Dell Lifecycle Hub

Device lifecycle management made easy in the hybrid landscape
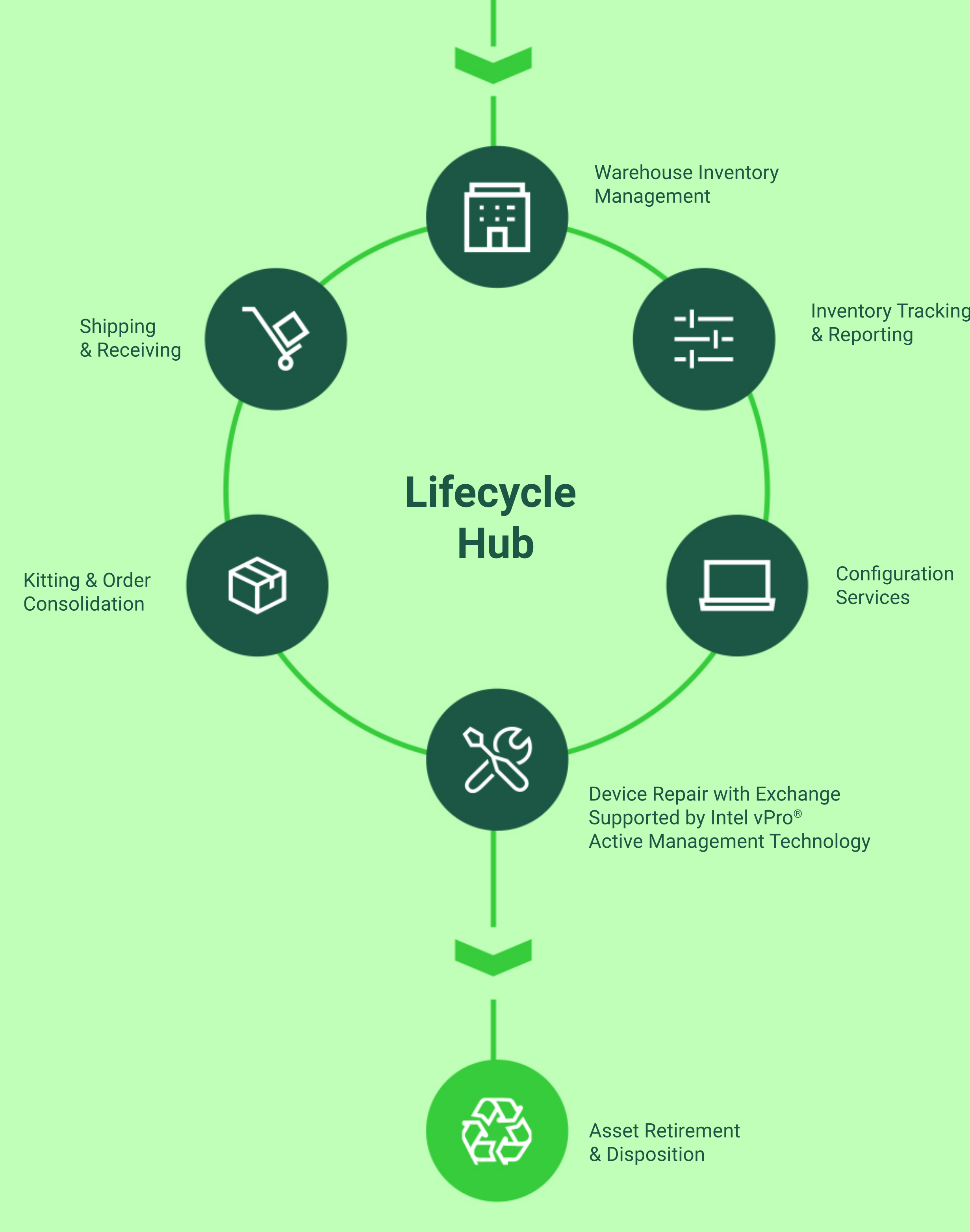
intel vPro
Intel vPro platform · built for business

Remote and hybrid work models are now embedded, making IT device lifecycle management more complex than ever. How can you get devices repaired or replaced quickly, or reconfigured and redeployed to new employees, wherever they're located?

