

Accelerating employees' access to the latest AI-ready tech

To enable a modern workforce, Zurich Insurance uses a streamlined global provisioning model from Dell Technologies with e-procurement, regional ordering options and predictable monthly costs.

Business needs

With operations spanning the world, Zurich Insurance Group (Zurich) wants employees to communicate, collaborate and innovate more effectively and productively from anywhere. Their pioneering FlexWork modern workplace model needed to provide them with the latest PCs, and do so more efficiently and sustainably.

Business results



Device renewal every 3–4 years allows employees to harness the latest technology including AI.



Managed refresh cycles avoid disruptions, minimize IT workload and provide predictable payments over time.



Cuts ordering time by over 95% when using standard configurations and customized catalog in the global portal.



Saves IT staff 2 hours for each new Dell laptop that's provisioned to an end user's specifications.



Supports the company's sustainability goals, with Dell products using 71% recyclable or renewable materials.

Solutions at a glance

- [Dell APEX PC-as-a-Service](#)
- [Dell Premier](#)
- [Latitude Laptops](#)
- [OptiPlex Desktops](#)
- [UltraSharp Monitors](#)
- [Intel® Core™ Ultra 7 processors](#)
- [Dell Connected Provisioning](#)
- [Dell Device Refresh Management](#)
- [Asset Recovery Services](#)

Intel® Core™ Ultra 7
processors





Zurich provisions 10,000 Dell devices a year via Dell APEX PCaaS and Dell Premier.

As one of the world's leading multi-line insurers, Zurich Insurance protects the lives, livelihoods and assets of people and businesses across more than 200 locations around the globe. Like most enterprises its size, it has faced the challenge of providing its employees – now numbering some 60,000 – with the latest PC technologies to keep them securely connected and productive, so they can serve customers responsively, efficiently and sustainably. To support FlexWork, its pioneering approach to the trending digitalized hybrid workplace, Zurich had to reimagine its provisioning model.

Founded more than 150 years ago, Zurich takes pride in a long history of driving innovation throughout its expansive portfolio of insurance products and services, and in their workplace for employees worldwide selling and servicing that portfolio. “We were one of the first global organizations to introduce a hybrid workplace model,” says Raphael Graf, service executive for the corporate center in Digital Workplace at Zurich. “Because our people can work from anywhere and not have to be in the office all the time, our FlexWork model can help improve their productivity and, importantly, their work-life balance.”

Making FlexWork work: Global e-procurement

To facilitate FlexWork's implementation worldwide, Zurich chose Dell Technologies as its strategic partner. With the Dell APEX PC-as-a-Service (PCaaS)** subscription model, complemented by the centralized Dell Premier global portal, Zurich could automate and expedite ordering and shipping. Plus, save IT support time and provide employees with the client devices and peripherals they need to perform their best every day. “Dell APEX PCaaS and Dell Premier let each country choose user devices and upgrades per their business needs,” says André Wyss, global head of Digital Workplace at Zurich. “It automatically handles language and currency translations, so country-specific pages are not needed.”

Dell Premier offers authorized Zurich users in each location many options to order Dell Latitude laptops with Intel® Core™ Ultra 7 processors, OptiPlex desktops and UltraSharp monitors. In fact, the catalog comprises more than 70 standard configurations selected from many hundreds of available Dell PCs by Zurich business units and procurement teams. “The Dell devices are factory-configured for their locale using the Dell Connected Provisioning service and direct-shipped to users,” Graf says. “And all orders worldwide stay within our standard global Dell agreement.”

Order time cut by 95% and thousands of IT hours saved

Time savings from the new, streamlined Zurich e-procurement model are remarkable, especially given that it now provisions about 10,000 devices worldwide a year – and those numbers are expected to grow. “We cut ordering cycle times for in-country Dell Premier users by as much as 95% or more,” says Gavin Clements, global platform lead for group technology and operations at Zurich. “Before, ordering PCs could take as long as 10 days, start to finish with approvals and all. Now it takes them as little as 30 minutes. And they can track their own orders instead of contacting me or my team, freeing my time for more valuable work. I'm saving about an hour a day thanks to this user self-service capability.”

IT end-user support is also realizing significant staff time savings by having the Dell laptops delivered to end users already mostly configured to their specifications. According to Clements, “Dell laptops arrive with their hardware fully configured and about 80% of their software stack. We install the final Windows updates and user-specific apps remotely. Altogether, I estimate that Dell Connected Provisioning saves our local IT staff up to two hours of final configuration work per laptop.”



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André Wyss,
Global Head, Digital Workplace, Zurich Insurance

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Gavin Clements,
Global Platform Lead, Group Technology and Operations,
Zurich Insurance



Toward a GenAI and sustainable IT future

With APEX PCaaS, devices are regularly refreshed, so employees can use the latest high-performance technology to respond to customer needs. This is all accomplished without disrupting operations or increasing administrative workloads. In addition, predictable monthly pricing allows Zurich to avoid upfront investments and instead spread predictable, affordable payments over time.

Complementing the Dell APEX PCaaS model is Dell Device Refresh Management, which helps Zurich forecast, plan and communicate all device refresh projects worldwide in coming years. These projects are typically locale- or region-specific and involve many thousands of Dell laptops. “Dell APEX PCaaS and Device Refresh Management help ensure regular refresh cycles and predictable costs,” Clements says.

Zurich also saves a considerable amount of time and costs with Dell Asset Recovery Services handling all the return logistics worldwide, including securely wiping their images. Upon their return, they’re often refurbished for resale, which supports Zurich’s sustainable IT goals.

Shared sustainability values was a factor in Zurich’s decision to engage Dell Technologies. “Dell devices use 71% recyclable or renewable materials and are shipped in 100% sustainable packaging,” Wyss says. “Overall, Dell Technologies has exceeded our expectations regarding sustainability, which will help us achieve our own goals in this vitally important area.”

Zurich expects to vastly expand its use of generative AI in the near future. It’s already leveraging AI technology to provide deeper data insights to underwriters, risk engineers and claims adjusters, so they can make better-informed decisions.

“To support our business, it’s fundamental to have a scalable and agile IT infrastructure.” says Wyss. “We need to be able to adopt new technologies very quickly. GenAI will be a fundamental piece to achieving our strategy of becoming a leading digital insurer.”

[Learn More](#) About Dell APEX PC-as-a-Service.

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