

# Blueprint

PLAN YOUR PATH TO GROWTH & SUCCESS

## D&H and HP Blueprint Hybrid Guide to Higher Education

THE NEW WAY TO MAKE  
EDUCATION HAPPEN





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# INTRODUCTION

D&H and HP are here to help you navigate through your higher education needs, with the support of our dedicated team.

## Capitalizing on the hybrid work revolution

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### Hybrid work and learning have the potential to transform the world of higher education

Hybrid work is here to stay, and your clients' institution has already demonstrated its resilience and flexibility by helping people remain productive no matter where they work. The challenge going forward is reimagining your clients' institution to best take advantage of the progress they've already made.

Not all roles translate well to remote work, it's true. But many of them—particularly in IT, administration, finance, procurement, as well as some faculty positions—turned out to be well suited to a work-from-anywhere lifestyle. However, those workers need an upgraded tech stack so they can work efficiently off-site.

Students, too, want flexibility and control over their education. To boost enrollment and retention, institutions must keep their offerings competitive with other postsecondary education options. As a result, colleges and universities are increasing the number of courses they offer, based on an in-person, remote, or blended instructional model.

Because every institution is unique, each will adopt its own approach to hybrid work and education to ensure people in each of the constituencies can perform at their best. The devices, software services, and other solutions required depend on your circumstances and vision.



## Five key objectives for higher education

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### Bringing people together

Use technology to help faculty, staff, and students get and stay connected whether they are together or apart. Workflow automation also helps information flow across the organization and encourages collaboration through digitization.

### Remaining productive

Implement technology that enables productive work from anywhere. That means understanding what every employee in each function needs, and correctly matching hardware and services to those requirements.

### Ensuring security

Zero-trust hardened security across the tech ecosystem helps protect workers and their work from cyberattacks. Reducing false security alarms relieves IT staff from alert fatigue and gives them more flexibility in how they choose to work, which is crucial to avoiding burnout and retaining IT talent.

### Staying flexible

Manage flexible work, whether it's performed remotely or on-site, and distributed devices. Simplify and improve end-user device management. Deliver a better employee experience across endpoint devices and applications.

### Being sustainable

Work smart while protecting the planet. Evaluate the environmental impact of technology across your institution's missions, and invest with technology partners that innovate with the planet in mind.

# PEOPLE-FIRST PRODUCTIVITY

and the D&H and HP Higher Education key to success!

## Key questions your clients should be asking

Have you analyzed the productivity impact and educational effectiveness of remote learning and remote working? What metrics are available and applicable?

Do you have a plan in place if your institution once again needs to change its work and learning models in a hurry?

What new security gaps and risks are created by a hybrid model? What tools do you have to address them?

What changes in your previous educational and administrative work models are your people requesting or rejecting? Do you understand the technologies they need in order to succeed?

## Flexibility & Consideration

Hybrid education may have become the norm. However, keeping everyone involved and productive isn't just about letting people work from home. You can't make the right decisions about what technology tools and solutions to deploy unless you understand what they do day to day—and how they do it.

Higher ed institutions are, as you know, complex workplaces with many different functions and constituencies. A maintenance scheduler needs different tools than does a philosophy professor, a research scientist, a bursar, or a registrar. Your clients need to ensure that every department and function can remain collaborative, organized, effective, and secure, no matter how many people, teams, and locations are involved.



79%

To support ongoing remote work, a global EDUCAUSE survey of CIOs found that organizations need to add or expand HR policies, processes, and services



68%

security and privacy



63%

and remote work equipment such as monitors and peripherals<sup>1</sup>

# Tailoring technology your higher education clients' needs

Every employee's IT needs are different, and it's imperative to match their needs with the correct resources. Start by considering the many work personas that typically exist across most educational institutions and build from there.

## Executives/management

"A lot of my job is outward facing: fundraising, alumni relations, committee meetings, and the like. That means a lot of travel, endless meetings, and business functions that overlap into personal time. I need technology that keeps me engaged, informed, and connected but that lets me enforce work/life balance when I need to."

