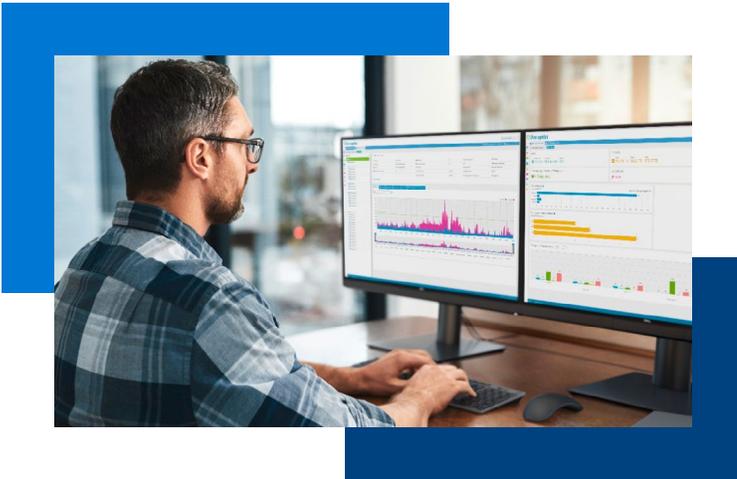**DELL**Technologies

Moving from IT firefighting to innovating while conserving capital

vTECH io, a system integrator and managed services provider, gives its customers the financial flexibility to focus on strategic IT with Dell Technologies PCaaS.

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"Customers end up saving money. We've seen total cost of ownership reductions of 50%."

Chris McDaniel
Vice President of Sales,
vTECH io

Business needs

vTECH io wanted to help public sector customers acquire critical technology and services without them having to fight for budget appropriations. The company needed financing options to transition from an IT supplier to a complete solution provider and business consultant so its customers could do less IT firefighting and more IT innovating.**

Solutions at a glance

- Dell Financial Services

- PC-as-a-Service (PCaaS)

Business results

- Reduces TCO by up to 50% while maintaining cashflow liquidity.

- Broadens the customer base.

- Becomes more consultant than supplier.

- Delivers full solution packages: hardware, software, lifecycle services and financing.

- Modernizes PC lifecycle management.

Today's workforce relies on their PCs and accessories to get work done anytime from anywhere. Systems need to be fully configured on receipt, IT departments need to maintain these systems no matter where they are located and the systems need to be responsibly retired on schedule. Providing these full lifecycle services can be a burden on IT staff. In addition, today, cash is king. The desire to conserve cash is fueling a revolution in the way many organizations pay for IT, and it's benefiting not only their cash flows but also Dell Technologies channel partners like vTECH io.

That's why organizations are increasingly moving to as-a-service offerings such as PC-as-a-Service (PCaaS). These offerings reduce the daily burden and cost of IT management. While this shift can free up cash by allowing companies to only pay for what they need, many IT consumers don't have the capital to accommodate this rising demand. vTECH io, a Dell EMC Platinum Partner, circumvents the issue with PCaaS from Dell Technologies, and its customers are realizing big benefits.

