requirements continue to mount. IT environments never stop evolving, from heterogeneous systems to new cloud initiatives to the inevitable complexities of bring your own device (BYOD).

[Read more](#)

For more information, see our comprehensive range of case studies [here](#).



Discovery workshop

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[Please ask your Dell Account Manager for more details.](#)

“Dell got on with its work and left us to get on with ours. It was a smooth operation because the Dell Consulting team made sure it developed an email environment that met the needs of every stakeholder at the university.”

Iain Stinson
Director of IT Services
University of Sussex





Dell education sector consulting services

Schools and universities around the world partner with Dell to transform the way they work, increase efficiency and reduce cost while continuing to provide high quality services to their students.

All Dell consultants are experienced experts with recognised industry-leading certifications, including 18 Gold Level Microsoft competencies, 5,000+ VMware certifications and, as an OpenStack pioneering member, over 1,100 expert developers worldwide. Dell is ranked number one worldwide Enterprise Partner Group (EPG) partner for Microsoft Lync and Microsoft Exchange, Microsoft Windows 7 Deployments and Microsoft private cloud infrastructure.

Dell provides schools and universities with a single point of contact for the entire solution, covering consulting and systems integration across business process, applications, infrastructure architecture, operations, management and world-class security.

Transformation – doing more with less

In a climate where budgets get ever tighter, education institutions increasingly have to transform the way they work, moving from traditional operating models to streamlined processes.

At Dell we understand that streamlining processes goes beyond technology change. We have a track record of helping to bring together stakeholders on to the common ground that transformation requires, spanning people, resources, business processes, work styles, communications and improved efficiency.

Based on experience and customer feedback, Dell provides repeatable architectures and service frameworks that reduce risk, cost and time. We deliver project ownership from end-to-end, and our engagements are always tightly bound by service delivery agreements which deliver a specific agreed outcome.

From initial assessment through to implementation, we help customers to navigate and make the transformation journey successful.

Dell 'as-is to-be' transformation blueprint

The unique Dell 'as-is to-be' framework starts with understanding customer issues today and their 'to-be' desired end-state, covering organisation, technology and return on investment benefits. Once current and future states are understood, the transformation strategy is developed, based on Dell experience and leveraging repeatable architectures.

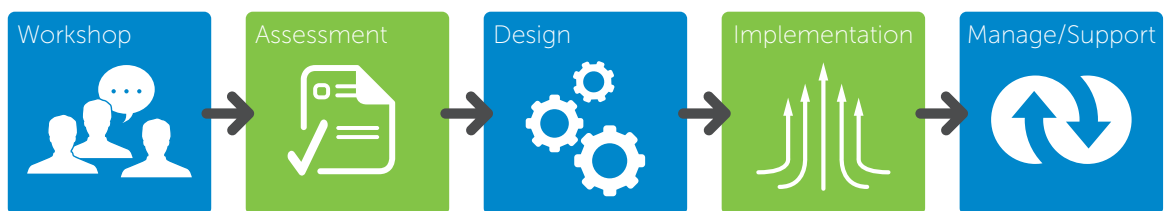
Focused, efficient, easy to consume, independent and with no tie-in to Dell technology, the 'as-is to-be' transformation blueprint delivers high levels of business value by providing clear recommendations that help organisations achieve the transformation needed to realise their objectives.

Meeting customer needs

Introducing the Dell WADIM methodology – Workshop, Assessment, Design, Implementation and Management

The WADIM methodology is modular and flexible, designed to enable customers to select the right consulting engagement type for them from fixed price, fixed scope services that deliver time to value, through to custom, bespoke engagements. The flexibility in this approach allows the best match to be provided for customers based on their current position, objectives and budget.

At Dell, our extensive experience with strategy, transformation, infrastructure, security, applications development and management allow the creation of solutions which bring value to customers, while efficient planning and delivery ensure the solution can flex and grow over time.



Workshop

The workshop is designed to enable your Dell Education sector Solutions Architect to define objectives and to explore 'the art of the possible'. In the half-day interactive session, Dell experts will share critical success factors, learnings from other government deployments and indicative timelines and expectations. They can also review the affordability of the desired solutions and where appropriate can include proposals from the Dell Financial Services team.

Assessment

The assessment process establishes your current position, your IT and staff resources and overall objectives. The process is customised to match individual customer requirements and is chargeable and subject to a discrete service delivery agreement.

Design

The design phase is a paid engagement subject to a service delivery agreement. The solution design process is time and project-based and is designed so that ownership of the IP is passed to the customer at the end of the process.

Implementation

The implementation process is designed to deliver the optimum result and avoid disruption. Implementation is technology-independent, time-based and bound by service delivery agreement.

Management

The management phase delivers comprehensive management toolsets, operational impact assessments and solution healthchecks.

Contact the Dell education team

Mauren Dolan
email: maureen_dolan@dell.com
tel: 07802 594 852

Richard Nicholson
email: richard_nicholson@dell.com
tel: 07802 595 210

Kevin Brennan
email: kevin_brennan@dell.com
tel: 07590 223 825

James Mears
email: james_mears@dell.com
tel: 07590 223 574

Tina Hall
email: tina_j_hall@dell.com
tel: 07753 302 892

Caron Smith
email: caron_smith@dell.com
tel: 07802 594 804

Steve Fowle
email: steve_fowle@dell.com
tel: 07545 924 099

James Jones
email: j_jones@dell.com
tel: 07734 967 559

Judy Dearing
email: judy_dearing@dell.com
tel: 07717 156 819

Andrew Murray
email: andrew_murray@dell.com
tel: 07802 595 568

Joel Bloomfield
email: joel_bloomfield@dell.com
tel: 07872 997 375

For more information, please call one of the above contacts, or call 01344 373716



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