

Solve Your User Ready IT Deployment Challenges



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Forward thinking organizations no longer count in-house IT teams as a business cost. IT plays a key role in strategizing around, planning for, and implementing innovative business solutions that drive growth. As an IT leader, you're well aware of the business value and potential of your team of experts. The challenge you face is in balancing the everyday demands on your IT team with your crucial need for tech-driven innovation. Right?

“Most enterprises today should not be in the business of deploying IT assets; businesses instead should focus on what they do best and how they can use IT to do it better.”¹

1. Brothers, Perry, and Vazquez (2015). The Business Value of Utilizing Deployment Services [White paper]. Retrieved on October 10, 2017, from IDC. <https://www.emc.com/collateral/white-papers/idc-business-value-utilizing-deployment-services.pdf>

3 problems IT leaders need to address:

1. Loss of productivity

Extended deployment times decrease productivity during onboarding and upgrades because users are waiting for their IT.

2. Excess IT costs

Organizations face additional costs per device when internal IT handles deployment.

3. Lack of innovation

IT staff gets bogged down with “keeping the lights on” tasks and sacrifice their ability to innovate.

Problem 1: Loss of productivity

Slow deployments result in productivity loss

According to IDC, third-party providers are able to reduce the time it takes companies to deploy PCs by 59-68%. In addition to this time savings, relying on an external IT provider also improves the end user experience. IDC's study found that users saved 1.24 hours when deployments were outsourced. **This saved \$46.23 per user when you factor in 46% less disruption in productivity.** Now multiply that by the number of employees you have. In short: people get their user ready IT in nearly half as much time as it typically takes when handled in-house.



Problem 1: Loss of productivity

When you consider the number of everyday IT disruptions users face, the savings really add up. A strategic partner won't just set up a new system, they'll invest constant attention to IT asset lifecycle management for all users.

Common demands on IT staff:

- Meeting changing technology needs
 - + New hardware
 - + Systems repairs
 - + Software updates
- Mitigating security threats
- Addressing security breaches
- Fulfilling audit requirements
- Meeting industry-specific regulations
- Managing cloud services and data
- Ramping up for mergers and acquisitions
- Providing user ready IT to new hires
- Managing a variety of devices

How Dynamic helps increase productivity:

Dynamic provides an asset and lifecycle management solution that guarantees user ready IT. Our clients think of us as an extension of their company. We take care of the user IT, while their in-house teams focus on maximizing business performance.

In a recent large scale deployment, Dynamic cut a client's IT deployment time from 3 weeks to 2-3 days. In so doing, they were able to alleviate painful processes while still ensuring the highest level of compliance.

"We would have not completed had we not had Dynamic involved in this. I don't know what impact that would have had to our business, it would have been catastrophic, though."

- Director of Network Operations, Real Estate Company

Self-assessment:

Does deploying and maintaining user ready IT take your company too long?	Yes	No
Has your company experienced excess loss of productivity due to IT disruptions?	Yes	No
Are you concerned that lost productivity is affecting your bottom line?	Yes	No

Problem 2: Excess IT costs

Managing IT in house costs you more

On average, IDC found that deployment costs businesses \$1,302 per user when handled internally. A typical full service deployment with an external IT provider, like Dynamic costs far less. By engaging a partner to provide user ready IT, businesses can reduce net IT costs.



Problem 2: Excess IT costs

How is it possible that a third-party provider can deploy user ready IT faster and save you money? Dynamic has the expertise, relationships and processes in place to ensure a smooth deployment and minimize future disruptions.

Expertise: IT is Dynamic’s core business. We are experts at handling the day-to-day work of ensuring our clients’ IT is up and running. We have proven experience in reducing IT deployment time, mitigating security risks and automating business processes to save our clients time and money. Our unified endpoint management services provide users the flexibility they want, especially in bring-your-own-device (BYOD) and/or choose-your-own-device workplaces (CYOD) where extra control and oversight are required.

Relationships: Dynamic is able to source IT from hundreds of leading original equipment manufacturers (OEMs) and distributors. Our product selection is vendor-neutral — we stay apprised of industry standards and product roadmaps to make recommendations when you need a replacement or add-on product. We fulfill vendor requirements and retain certifications so your IT team doesn’t need to.