Dell Lifecycle Hub is an end-to-end device lifecycle solution that manages this complexity for you, allowing you to focus on the IT tasks that really contribute to business goals and improving the end-user experience for your wider workforce.
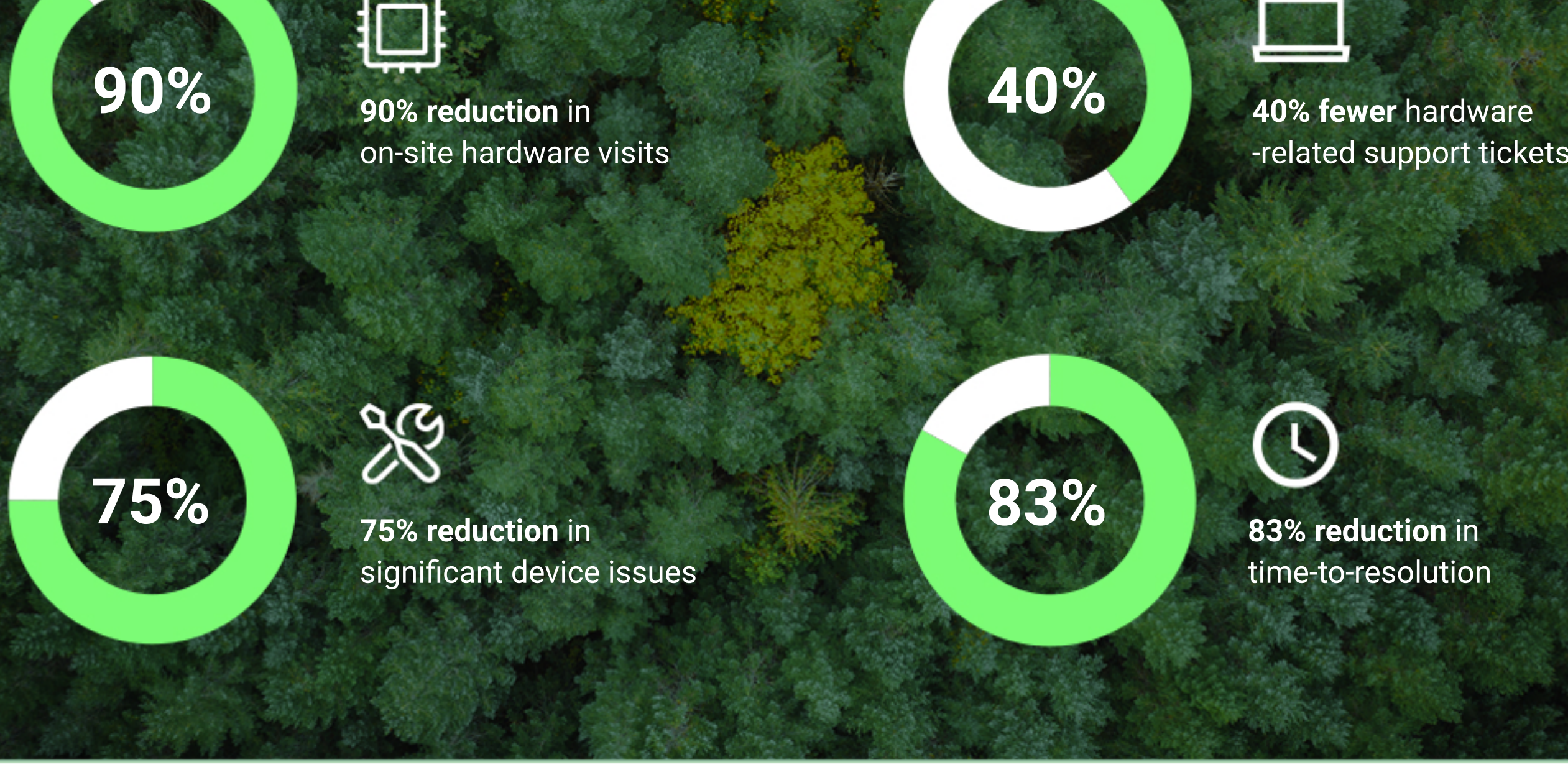
Remove complexity

