DELL CASE STUDY

State of Ohio Department of Administrative Services, Office of Information Technology, Chief Information Officer's Office

Introduction

This case study of State of Ohio Department of Administrative Services, Office of Information Technology, Chief Information Officer's Office is based on a September 2020 survey of Dell customers by TechValidate, a 3rd-party research service.

> "
>
> "Needing to learn about the various Microsoft products this year threw us into a spin. None of us were familiar with how things worked. Without our Dell Partner Software Account Executive's help we would have been lost. He has been amazing and so patient with me asking questions more than one time."

Challenges

The business challenges that led the profiled organization to evaluate and ultimately select Dell:

- Had the following challenges prior to partnering with Dell Partner Software.
  - Keeping track of multiple vendors/providers

Use Case

The key features and functionalities of Dell that the surveyed organization uses:

- Has purchased from the following Dell Partner Software categories:
  - Operating Systems (licensing, not pre-installed on the system)
  - Productivity Apps
  - Cloud
- Has purchased the following publishers from Dell:
  - Microsoft
- Chose Dell for Partner Software for the following reasons:
  - State Term provider – LSP

Results

The surveyed organization achieved the following results with Dell:

- Have experienced the following benefits with Dell Partner Software:
  - Time savings
  - Having a trusted advisor at Dell
  - Support for their software licensing requirements
- Dell Partner Software when compared to similar vendors:
  - ease of ordering: significantly better
  - price of product: better
  - customer experience/engagement: best in class

Organization Profile

Organization:
State of Ohio – DAS OIT SOCC

Organization Size:
State & Local

Industry:
Government

About Dell

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

Research by **TechValidate**
by SurveyMonkey