

*This is an informational overview document. Please contact your services account team for a detailed conversation and your specific needs.*

## **Dell Services Modern Device Management**

Dell's unified approach to endpoint management and modern provisioning empowers organizations with rapid, secure, and scalable device rollout—whether supporting remote, hybrid, or office environments.

By leveraging automated zero-touch deployment and centralized recovery data, Dell dramatically reduces IT touch points and user downtime while giving IT administrators a single platform to manage, support, and report on the entire device estate. Taking advantage of an end-to-end solution eliminates management silos, accelerates change, and simplifies compliance, all underpinned by Dell's strategic partnership with Microsoft and a global network of over 40,000 services-certified professionals. From assessment and planning through implementation, training, and ongoing support, Dell provides a full journey solution for modern device management and user experience optimization.

## **Key Value Proposition**

- Accelerates device deployment with zero-touch provisioning, enabling setup and configuration from anywhere at any time—no IT desk visit required. Supports rapid onboarding and device replacement anywhere, anytime
- Centralizes management for all endpoints, giving IT unified control and visibility via a single platform, no matter the user's location or work model.
- Reduces end-user downtime and IT effort by automating configuration, updates, and credential recovery—users simply unbox, power on, and sign in.
- Empowers fully remote, distributed, and hybrid workforces by supporting direct-to-user shipping and out-of-box readiness across all geographies and time zones.
- Improves security and compliance with integrated policy enforcement, remote support capabilities, and end-to-end device lifecycle reporting. Maintains consistent, policy-driven configuration and security standards globally, regardless of where or when devices are deployed.

## Services At-a-Glance Table

### Windows Autopilot, Microsoft Intune, Dell Ready Image, Provisioning and Dell Management Portal

Service	Purpose	Key Dell Value
Windows Autopilot	Automated device provisioning & setup	Pre-registration, config at factory, group Tags, self- or IT deployment
Microsoft Intune Configuration	Unified cloud endpoint management	Quick Start & full configuration and implementation support, custom pilots, analytics
Ready Image	Pre-built Windows image for rapid deployment	Clean, flexible base image; optimized for modern provisioning
Provisioning	Delivery of ready-to-work PCs (factory to desk)	ProDeploy client suite, Autopilot integration, Ready Image, ongoing support
Dell Management Portal	Built to streamline management of Dell PCs with Microsoft Intune	Helps IT administrators manage and maintain fleet of deployed Dell assets across organization

Each of the services mentioned above is described in the next section of this document.

Dell Technologies also offers Client Managed Services for ongoing support of deployed devices. Please see our Dell Lifecycle Overview for more information on this topic.

## Services Details

### Windows Autopilot & Group Tags

Windows Autopilot is a Microsoft cloud-based deployment technology designed to streamline and automate the configuration and provisioning of new Windows devices. Autopilot enables organizations to provision devices directly from the factory or upon first boot, so end users receive a pre-configured, ready-for-work device without IT involvement at the desk.

Key points on Autopilot and Group Tags: - Dell offers services to pre-register devices for Autopilot, configure Autopilot profiles, and integrate setup with Microsoft Intune. - Device group tags (often called Autopilot deployment or scope tags) allow IT admins to group, manage, or assign specific profiles and policies to subsets of devices, streamlining role-based or location-based deployments. - Dell supports detailed analytics and reporting for devices using IT-defined tags through Intune, offering visibility across deployments and device cohorts.

### Dell Ready Image

Dell Ready Image provides a prepared, clean Windows image tailored by Dell for optimal compatibility with Autopilot and modern provisioning workflows:

- Designed as a baseline image for Windows 11 (and prior supported versions), ready to be layered with organization-specific configuration through Autopilot/Intune.
- Enables faster, more consistent deployment and can be leveraged for rapid Windows 11 adoption.
- Minimized IT overhead by reducing imaging complexity and setup steps at the endpoint.

### **Microsoft Intune Services**

Microsoft Intune is a unified, cloud-based endpoint management solution that provides modern device and application management.

