



The new reality of mobile solutions: Everything you've been told about mobility is wrong.



Mobile computing trends, such as rich wireless internet, smart devices and cloud-based mobile applications have completely transformed the way people interact with the world around them. Information on our weather, location, interests and social circles is pushed directly to us in simple intuitive formats on devices we keep with us at all times. This perfect awareness and variety of devices creates great opportunity for unprecedented productivity and performance in the enterprise, but it also carries risk and complexity for the IT environment. Do the challenges outweigh the benefits?

Many organizations still see mobile solutions as too costly, risky and hard to manage. Why? Historically, connecting corporate data to any device outside the core network was a risk. Today, IT teams must also manage growing numbers of devices, operating systems and form factors. In this more complex environment, they must ensure security of the device as well as security of the data and applications. In addition, the business often asks IT to create or support new applications, which requires significant bandwidth and resources to develop and deploy.

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of risk. At the same time, IT wants to focus on innovation and contribute to business performance. Unfortunately, the core responsibilities of ensuring a healthy, secure and functioning environment — often with limited headcount and budget — usually means that mobile strategies are deprioritized. The speed of innovation in the mobile space only multiplies this effect as new devices, applications and security solutions are hitting the market at an incredibly rapid pace.

This classic approach to mobile solutions has led to a gap between the harsh reality of IT requirements and the productivity promises of mobility. But a lot of the challenges — security, complexity, bandwidth — that created this gap between what is possible and what is doable are no longer barriers. New innovations in data encryption, centralized device and systems management, application management and delivery and tablet solutions now allow mobile solutions to become a core business strategy instead of an often-avoided IT challenge.

This white paper will explore the truth behind some of the most prevalent misconceptions impacting mobile strategy and how Dell Mobile/BYOD Solutions can help you fully mobilize your potential.

Misconception #1: Traditional mobile device management (MDM) is all you need for BYOD

It's no secret that security is the number-one IT concern when it comes to bring your own device (BYOD) initiatives. Forty-four percent of Dell survey respondents said instituting policies for BYOD security is critical for preventing security breaches¹. Often, the first step in addressing BYOD security is deploying an MDM solution. MDM does enable IT to mitigate some threats — they can wipe a lost or stolen device or a device that is acting "suspiciously" — but let's look at how traditional MDM falls short.

How does IT control where the data goes once it's on the device? Is it being shared in free file-sharing platforms? Are end users downloading consumer apps and games that are, in turn, accessing data on the device? Gartner predicts that by 2017, an estimated 75 percent of mobile security breaches will be the result of mobile application misconfiguration, such as the misuse of personal cloud services to share enterprise data.² In addition, as attacks on mobile devices mature, Gartner predicts that, by 2017, the focus of endpoint breaches will shift to tablets and smartphones.² Whitelisting or blacklisting applications may once have been an option, but it's no longer feasible with the millions of applications available today.

Further complicating the security concern is the complexity of device management as more and more devices — each with different operating systems — are introduced into the enterprise. How can IT manage the plethora of smartphones, tablets, laptops and desktops that are available today, as well as other technologies that are fast approaching? Unable to successfully manage this challenge, many organizations simply circumvent the challenge by restricting BYOD programs and the devices

or applications they support. This is not a sustainable solution when it results in frustration for end users and the line-of-business owners. Gartner predicts that by 2016, 20 percent of enterprise BYOD programs will fail due to MDM measures that are too restrictive³.

On the other hand, no matter how secure a BYOD solution is, end users won't adopt it if it appears to threaten their personal privacy or isn't easy to use. Instead, they will look for — and find — ways to work around the security policies, creating additional risk. Employees today are demanding solutions that isolate personal data from business data so that IT cannot access personal content and applications.

Finally, security is not the only reason to look beyond traditional MDM for BYOD — there is also the complexity caused by the sheer volume of vendors in the marketplace. While the explosion of smartphones and tablets has driven BYOD, the Bring Your Own... movement has just begun. "Bring Your Own PC," or even "Bring Your Own Everything" creates yet another set of challenges. As more vendors chase these new opportunities, IT faces an overwhelming number of point solutions. Supporting all the endpoints in your environment by cobbling together multiple, disparate point solutions introduces more complexity — not to mention cost.