## Department heads (data science, engineering, creative)

"I live at the cutting edge, so I have to ensure that students, faculty, and researchers have access to the remote solutions and let them run GPU-intensive workloads and complete complicated projects from anywhere. That means having the capacity for remote access to workstations and collaboration with geographically dispersed teams without compromising security or performance."

## Finance

"My department handles large volumes of extremely sensitive information as a matter of course. Security is incredibly important to me. We rely heavily on cloud applications like enterprise resource planning (ERP) systems, a centralized file depository system, videoconferencing, and a whole menu of financial and project management packages. Electronic signatures, payroll processing, banking, and treasury and HR management solutions are also day-to-day requirements."

## IT

"The IT department is where everyone goes to solve their technology problems. IT makes sure that everyone gets the right devices and software for their needs. We defend against continually evolving security threats and try to educate everyone on the network about proper cybersecurity hygiene. Top management rightly needs us to take on strategic priorities, but we also need to do the daily administrative work of making sure the network and everything connected to it are working properly—and that we can track trouble tickets when they aren't."

## Administration

"Administrators do the day-to-day work of making sure the institution keeps running—unglamorous but vital things like operations and budgets. That means we have to stay in communication with students and parents, manage admissions and financial aid, and run virtual events, among a million other things. Because we deal with a lot of personally identifiable information, security is also top of mind."

## Faculty

"Teaching is why educational institutions exist. Faculty needs the tools to run classes, either in person or remotely. That means we draw on a spectrum of technologies like smart whiteboards, cameras, lighting, and audio, and we need technology solutions for content management, grading, and records management. And because not every instructor or professor is tech savvy, a lot of us need operational and security training, too."

## Researchers

"Scholarly research and the grant money it attracts help keep the lights on. Researchers need to collaborate effectively with colleagues in real time, secure our research and intellectual property, and get at on-campus resources when we need to. Videoconferencing and cloud services are essential to our work. So is specialized computing equipment."



# Ensure the security of your IT ecosystem

The HP portfolio of hardware-enforced security and endpoint-focused security services offers robust protection, keeping your institution up and running, and your people and networks safe from harm.



## HP WOLF SECURITY

Helps your institution safeguard PCs, printers, and people from ever-circling cyber predators

Provides comprehensive endpoint protection and resiliency that starts at the hardware level and extends across software and services<sup>7</sup>





Available on HP Pro, Elite, RPOS, and Workstation products, engineered with deep, hardware-embedded security features that protect, detect, and recover from cyberattacks before they can disrupt your distributed workforce and your network

Enables smart, secure workflows that protect data and information both on and off your networks

# HOW D&H AND HP CAN HELP

## Blueprint

PLAN YOUR PATH TO GROWTH & SUCCESS

-  Best Pricing available at D&H
-  Extended Credit Terms
-  Dedicated HP Sales Support
-  Regular and Frequent updates on promotions and available inventory

## Why should resellers embrace Windows Autopilot?

Grow Windows 11 Pro device sales through faster device refresh.

Build profitable, scalable device deployment and management offerings.

Cross-sell/up-sell Microsoft cloud services, e.g., EMS and Microsoft 365.

Generate higher customer satisfaction, retention, and lifetime value.

### Get started with Windows Autopilot at D&H today!

Windows 10 is also still available! Get started with Windows Autopilot at D&H today for whichever OS meets the needs of your business.

 Microsoft  Windows 11  Windows 10

Contact [ProServices@dandh.com](mailto:ProServices@dandh.com) or visit [www.dandh.com/Services](http://www.dandh.com/Services).





# Enhance workforce productivity

Productivity technology helps all your communities deliver their best from virtually anywhere. HP products and services can keep people productive, no matter where they are.

