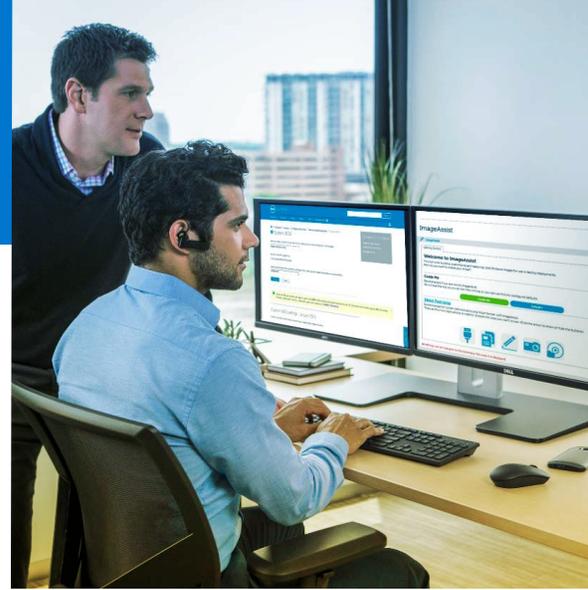# The right devices with one consistent image

Sun Chemical frees up more resources for innovation by creating one custom desktop image that's preloaded on all its global client devices by partnering with Dell using ImageAssist

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Business needs

To designate more resources for innovation, Sun Chemical had to reduce the time spent on managing desktop images and ensuring its employees on four continents had access to the right size and type of client device that would be ready to use out of the box.

Solutions at a glance

- Dell Client Configuration Services
- Dell ImageAssist

Business results

- Halves the time needed to create a dynamic image
- Improves users' IT experience
- Cuts complexity while meeting employees' IT requirements
- Simplifies image management and device ordering

Reduces
costs and risks

Saves
time for business and IT employees

To be efficient, most employees need a reliable computer with the right mix of applications, network access and device drivers. Meeting this requirement can be difficult for large companies such as Sun Chemical, which manages 6,500 client devices at 176 sites in 63 countries.

Rather than having its many IT teams choose, configure and support devices their way, Sun Chemical engages Dell for one-stop solutions including Dell ImageAssist, Dell Client Configuration Services, and Dell OptiPlex and Latitude devices. By doing so, Sun Chemical has been able to consolidate disparate images into one used by 99 percent of staff. Employees get the right client model to support their needs from one Dell catalogue. And Configuration Services delivers the devices with the approved dynamic image preloaded so users can be productive right away.

Mark Macaluso, global client services manager at Sun Chemical, says, "Creating our own dynamic image with Dell ImageAssist lets us give users a seamless, trouble-free PC experience. Out of the box, our client devices automatically connect to our network and systems at any of our global sites." The English versions of software are initially loaded on devices. However, staff who speak other languages can easily switch software language settings themselves as necessary.

Saving time and money

When images need to be updated, Macaluso makes the required changes using a virtual build environment in ImageAssist. Dell Configuration Services then loads the new image on all new devices that Sun Chemical orders. "We've halved the time required to create new images using ImageAssist," says Macaluso. "And I can collaborate with Dell experts for guidance about image changes. In some cases, they've saved me weeks of effort by coming up with workarounds or letting me know that what I want to do just isn't possible, like removing certain games from the OS."

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>
> Mark Macaluso
> Global Client Services Manager
> Sun Chemical

Standardizing on Dell devices and one dynamic image saves time and cuts risk. One person manages global imaging. A few IT employees can remotely manage and patch global client devices because they all use one consistent and familiar image. Dell Configuration Services automatically updates the BIOS and device drivers for all new orders and provides driver updates in one package that can be quickly deployed on global client devices. And by using the OEM versions of Windows 10 that are available through ImageAssist, Sun Chemical also reduces the cost and complexity of Windows licensing.

"The seamless pipeline we have with Dell for client imaging, device selection and configuration services is a competitive advantage because we can focus more of our resources on innovation," says Macaluso. "Everyone benefits."
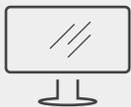
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