To address the shortcomings of traditional MDM solutions, IT managers need a single solution that not only addresses mobile device management, but also includes layered security and coverage for all endpoints — whether they are corporate-managed or employee-owned.

Mobilize your potential: Dell Enterprise Mobility Management (EMM)

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Dell Enterprise Mobility Management (EMM) is a unified, end-to-end solution built with industry-leading security and management technology — from a single strategic partner. Dell EMM provides complete endpoint security and management for a broad range of devices — including mobile devices, laptops and desktops— regardless of who owns them. For corporate-managed devices, Dell EMM securely wraps them in encryption and policy management. For BYO devices, Dell EMM provides a managed, encrypted workspace to which IT can push enterprise data. It's complete with data loss protection (DLP), policy management and secure business productivity and collaboration applications.

By providing your end users with a secure, encrypted workspace, IT can rest assured it has the security it needs, but end users will just see an easy-to-use, non-invasive app that only requires a simple download for them to have access to all their business productivity tools. Unlike traditional MDM solutions that give IT control of the entire device and all the data on it, EMM gives end users confidence that IT can't get a line of sight into their phone — only the secure workspace that IT manages. They can be confident their privacy isn't violated and their personal data won't be compromised, especially in the instance of remote wipe — which will only take place inside the workspace. Dell EMM gives employees the tools they want and need so they'll readily embrace the organization's security measures.

Finally, Dell EMM eases complexity with a centralized console to manage all your endpoints and secure workspaces, not just mobile devices. IT doesn't have to deal with support personnel from a variety of companies, and employee support can even be offloaded with Dell EMM's user self-service. With Dell, you have complete control over data and security, while still providing your employees with an excellent user experience.

Customer Success Story (our own!)

In Dell's own case, IT is looking to Dell EMM to provide long-term flexibility for corporate-issued and BYO policies. In the short-term, Dell rolled out Desktop Workspace (a component of Dell EMM that enables IT to manage both corporate-issued and personally owned PCs) to a select group of software engineers, home-based employees and employees who recently came to Dell through corporate acquisitions. These groups have the greatest immediate need for a secure, enterprise workspace approach since they require a wide range of productivity software. "We're able to provide a secure enterprise workspace across multiple system models and operating environments with Desktop Workspace," says Marcus Brakewood, enterprise architect for Dell IT. "It's the right fit for our current corporate-issued PC model, and it will allow us to easily incorporate personally owned systems in the future." The solution is both enhancing employee choice and flexibility and simplifying IT

processes by delivering a single enterprise environment across a broad array of computer models and operating systems. In the case of short-term contractors, the solution also resulted in a 50 percent cost reduction by allowing these employees to securely access Dell development lab systems and servers at Dell facilities using their own systems rather than corporate issued ones.



Misconception #2:

Tablets are only useful as companion devices in business

Tablet use in the workplace is not a new concept — end users have led the charge for tablet adoption, either through bringing their own or placing demands on their business and IT leaders. But, it's not a frivolous request. Today's tablets provide always-on connectivity and pack mobile productivity features such as GPS, cameras and access to a plethora of cloud apps. They offer the portability of a smartphone with the better usability of a larger screen. All of these features add up to more productivity. Seventy percent of workers who use tablets for work say the devices make them more productive⁴.

According to research recently conducted by Dell and Microsoft, both business and IT leaders still view tablets primarily as consumption tools that are not capable of replacing an everyday PC⁵. An IDG Research survey finds that 58 percent of respondents' organizations purchase tablets as a companion

device⁶. In fact, only 24 percent of respondents said they use tablets for content creation⁶. So, while full feature productivity apps, such as Microsoft® Office®, are seen as valuable, they are not yet considered critical for tablets and are not a reason on their own to justify employee migration.

This narrow view of the role of tablets in the workplace has slowed rollouts to the very workforce that is demanding them. Currently, more business executives are using tablets for work purposes than sales people, which shows that sales teams are under-utilizing these powerful devices. Tablets have the ability to push critical data to mission-critical workers who are mobile by nature of job and in customer-facing roles. Many organizations within retail, healthcare, manufacturing and other verticals are already successfully using tablets to deliver critical information to the point of impact with the customer. This allows for better on-the-job productivity, reduction of “non-work” time driven by faulty collaboration and paperwork, and streamlined information exchange throughout the organization.