## Making critical IT updates while reducing TCO by 50%

Founded in 2001, vTECH io has a customer base made up of 60% public-sector entities. According to Chris McDaniel, the company's vice president of sales, its customers' biggest challenge is obtaining funding. He hears firsthand the horror stories legacy technology can create: police vehicles with laptops so outdated that officers struggle to perform their duties, ambulances with systems that lag when paramedics need to access or enter critical health information, and many others. In short, outdated technology has a cost.
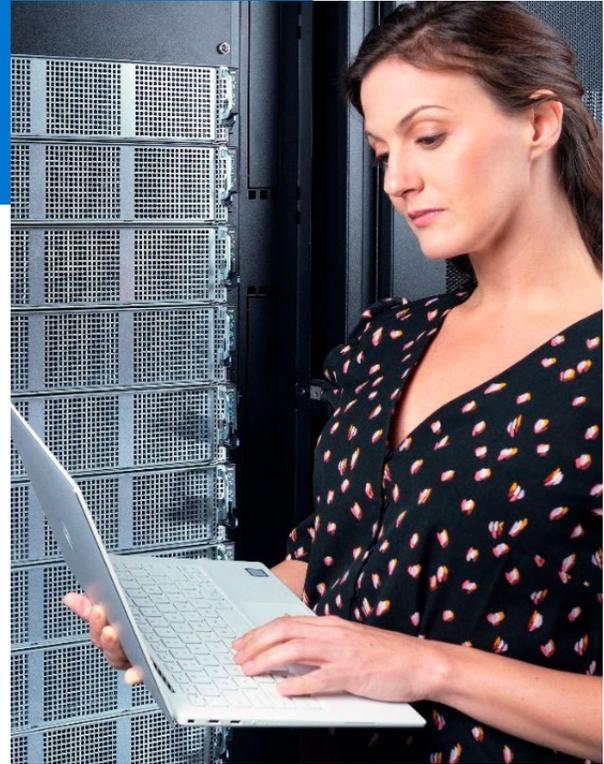
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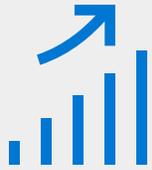
Enables company growth.

After moving to PCaaS, McDaniel has seen help desk requests decrease by 75% and, with basic IT needs met, staff can focus on strategic opportunities. "Your IT staff can do less firefighting and more innovating with PCaaS," says McDaniel.

With PCaaS in place, IT teams can focus on the initiatives that help them meet their users' needs while staying relevant. And vTECH io is right there to help its customers focus on their strategic goals. McDaniel explains, "Dell PCaaS has allowed us to be business consultants, not just IT providers."

Tired of watching customers fight budget battles to get critical IT solutions approved, the company wanted to offer PCaaS and turned to Dell Technologies. Now its sales teams use Dell PCaaS to provide the critical solutions and flexible financing that many businesses, especially in the public sector, need to address their IT challenges.

"We can offer customers a creative way to supplement their budgets and get their technology faster with Dell PCaaS," McDaniel shares. "Customers even end up saving money. We've seen total cost of ownership reductions of 50%." Now vTECH io's customers can be more strategic with their spending.

Focusing on innovating by reducing help desk requests by 75%

IT departments are often asked to innovate, but staff can lack the necessary resources and the time to do so. Outdated technology leads to help desk requests taking up the majority of IT departments' days. This leaves little time to focus on projects with added value. PCaaS ensures that IT teams have the most up-to-date technology, offers expertise and scalable AI tools, and reduces time spent on day-to-day management.

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"We have conversations with customers about their vision now that we have a full portfolio. Offering PCaaS was critical in accomplishing that."

Chris McDaniel
Vice President of Sales,
vTECH io

DELLTechnologies

Finding one solution provider to meet every need

From faster and easier troubleshooting to holistic integration and lower costs, there are numerous benefits to working with only one IT partner. But the best partners don't just provide devices and walk away; they understand their customers' business challenges and offer solutions. "We have conversations with customers about their objectives and vision now that we have a full portfolio," McDaniel shares. "Offering PCaaS was critical in helping us accomplish that."

With an expanded portfolio, not only are vTECH io's existing customers more satisfied, but the company has also expanded its customer base. "We've enhanced our reputation and driven growth with PCaaS from Dell Technologies," McDaniel says.

Innovating into the future

Helping customers free up their resources and focus on innovation keeps vTECH io busy. "In the last three years, our annual services revenues have grown 10x," McDaniel says. Always keeping an eye toward the future, the company is looking for ways to better serve its customers. McDaniel says, "We know we'll always have the solutions to stay relevant to our customers by partnering with Dell Technologies because they're continuously innovating."

> "We've enhanced our reputation and driven growth with PCaaS from Dell Technologies."
>
> **Chris McDaniel**
> Vice President of Sales,
> vTECH io

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