

Modernisation smooths out delivery

Forcit transforms lifecycle management for client devices — cutting refresh workloads by 90% with Dell Technologies PC as a Service.



Customer profile



Engineering | Finland



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Roger Rehnman

ICT Infrastructure Manager, Forcit

Business needs

Forcit wanted a simpler and more cost-effective way to ensure personnel had a first-class experience with their client devices. The aim was to improve the refresh process so that devices arrived in the hands of staff faster, ready-to-go, with less work involved on the part of the Forcit IT team.

Business results

- Cut client refresh workloads by 90%
- Delivered new devices to staff 50% faster
- Supported growing workforce without increasing IT costs
- Created savings by invoicing in local currency
- Ensured client programme aligns with sustainability goals

Solutions at a glance

- [Dell Technologies PC as a Service \(PCaaS\)](#)
- [Dell OptiPlex, Precision and Latitude](#)
- [ProDeploy Client Suite](#)
- [ProSupport Suite for PCs](#)
- [Asset Recovery Services](#)
- [Dell Financial Services](#)



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Forcit, headquartered in Finland, develops, manufactures and sells blasting solutions throughout the Nordic region — especially Norway and Sweden. Personnel work across multiple countries, in demanding conditions that often include drilling and blasting operations.

The refresh merry-go-round

Regardless of the location of staff, Forcit wanted its 400-plus employees to have a seamless experience when their client devices needed replacing. Traditionally, the refresh process had been anything but straightforward, as Forcit ICT Infrastructure Manager, Roger Rehnman, explains, “Our IT team had to install the software and do the data migration for every new device that came in.” The work for just a couple of machines could take up to 3–4 hours of a busy IT administrator’s day. Once installation and migration were complete, the team then had to ship the devices to personnel working remotely, who could wait up to a week for the machine to arrive.

As well as the process being time-consuming and diverting the ICT team from strategic tasks, the support from the previous device provider wasn’t optimal. “We had to make agreements in each Nordic country for leasing as well as disposing of the old assets,” comments Rehnman

PCaaS offers a way out

Forcit was already a customer of Dell Technologies, implementing its PowerEdge server solutions in the data centre. It was highly satisfied with the performance and the support from Dell Technologies and wanted to know if it could help. The only uncertainty was whether an organisation as large as Dell Technologies would offer a service around client refreshes for a mid-market business. “In fact, we found that Dell Technologies could offer this solution called PC as a Service (PCaaS) for however many machines we needed,” says Rehnman, “so it looked as though we’d found a solution.”

A key component of Dell Technologies PCaaS, financed by Dell Financial Services (DFS), was that Forcit gained a single, predictable price per device per month in euros regardless of the device destination. It reduced the time-consuming task of negotiating separate deals in each Nordic country. In addition, the PCaaS offering meant Forcit had just one supplier for the entire device lifecycle, including asset recovery and post-sales assistance through ProSupport Suite for PCs. Comments Rehnman, “The asset recovery aligned nicely with our sustainability goals and allowed us to continue supporting a growing employee base without needing to increase the size of the IT team.”



A device to cover all bases

After reviewing the Dell device portfolio, Forciti found it could meet multiple use cases through Latitude notebooks, OptiPlex desktops and Precision laptops. Around 75% of Forciti personnel currently use notebooks and the number is increasing. Says Rehnman, “We found the Latitudes were particularly versatile, for the office and out in the field. All models included a level of robustness that could handle regular travel and outdoor environments.” Rehnman chose a small number of Dell OptiPlex desktops for office-based workers and Dell Precision laptops for engineers working with processing-intensive design applications.

Reduces refresh workloads by 90%

Forciti has significantly cut the management time spent on refreshing client devices as a result of PCaaS. “Our team has reduced the workload by 90% thanks to PCaaS, so we can now focus on strategic projects such as cybersecurity.” The end-to-end support of PCaaS means Dell experts can lead deployments from project management through to configuration and installation. What’s more, DFS will replace devices if they’re stolen or damaged by fire.

Staff gain new devices 50% faster

Personnel receive their new devices up to 50% faster because they can be delivered to their work location — wherever it may be. Furthermore, because Forciti has ProDeploy Plus with custom imaging, the devices arrive with the custom image, domain join, active directory enrolment and security settings preinstalled. “Staff just connect the machines to the network and the software installation and data migration are finalised,” comments Rehnman.

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