In spite of positive workforce feedback, tablets continue to be viewed by IT as troublesome. Their negative position is not totally unfounded, as practical implementation of tablets has previously been difficult. Why? Mobility projects were likely using consumer tablets — tablets not designed for business usage. Their poor battery life, dependability and serviceability stagnated tablet adoption. Tablets may have also required separate systems for management and control. Furthermore, and most critically, providing access to the applications to make tablets usable at the edge of an organization has previously been too costly and time consuming. This lack of application access has contributed to the dawn of “the three-device age” in which mobile professionals are forced to use multiple devices to gain access to all the applications they need for their jobs. This creates even more complexity and cost within IT.

Mobilize your potential: Dell Venue tablets

It's true that the consumer tablets that have been and are still available create a number of challenges in the enterprise, but these challenges don't apply to the new wave of business-class

tablets that have been released in the past 24 months. Dell, in particular, has purposely designed its Venue Pro series of tablets with the enterprise in mind, with both end user and IT-friendly features.

While consumer tablets have not historically made sense for commercial use, Dell Venue Pro business-class tablets now make tablets a wise choice for enterprise users. The Dell Venue 11 Pro tablet is designed for business — supportive of a multitude of use cases and is IT-friendly. The Dell Venue 11 Pro offers exceptional battery life, a durable design and a 10.8” full HD screen perfect for business use. The rugged design features a reinforced magnesium alloy frame and Corning® Gorilla® Glass display. End users can use the Venue 11 Pro tablet for content consumption, attach the full keyboard with extra battery and have an Ultrabook™ for field productivity, and then put it in the docking station to run two full-sized monitors for a full desktop experience. Users also have access to their full domain, including all their apps, a Windows 8 or Windows 7 OS and can utilize a keyboard and stylus pen. They can use Lync while in the field for instant messaging (IM), voice or video calls, and they can create, edit and share documents on the go with the full Microsoft® Office® suite and Dropbox integration. A full-size USB 3.0 port and micro Secure Digital (microSD) memory card slot enable rapid storage expansion and facilitate connection to external devices. All of these features enable end users, business leaders and IT to abandon the idea that tablets are relegated to only companion devices.

From an IT perspective, the Venue 11 Pro seamlessly integrates into the IT environment so IT administrators can manage them the same as they do their PCs — using systems such as Microsoft System Center Configuration Manager (SCCM) or Dell KACE. IT can ensure that data is protected with Dell Data Protection | Encryption and Dell SonicWALL solutions. The Dell Venue 11 Pro's swappable battery can be replaced in the field for optimal serviceability. Furthermore, Dell ProSupport provides hardware and software support, while Accidental Damage Service protects the device against drops, spills and breakages.

These manageability, security and reliability features eliminate previous IT concerns regarding tablet integration for business. This opens the door to new and innovative mobile use cases where tablets like the Venue 11 Pro can be put in the hands of more members of the workforce. Field sales people can access their current customer relationship management (CRM) app from anywhere and greatly increase their time in the field and in front of customers. Field service personnel can receive instant work orders and navigate directly to the job site without ever coming into the office. Mobile professionals can leave the multi-device life behind and easily move from consumption to creation while still taking advantage of the mobile feature set so critical to every-day operations.

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Customer success story

The largest joint venture life insurer in China, Generali China Life Insurance Company (GCL), is benefiting from Dell tablets in the form of increased sales thanks to faster, more efficient services to their customers. GCL successfully improved their customer service by supplanting traditional clunky, time-consuming, paper-based processes. Historically, their agents gave clients lengthy insurance forms to read and sign, and then personnel would manually enter this data into the company's systems. On average, this process took five to seven days to complete (and even longer with any errors along the way). Obviously an inefficient use of agents' time, the company had to outsource this process to a third-party service provider. GCL deployed seven hundred Dell Windows 8 tablets, and within three months, agent sales of insurance policies rose significantly. By using the tablets in the field to run online insurance money management software, agents are able to customize the best insurance offering for the customer and streamline the entire process of purchasing insurance, from online coverage, electronic signature, real-time payment and immediate coverage. According to Ben Tian, General Manager of GCL's IT department, the Dell tablets significantly improved customer service. "Customers get much more efficient service because the process of buying insurance is a lot smoother. Instead of taking up to seven days for insurance procedures to be completed, it takes just 30 minutes to get insurance online."