Processes: Our streamlined, detail-oriented processes are designed to provide you exactly the user ready IT you need, when you need it. We protect you against any data loss, security threats, or non-compliance mistakes throughout your product and project lifecycles. Moreover, as an agile business, we can custom configure your IT hardware and software to your exact specification in-house, something most OEMs aren’t able to do effectively. Our goal is to minimize IT disruptions so your work can continue seamlessly.

“Dynamic has tailored their services to our business, and they’ve executed to the letter. We’re very quality-driven ourselves. Having a supplier who speaks the same language as us is music to our ears.”

- CIO, Fortune 50 Health Insurance and Information Systems Provider

Self-assessment:		
Is deploying user ready IT a core function of your internal IT team?	Yes	No
Is your current cost per device unsustainable for the future of your business?	Yes	No
Is your internal IT team unable to deploy user ready IT faster and save you money?	Yes	No

Problem 3: Lack of innovation

IT teams don't have the bandwidth to innovate

Did you know that, according to IDC's findings, IT departments spend 80% of their time on routine "keeping the lights on" kinds of tasks such as asset deployment, patch management, troubleshooting, and remediation? That leaves only 20% of time for businesses to spend on forward thinking business solutions and new projects. **This 80:20 ratio hinders the critical innovation that leads to a sustainable, competitive advantage. Dynamic can help balance that ratio.**



Problem 3: Lack of innovation

Businesses are talking the digital transformation talk. Are you? And do you mean it? It takes work and innovative leadership to reimagine your business in times of change. While you can't always control what changes are on the horizon, you can be certain that your leadership is essential to cultivate a business environment that's open to growth.

Shifting and realigning your priorities may be an intimidating feat. Your business isn't likely to remain vibrant unless you invest in a commitment to digital transformation. Leveraging an external IT partner allows in-house IT staff to focus on strategy and improvement. Finding and retaining IT staff in a competitive marketplace is a challenge. If you're burdening your highly educated IT professionals with cumbersome, rote deployment and maintenance tasks, you not only risk high employee dissatisfaction and turnover, you miss out on their creativity, problem solving, and ability to innovate as your business grows.

When a company that was growing fast through mergers and acquisitions hired Dynamic to handle deployments, leadership repositioned their internal IT team as central

to business strategy and success. They were empowered to focus on solving business problems and making enterprise-wide innovations instead of managing deployment. While initially staff feared that outsourcing would put their jobs at risk, they soon realized it meant less day-to-day stress and more stimulating and challenging work. They've even grown their internal team to tackle large scale projects at the intersection of technology and innovation for the business.

Self-assessment:

Does your in house IT team devote only 20% of time (or less) to innovation?	Yes	No
In your organization, is innovation an unmet priority?	Yes	No
Have strategic business initiatives been set aside or postponed because of limited internal IT resources?	Yes	No

Hire an external IT provider

Managing your IT assets is a necessary cost of doing business, but it doesn't have to be burdensome. According to IDC, 91% of companies surveyed said they could benefit from an outside vendor. Outsourcing your IT deployment results in a quicker, smoother process, improved user experience and an overall savings. However, according to the survey, only just over 50% of enterprises are actually using external resources to help deploy new assets.

It is costly and time consuming for enterprises to perform all deployment activities effectively.

3 reasons to hire an external vendor:

- Faster deployments
- Overall cost savings
- Increased innovation

"Whether we stay inside or go outside, we'll pay to do these things anyway. Why not entrust the work to the specialists? Dynamic takes care of the headaches, hoops, and hurdles. They simply perform the job better. Having them focus on their core business allows us to focus on our own core priorities."

- Dynamic Client

Self-assessment:

Do you see the potential for cost-savings in working with an external IT provider?	Yes	No
Would working with an external IT provider allow your company the time and resources to innovate?	Yes	No
Are you currently looking for IT support?	Yes	No

If you answered yes to any of our self-assessment questions, you may benefit from external IT support. Call Dynamic at 248-473-2200 to schedule a consultation.

At Dynamic Computer Corporation, we believe that trust is the foundation of successful partnerships. We earn trust through transparent processes, honest communications, and excellent work. These values have guided us since our founding in 1979, and are today reflected in our IT solutions.

Over the years, Dynamic's commitment to nurturing strong partnerships has helped us consistently win high customer satisfaction. This has resulted in 98% repeat business.

Whether you're breaking ground in emerging markets or increasing the impact of legacy industries, building a meaningful partnership will benefit your business with short-term wins and long-term growth. Help your IT team focus on business needs. Lean on Dynamic to provide user ready IT.

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