- Bulk & Individual Orders/ Requests
- Warehouse Inventory Management
- Inventory Tracking & Reporting
- Configuration Services
- Device Repair with Exchange Supported by Intel vPro® Active Management Technology
- Asset Retirement & Disposition
- Kitting & Order Consolidation
- Shipping & Receiving

Lifecycle Hub

Lifecycle Hub consolidates lifecycle management into a single easy-to-use service, eliminating the need for multiple vendors. Enjoy the simplicity of having a single point of contact and full visibility of your device inventory at any time.

Devices are equipped with Intel vPro platform - a set of technologies built on the Intel® Core™ Ultra processor, that provide premium performance as well as advanced BIOS-level remote management, hardware validation and support and built-in endpoint hardware-enabled security.[1]

Intel vPro simplifies fleet management[1]

- **90%** 90% reduction in on-site hardware visits
- **40%** 40% fewer hardware related support tickets
- **75%** 75% reduction in significant device issues
- **83%** 83% reduction in time-to-resolution

Reduce Costs

Dell Lifecycle Hub delivers significant cost savings across the PC lifecycle through staff time savings, better deployment and recovery of PCs and optimized use of PCs.

Organizations can lower costs related to PC lifecycle management by an average of **37% over a PC lifetime[2]**

- **37%** Reducing warehousing and staging costs by 37%[3]
- Saves an average of **$28** per PC per year[4]
- Saving **37%** on PC shipping-related costs equates to **$63** per PC p/y[5]

Make time efficiencies

With Dell Lifecycle Hub, devices with Intel vPro® can be deployed, repaired and redeployed faster, reducing the time that workers don't have access to a PC **by 42%[6]**

- Delivery time of new PCs is reduced by 2.4 days on average[7]
- Ongoing management time reduced by 65%[7]

Time spent managing your device inventory is also reduced:

- Each PC managed through Lifecycle Hub requires an average of **37% less staff time** during its lifecycle[8]
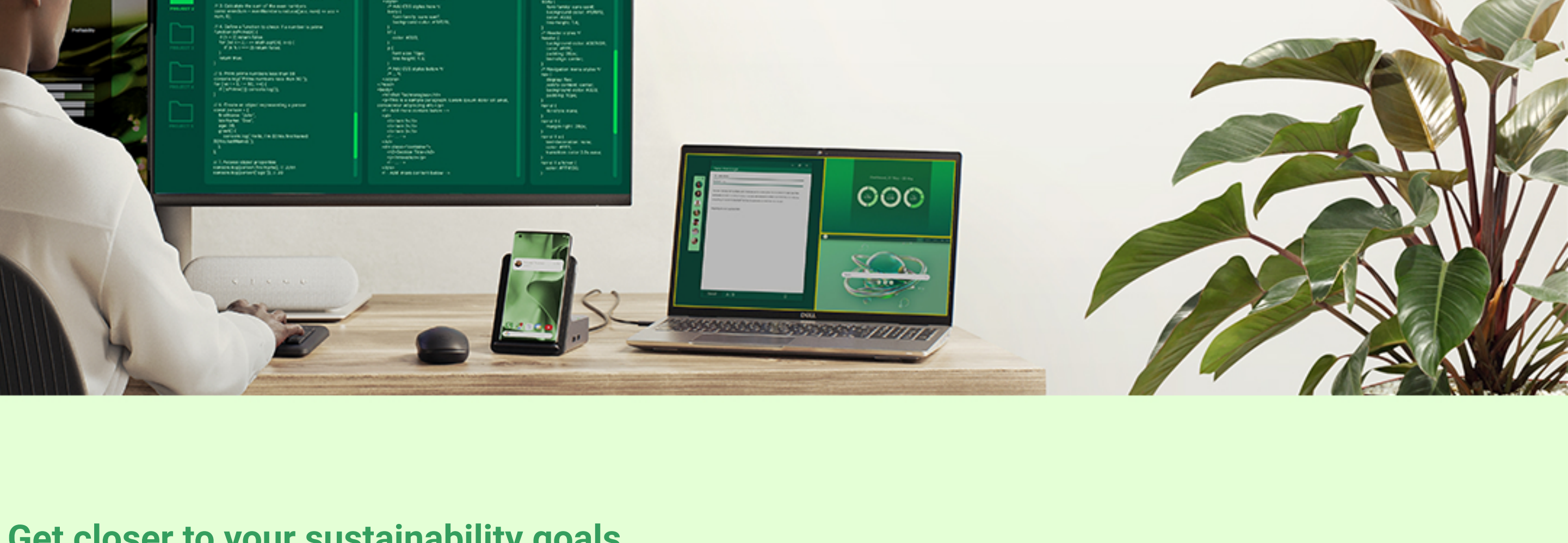- This equates to 4.3 FTEs per organisation per year[9]