Misconception #3: Mobility is a security nightmare for highly regulated organizations

Mobility has always meant increased risk for business. For organizations in highly regulated industries, such as healthcare, financial services and retail, the risk is even greater as a security breach yields stiff fines, loss of accreditation and damaged reputations. Mobility is seen as even more challenging as industry compliance standards are put at risk every time a mobile device accesses corporate data. Organizations are forced to weigh the benefits of greater employee productivity against potential security risks and the ever-present challenge of meeting regulatory requirements.

Examining healthcare institutions as one example: mobile devices are now commonly a part of the daily routine for hospital clinicians, transforming the way they access electronic patient health information (ePHI). Healthcare providers have struggled to keep up with clinicians' demands to use these mobile devices (often BYO devices) and the medical services and apps that go along with them. Under pressure to embrace mobility as a way to enhance patient care and improve

operational efficiency, many have adopted mobile technologies, but lack the confidence that they have the adequate security policies in place.



For example, 79 percent of hospitals allow clinicians to bring their own devices and use them in the hospital⁷; yet, 36 percent of respondents in a survey conducted by HIMSS indicated that securing information on mobile devices was their top security concern⁸. So 36 percent of healthcare providers have implemented BYOD while still wrestling with security. This is a frightening proposition considering healthcare institutions face penalties, loss of consumer trust and fines exceeding \$1.5 million if they do not comply with the Health Insurance Portability and Accountability Act of 1996 (HIPAA) that requires the protection, confidentiality, integrity and availability of ePHI.

Employees who can access real-time information are able to make faster and better-informed decisions while improving customer service.

This juggling act between compliance with regulations and enabling employee productivity extends to other highly-regulated industries as well. With mobile solutions, financial organizations can eliminate paper processes and significantly reduce lengthy response times. Employees who can access real-time information are able to make faster and better-informed decisions while improving customer service. But, financial institutions must comply with strict IT requirements outlined in legislation such as Sarbanes-Oxley.



Alarming, employees working in the most regulated industries report some of the highest usage of free file-sharing services (e.g., 78 percent in financial services and 55 percent in healthcare institutions⁹). They are still seeking ways to access the data they need to do their jobs, but at high risk. So how can IT professionals in these industries control who has access to corporate data, as well as what users can do with those files on their mobile devices, such as sharing or modifying files in any manner? There is a way.

For highly regulated industries, desktop virtualization is the most foolproof solution for giving IT control over devices, applications and the data employees can access.

Mobilize your potential: Dell Cloud Client-Computing

For highly regulated industries, desktop virtualization is the most foolproof solution for giving IT control over devices, applications and the data employees can access. Because data is housed in the data center versus residing on a mobile device that can be lost or stolen, IT gains centralized control over data and application access and can more easily comply with regulations. End users are able to easily and securely access all their applications from any device (corporate-issued or employee-owned) through single sign on (SSO). Desktop management becomes more efficient as backup, protection, OS migrations and patching in the data center can be automated processes. Deployment is also streamlined as provisioning a desktop from the data center takes minutes versus hours required to physically install OS and applications directly onto a device.

Dell Cloud Client-Computing comprises an integrated portfolio of end-to-end infrastructure products, endpoint products, software and services. Dell Desktop Virtualization Solutions (DVS) combine the latest virtualization and management technologies with Dell's powerful pre-integrated servers, storage, networking and Dell Professional Services to simplify desktop management — and scale effortlessly as your business grows. Most importantly, the Dell Cloud Client-Computing portfolio is designed to deliver a personalized high fidelity experience for end users across a wide variety of devices. Dell Cloud Client-Computing solutions help organizations accelerate time to value with solutions for Citrix, Microsoft, VMware, and Dell Wyse vWorkspace. Dell serves as your

single point of service and offers flexible delivery models that adjust to the realities of each environment as well as a variety of professional services, including: consulting, support, implementation and management.

Part of Dell Cloud Client-Computing, the Dell Wyse Data Center portfolio offers pre-configured, pretested, partner-verified desktop virtualization solutions that can be hosted onsite or in a Dell data center. These solutions incorporate software, servers, storage, networking, endpoints and services to help accelerate deployment and simplify ongoing management of desktop virtualization. Dell Wyse Data Center offerings enable organizations to start with a small proof of concept and then scale the environment seamlessly and cost effectively, leveraging existing investments.

