

# Medium Enterprise Industrial Manufacturing Company

## Introduction

This case study of a medium enterprise industrial manufacturing company is based on a December 2020 survey of Dell Microsoft Cloud Solution Provider customers by TechValidate, a 3rd-party research service. The profiled company asked to have their name blinded to protect their confidentiality.



“Dell Microsoft CSP offers a world-class solution for my business. It has saved my organization money and helped us save time and resources.”

“Dell has made it easy to manage our O365 licensing and take the burden off our team.”

## Challenges

The business challenges that led the profiled company to evaluate and ultimately select Dell Microsoft Cloud Solution Provider:

- Had the following challenges before moving to Dell Microsoft CSP:
  - Unable to scale up/down
  - Paying for products we weren't using

## Use Case

The key features and functionalities of Dell Microsoft Cloud Solution Provider that the surveyed company uses:

- Their top drivers for purchasing Dell Microsoft CSP:
  - Scalability
  - Time & money savings
- Considered the following vendors before ultimately choosing Dell for their Microsoft CSP:
  - CDW
  - MSP
  - SHI
- Primary Microsoft agreement type prior to moving to Dell Microsoft CSP was Open Value.

## Results

The surveyed company achieved the following results with Dell Microsoft Cloud Solution Provider:

- Dell Microsoft CSP features compared to the competition:
  - **Billing:** best in class
  - **Ease of ordering:** best in class
  - **Price:** best in class
  - **Support:** best in class

### Company Profile

The company featured in this case study asked to have its name publicly blinded because publicly endorsing vendors is against their policies.

TechValidate stands behind the authenticity of this data.

Company Size:  
**Medium Enterprise**

Industry:  
**Industrial Manufacturing**

### About Dell Microsoft Cloud Solution Provider

Dell Technologies is a unique family of businesses that provides the essential infrastructure for organizations to build their digital future, transform IT and protect their most important asset: information.

**Learn More:**

[Dell Partner Software](#)

[Dell Microsoft Cloud Solution Provider](#)