Optimize the employee experience

Lifecycle Hub ensures employees have the devices they need, and with less downtime.

Dell Lifecycle Hub is a complementary service to Dell APEX PC-as-a-Service, allowing us to build tailored solutions for customers, along with other Client Managed Services.

Contact us for more details.

- **New hires** Day one productivity
- **Device failure or damage** Whole unit exchange/ready to work
- **Employee departure** Redeploy assets to the other employees
- **Role changes and device refreshes** Minimize downtime

Get closer to your sustainability goals

Dell Lifecycle Hub makes it easy to lower the environmental impact of your device management processes and enhance your sustainability efforts.

- **Extended device lifespans** By efficiently repairing and refurbishing devices, and tracking their health and usage history with Intel vPro®, device lifespan is extended and e-waste is reduced.

- **Efficient redeployment** Rather than having devices gathering dust when someone leaves the company, they can be repurposed and given to a new hire or other employee, so you don't have to purchase new tech.

- **Responsible retirement and disposal** Lifecycle Hub ties directly into Dell Asset Recovery Services, a service that assists with data retrieval and environmentally sustainable disposal of your old IT equipment.

- **Keeping devices energy efficient** Use of Intel vPro can efficiently manage power usage across your PC fleet, wired or wireless, with the ability to remotely power down and power on devices when not in use, and can even be used to remotely manage and repair PCs when the OS is inactive.