Customer success story

When Daughters of Charity Health System (DCHS), a not-for-profit organization that operates six hospitals along the coast of California, faced IT challenges stemming from the use of both paper-based processes and digital systems, it turned to its onsite Dell Managed Services team to help. Previously, patient information was residing in both paper charts and on PCs via several applications used to facilitate diagnostic tests and workflow in various departments in the hospital. Because of the numerous formats and locations, accessing patient data was cumbersome and time-consuming. Not only did clinicians have to manually enter a unique user name and password for each application that contained patient data, but they often had to walk to a different location in the hospital to obtain information. Furthermore, when a physician was on call, he or she had to contact a staff member at the hospital to collect the information needed to help a patient. DCHS needed to eliminate paper charts and deploy an electronic medical records (EMR) system to simplify and reduce the many different tools needed, cut expenses and ultimately, improve patient care. At the same time, the organization would need to establish new safeguards to protect digitized patient information — including BYO devices — and increase the flexibility of its infrastructure.

To provide a consolidated foundation for its new solution, Dell Managed Services migrated the organization's physical server infrastructure to a virtual one in the Dell Cloud. By doing so, DCHS significantly enhanced IT agility and simplified the implementation of its new IT capabilities. The services team then helped implement an EMR system that runs in the Dell Cloud. The EMR transforms workflow because it automates patient charting and provides a single point of access to the organization's 200 disparate applications. In addition, DCHS rolled out a Dell Wyse VDI solution that integrates with Imprivata OneSign to provide clinicians with one-click access to their own virtual desktop that runs in the Dell Cloud. Employees can tap



their badge on a scanner and within seconds, they have their virtual desktop presented to them anywhere in the hospital — and it appears just as it did when they left the previous location. Lastly, the solution enabled DCHS to securely implement BYOD capabilities for their physicians so that they can access their desktop using any internet-connected device, including tablets, smartphones and home computers. “With BYOD capabilities supported by the Dell Cloud, physicians no longer have to call up the hospital and ask for information that’s in a patient’s chart, which is especially important when they’re on call,” says Dan Robins, Dell Managed Services consultant for DCHS.

Misconception #4: It’s just too hard to deliver job-specific applications to the field

Organizations recognize that people need to be connected, but the cost, complexity and security risks have previously hindered decision makers from including mobile solutions as a critical component of their overall business planning. In fact, most companies only invest in mobile solutions for the least mobile employees in their workforce — employees who may benefit from mobile collaboration tools, such as email, calendar and contacts, but who don’t need access beyond that for ultimate productivity.

The greatest return on investment is realized by delivering mobile solutions for mission-critical workers.

This trend is unfortunate since the greatest return on investment is realized by delivering mobile solutions for mission-critical workers. These employees are fully mobile and in most cases they don’t even have a desk. These truly mobile workers who do the majority of hands-on work around the world — in field service, on the manufacturing floor, on the retail floor and in home healthcare. These workers carry mission-critical performance metrics — their success can determine whether the company goes bankrupt or dominates the market. Therefore, this is the workgroup that offers the most potential for business performance improvement to business leaders. Unfortunately, these same mission-critical employees are the ones plagued by confusion in the field, lack of efficient collaboration and wasted time and money due to cumbersome paper processes that impede optimal performance. Business

leaders need productivity tools for the workforce, but they often assume their own IT is incapable of providing them as quickly as they’re required. In fact, 55 percent of North American business decision makers agree with the statement “Technology is too important for the business not to be involved.”¹⁰ Therefore, they settle for a quick workaround and incomplete solution, frequently turning to shadow IT (other vendors). This quick-fix strategy needlessly creates further complexity for IT and doesn’t provide a complete and optimized solution.

Mission-critical workers need the right solution for them — the optimal computing solution — which includes an application they can use on or off network. Unfortunately, many organizations lack in-house resources to develop and prepare applications for mobile environments.