Dell offers comprehensive configuration and implementation Services for Intune, including Quick Start, pilot environment setup, environment configuration, guidance for testing and troubleshooting, application packaging and ongoing operational upskilling.

Microsoft Intune capabilities include:

- Management of Windows, macOS, iOS/iPadOS, and Android devices from a single platform.
- Policy-based configuration, app deployment, security baselines, and conditional access integration with Microsoft Entra ID.
- Integration with Windows Autopilot to enable zero-touch device provisioning and life-cycle management.
- Use of device tags/scope tags within Intune allows granular policy assignment and targeted reporting by department, region, or user group.

### **Dell Provisioning Services**

Provisioning with Dell and Microsoft technologies involves several options, all aimed at delivering ready-for-work PCs efficiently:

- Dell facilitates modern provisioning by leveraging Windows Autopilot for device registration and initial configuration, Intune for policy/app deployment, and Ready Image as the OS foundation at our Configuration centers to significantly improve first time zero-touch end-user experience
- Services include Dell ProDeploy Client Suite (fast, flexible deployment), Dell Factory Subscription (Autopilot device setup at the factory), and the Windows 11 provisioning with Ready Image.
- These methods support end-user self-deployment, IT pre-provisioning, device resets, and role/location-specific customization.

## Dell Management Portal

Offered as a no-cost benefit to Dell customers, the Dell Management Portal (<https://manage.dell.com>) is a cloud-based application purpose-built to streamline management of Dell PCs—in conjunction with Microsoft Intune—for IT administrators. It unifies device management tasks, automates otherwise manual processes, and brings advanced Dell PC controls and insights directly into the Intune experience.

Integrating the Dell Management Portal into the landscape of Windows Autopilot, Microsoft Intune, Ready Image, and Provisioning modernizes and dramatically simplifies the management of Dell client devices.

## Key Features of Dell Management Portal

Feature	Description
Centralized, Intune-Integrated Management	Unified dashboard for Dell PCs within Intune; secure access via existing Entra.
Advanced Device Insights and Credential Management	Quick access to device details(Device Name, User ID, Service Tag, Model) , BIOS passwords, and BitLocker keys; deeply integrated with TechDirect.
Application Lifecycle & Deployment Simplification	One-click deployment and automated updates for Dell apps through Intune.
Fleet Overview & Intelligent Insights	Fleetwide telemetry, compliance monitoring, and cohort grouping with tags.
BIOS, Driver & Security Lifecycle Operations	Manage BIOS settings and updates for Dell devices within Intune. Integrates with Dell Command Suite modules for ease of execution. The portal works in tandem with Dell's update catalogs and apps, ensuring systems remain current, secure, and compliant
Peripheral & Accessory Expansion	Monitor and update Dell peripherals using the Device Management Console. Enables cloud-based monitoring and updating for docks, monitors, and select Dell peripherals

Note: Future roadmap includes deeper integration with Dell services (support, warranty, recovery), and increased automation for deployment and remediation.

**Summary Table: Dell Modern Device Management Services**

Capability	Dell Management Portal	Windows Autopilot	Intune	Ready Image	Provisioning
Centralized Dashboard	✓	✓ (tag view)	✓ (devices)	✓ (inventory)	✓ (post-provision insight)
BIOS/BitLocker Recovery	✓ (per device)	✗	✗	✓	✓
One-click App Publishing	✓ (Dell apps to Intune)	✗	✓	✓	✓
Device Telemetry & Compliance	✓	✗	✓ (native)	✓	✓
Peripherals Management	✓ (via Device Management Console)	✗	✗	✗	✗
Direct TechDirect Integration	✓	✗	✗	✗	✓ (linked for support)

- The Management Portal is focused on Dell-branded PC endpoints (and growing family of Dell peripherals); group policy or generic authentication secret management features remain within Intune itself.
- Non-Dell devices, or UEM tools outside the Microsoft ecosystem, are not natively managed.
- Certain advanced features (detailed below) may require specific service entitlements (e.g., ProSupport Plus) or be contingent on current/future releases.

If you need deeper technical detail on specific workflows, orchestration, integration, role-based access or specific implementation case studies please do contact your services account team.