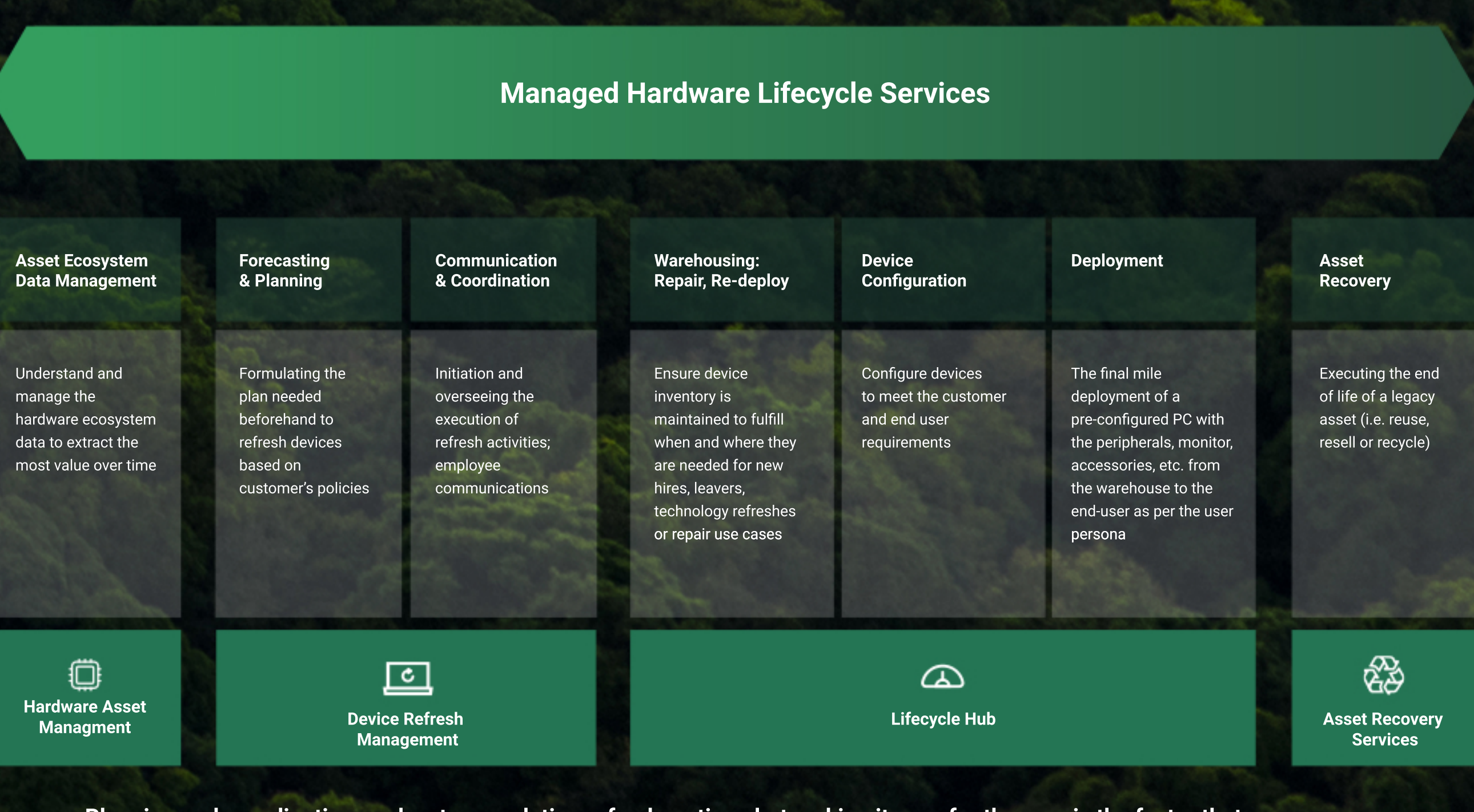
Get extra value by extending Lifecycle Hub capabilities

Add-on services are available to further simplify your IT asset management

Hardware Asset Management
Dell can help you track and optimize the lifecycle, performance and utilization of your IT assets from acquisition to disposition. By meticulously tracking devices, we can identify underutilized equipment and ensure compliance with licensing agreements. Ongoing reporting provides the data insights you need to make strategic IT decisions.

Device Refresh Management
A dedicated remote management team offers ongoing, multi-vendor, client device refresh planning, forecasting and communication. Expert predictable refresh cycles and let us manage communication with end users to ensure the refresh process is easy and streamlined for the whole organisation.

Watch Video

End-to-end device lifecycle management

Managed Hardware Lifecycle Services

Planning and coordination are key to completing refresh on time, but making it easy for the user is the factor that ensures success

Read Customer Story

Learn more about Dell Lifecycle Hub

- Lifecycle Hub Video
- Lifecycle Hub White Paper
- Lifecycle Hub Customer Story
- IDC Business Value Solution Brief

See how Dell Lifecycle Hub can take care of day-to-day, time-consuming tasks so that you have more time for your strategic ambitions. Contact your Dell representative today and say hello to device management simplicity.

Get in Touch