Mobilize your potential: Dell Mobile Application Services

For this critical group of users, Dell believes that a job-specific, touch-optimized application delivered on a professional-grade tablet is the optimal solution. Having access to a professional-grade mobile device that is easy to secure, manage and deliver applications to can revolutionize an organization’s mobile strategy. By delivering touch-enabled applications that efficiently push complete and timely information to the workforce, organizations can reduce non-work time, streamline administrative work and shrink the time between work done and invoice paid. In addition to using the Dell Venue tablet portfolio to redesign workflows and streamline business processes, Dell Mobile Application Services help organizations develop new apps, modernize existing apps and serve as a single-source partner to help organizations envision and realize their mobile application strategies. Dell has established best practices for delivering enterprise applications across diverse mobile environments. The Dell Mobile Application Services team follows a five-step process to determine the optimal



approach for an organization's specific mobile application needs — from defining the scope to development and testing to deployment. User experience consultants capture ideas and provide demos to help visualize an application concept, which then serve as wireframes for application development. The Dell Mobility Center of Excellence offers great value for complex or company-wide engagements in which business teams must integrate their requirements with IT policy and budgets.

Customer success story

BayWa, a global company that provides strategic business services to the agriculture, building materials and energy sectors, is keenly aware of the need to respond to customer requests for goods and services in real time. Based in Munich, Germany, its agriculture division operates in Europe, the United States and New Zealand, with a turnover of approximately €8 billion. Its sales team is almost entirely mobile, traveling to customers such as agricultural businesses to negotiate sales.

BayWa wanted to develop an application to provide its agricultural business unit's field sales team with product information and enable them to quickly fill procurement and sales orders onsite. BayWa also wanted to reduce manual processes, cut down on paperwork and increase accuracy of orders. To develop the app on the Google Android operating system and integrate it with the SAP ERP software, BayWa worked with Dell and RI-Solution, a provider of retail information systems.

Using Scrum methodology and Dell's SAP expertise, Dell and RI-Solution were able to complete the application development within two months. According to Jorge Frye, Head of Application Architecture at RI-Solution, "Dell Services took an iterative approach that meant a new version of the app was rolled out every two weeks and tested by the staff user. Progress was checked, requirements for changes were taken into account and the overall development plan was modified to ensure that we were progressing in the right direction."

Additionally, customer service is enhanced as sales staff can now view real-time information on products from their smartphones. Via the new app, sales staff can capture orders and quotations while on the move, after which the data is automatically uploaded into the SAP ERP system via SAP Process Integration and a CRM system. With offline capability, the app automatically communicates all collected data as soon as it's found a network connection. Roland Jocham, Head of Controlling, Systems, and Risk and Quality Management within the Agricultural Branch at BayWa, says, "Dell's experience in application development was clear. The team's expertise and recommendations led to us enhancing the user interface and customizing functionalities for an improved experience. With the app, staff paperwork is reduced, accuracy is increased and manual processing is eliminated. Customer service has improved greatly through speed of service."

Following the success of the sales app, BayWa further enhanced customer service by commissioning RI-Solution and Dell Services to develop the "BayWa Agri-Check" app, a free app for iOS or Android mobile devices which gives farmers up-to-date agricultural information around the clock. Users can adjust the settings of the app to match their region and to access program topics that interest them the most, which means they receive customized information. The app processes external data, such as weather or stock market developments, as well as current content that BayWa editors and experts create specifically for BayWa Agri-Check. BayWa Agri-Check is the first mobile application that makes such comprehensive and up-to-date information available to farmers that has been tailored to their specific needs.

Conclusion

Innovations in the wireless space have radically changed the way we interact with each other and the world around us, but many organizations still see mobile solutions as too costly, risky and hard to manage. Organizations may see the unlimited possibilities of mobility in the distance, but how do you cross the chasm of risk and complexity to get there today? Dell Mobile/BYOD Solutions can bridge the gap between possibility and reality so you can successfully mobilize your full potential. Dell's approach to mobility is not one strategy or single product per company. Instead, Dell leverages its integrated solutions

Dell helps you easily overcome any barriers to mobility across your organization by objectively matching the best mobility strategy to your unique IT requirements, business goals and user group needs.

across all your devices, applications, data and your network to create the optimal computing solution for each of your mobile workgroups. Dell helps you easily overcome any barriers to mobility across your organization by objectively matching the best mobility strategy to your unique IT requirements, business goals and user group needs. With this approach, mobility becomes an engine to empower your workforce and drive optimal business performance, while still maintaining IT control over risk and complexity.

Learn more:

Dell Mobile/BYOD Solutions: dell.com/mobility

Contact a Dell expert: marketing.dell.com/mobility-solutions



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