

Clayton County Board Of Commissioners

Introduction

This case study of Clayton County Board of Commissioners is based on an August 2020 survey of Dell customers by TechValidate, a 3rd-party research service.



“My Dell Partner Software Sales Representative is a trusted advisor/resource for my software licensing requirements”

“During the response to the COVID-19 pandemic, we were able to reach out and speak with Dell about some upgrades that we needed in our datacenter to expand our VDI environment. They responded quickly and the team has continued to follow-up and provide assistance when needed!”

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)
 - Virtualization
- Has purchased the following publishers from Dell:
 - Microsoft
- Chose Dell for Partner Software for the following reasons:
 - Offered Dell agent on contract vehicle
 - Best value (licensing expertise, relationship)
- Considered the following vendors before selecting Dell for Partner Software:
 - CDW
 - SHI

Results

The surveyed organization achieved the following results with Dell:

- Have experienced the following benefits with Dell Partner Software:
 - Having a trusted advisor at Dell
- Dell Partner Software when compared to similar vendors:
 - ease of ordering: better
 - price of product: better
 - customer experience/engagement: significantly better

Organization Profile

Organization:
Clayton County Board of Commissioners

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.

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