


# Ensuring that any size business can benefit from managed IT

Trident Proposal Management chose Dell APEX Managed Device Service to simplify IT and focus on its growing consulting business.

Customer profile



**TRIDENT**  
PROPOSAL MANAGEMENT

Consulting Services | United States



## Business needs

As a small business with no dedicated IT personnel and team members spread across the continental U.S. and Hawaii, Trident needed a comprehensive, fully managed IT service to ensure that its PCs would run on the latest operating system and applications, and would be well-protected against cyberattacks.

## Business results

- Provides fully managed IT service as a subscription service tailored to Trident's size.
- Offers agility to accommodate growth while only paying for what's needed.
- Simplified the migration of existing email and applications to new devices.
- Gives Trident's team 24x7 support via chat, email and phone.
- Delivers advanced virus protection and sophisticated cybersecurity.



“Dell APEX Managed Device Service gives us the solution we need with a direct line to IT experts, which has saved us a lot of time and headaches.”

**Ben Galendez**

Capture & Proposal and IT Manager,  
Trident Proposal Management

## Solutions at a glance

- [Dell APEX Managed Device Service](#)

California-based Trident Proposal Management works with U.S. government contractors to help them identify, compete for and win contracts. Trident provides a range of services including business development support, engagement and capture assistance, proposal support and management, and training and advisory services.

In the past, the consulting firm's small full-time staff and several dozen contractors relied on consumer-grade email, company-supplied assets or stand-alone devices. Trident needed the simplified setup, support, management and trusted cybersecurity of a fully managed solution designed for small to mid-size businesses.

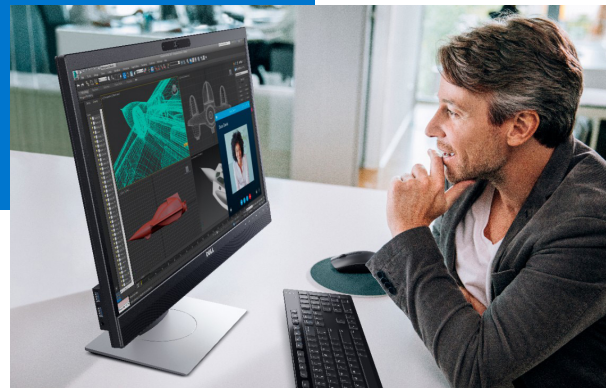
"For some time, we had been looking to step up our IT game, update our devices and improve our cybersecurity practices," says Ben Galendez, Trident's capture and proposal manager, who also handles IT for the firm. "Dell APEX Managed Device Service gives us the solution we need with a direct line to IT experts, which has saved us a lot of time and headaches."

## Focusing on expanding business needs

For a small consulting firm such as Trident, managing and maintaining IT is no simple task. The team is spread across every time zone in the U.S., with specialists who primarily assist federal defense contractors, but also serve a variety of commercial clients pursuing government contracts.

To collaborate, communicate and respond to clients efficiently and effectively, Trident needed a comprehensive, well-designed IT solution. But the firm doesn't have any fully dedicated IT personnel.

Dell APEX Managed Device Service offers an all-inclusive subscription that relieves the burden of Trident's day-to-day support and PC management to Dell Technologies. The solution streamlines the setup, support, management and security of the firm's PCs, so Trident can focus on clients and running its rapidly growing business.



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Beyond setup and support, Dell APEX Managed Device Service has enabled Trident to significantly upgrade its cyber resilience and guard against the increasing number of cyberattacks. The service deploys advanced antivirus protection, and offers visibility into PC security and event detection, and provides automated virus and malware removal.

“It’s nice that Dell APEX Managed Device Service offers support and maintenance people as well as cybersecurity experts in one group,” Galendez relates. “I know I can turn to experienced experts if we were to discover malware on someone’s laptop. That’s really important to us.”

“It’s reassuring to work with a large, reputable brand such as Dell Technologies, which delivers a one-stop-shop experience,” Galendez remarks. “We’re a small but mighty team. But we’re not technology specialists.”

## Keeping IT up to date, secure and compliant

With Dell APEX Managed Device Service, Trident was able to quickly and easily migrate its entire team to new PCs with the help of device imaging and application installation. Emails were also moved from Gmail to Microsoft Outlook. Trident could also consult with a Dell Technologies tech coach as needed for guidance on the best ways to optimize the solution for the business.

Going forward, the firm will benefit from scaling the Dell APEX Management Device Service to help keep its devices up to date with the latest operating system, applications, drivers and BIOS — as well as by addressing break/fix needs and providing proactive and predictive issue detection. The solution also includes 24x7 support regardless of where the staff is located, plus dashboards and reporting on device performance and overall fleet health.

“With all of our team members working remotely, it’s been really helpful to have experts who can field questions when it comes to IT,” notes Galendez. “It was a no-brainer for us to outsource our IT as part of our Dell APEX Managed Device Service subscription.”



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## Growing with the firm

Most importantly, as Trident’s requirements change over time, the Dell APEX Managed Device Service subscription will provide the agility for the firm to pay for precisely what it needs.

Should growth demand adding to the team, Trident will be able to immediately respond and supply them with critical tools. Devices can be shipped with the software and applications that are needed. And again, support will be always available, wherever individuals are based.

“Dell Technologies’ knowledge and our ability to get support and cybersecurity guidance in one place through the Dell APEX Managed Device Service solution is very valuable,” concludes Galendez.

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