## HP Work From Home

Makes working from home easier for everyone through a suite of devices and solutions

Helps people stay connected while they work apart

Comes in one easy-to-set-up package designed for distributed workflows—makes life easy for IT and leadership teams tasked with enabling hybrid working preferences across the institution

## HP Workforce Solutions

Enables IT to provide powerful, secure solutions for individual job roles and workspaces

Enables drop-shipping of devices and supplies right to people's doorsteps, ensuring that productivity remains high

## HP Premium Hardware

HP Elite PCs give your communities the power and performance to stay productive wherever they are

Complement HP Elite PCs seamlessly with HP docks, displays, and accessories to help employees turn any space into a productive office

## HP LaserJet 400 Series Printers

Help people make the most of their home workspaces—they're HP's smallest enterprise printers that perform on par with full-size multifunction printers in the office

Integrate seamlessly with SharePoint™, Dropbox™, and Google Drive™ to connect paper and digital workflows

Help conserve energy, paper, and workspace



# D&H PROFESSIONAL SERVICES

D&H Professional Services offer comprehensive end-to-end solutions to help supplement your existing expertise. Our robust services portfolio provides added value through deep industry expertise, national reach, and on-demand resources to create customer loyalty and enhance profitability. Our focus to design and manage solutions to expand our partners capabilities can impact organic growth, produce new profitable revenue streams, and act as your differentiator in a highly competitive market. Offering a full solution can offset low hardware margins and promote a healthy margin mix. Leverage D&H Professional Services to expand your company's capabilities by augmenting your services practice with our team of experts!

## PILLARS



Integration  
Services



Custom Project &  
Installation Services



Everything-as-  
a-Service (XaaS)



Managed  
Services

# Providing customers with deep industry expertise, national scale, and on-demand resources to enhance growth and profitability



## Integration Services

Expand your customer's capacity, eliminate additional shipping costs, and deliver a ready-to-use product.

- Chrome White Glove, Asset Tag and Etching
- Windows Autopilot Imaging and Application Deployment
- Hardware and Software Configuration



## Custom Project & Install Services

Our team of industry experts, technology certified specialists, and field technicians can build custom solutions for your customer's needs.

- **Custom Services** – software & cloud migrations, customized statements of work, hardware and software configurations
- **Consulting & Assessments** – security, networking, unified communications
- **Onsite Technology Install and Break Fix** – multi-site deployments, rack and stack, ProAV design and installationConfiguration



## Everything-as-a-Service (XaaS)

Customers can scale their business through technology enablement, recurring revenue streams, and optimized costs.

- Increase Productivity
- Control Technology Cost
- End-to-End Managed Support



## Managed Services

Be the single source for all your client's managed service needs. Organizations are looking for ways to increase efficiency, provide better security, and reduce expenses on costly business operations and infrastructure. Our team of industry experts are ready to provide your clients with the tools and services they need to work efficiently and safely from anywhere.



### D&H MANAGED HELP DESK SERVICES

*Unlimited Expert Support to Enable Work from Anywhere*

The D&H Managed Help Desk Service offers 24/7 real-time assistance for end users. Our team of technology experts will provide unlimited technical support and training, install and configure antivirus software, diagnose and remove viruses, and more. Simply call or chat and we'll provide on-demand support to help solve technical issues.



### D&H MANAGED DEVICE PATCHING SERVICES

*Cost-effective, Managed Approach to Protect and Update Your Devices*

Our multi-vendor patch management tool with focused staff and proven processes, deploys critical patches on your devices, ensuring compliance and protection against attacks that target these vulnerabilities. We manage the deployment and installation of security patches so that you can focus on more important business objectives.



### D&H MANAGED DEVICE SERVICES

*Real-time Monitoring for all Your Devices*

Monitoring and Management provides anytime, anywhere monitoring for your systems coupled with powerful automated and manned response to provide meaningful remediation for detected faults, whether security or performance related.

Our agent-based approach allows for visibility on systems whether they are on or off the corporate network. As long as your device can see the Internet, you can manage it, even if the user is away from their desk.



### D&H MANAGED DEVICE SECURITY SERVICES

*Protect Your Employees Wherever They are*

Traditional antivirus can no longer keep up with today's emerging insidious threats. Having a firewall is simply not enough. SentinelOne's sophisticated end point protection software combined with 24/7/365 expert monitoring delivers a complete and robust end point protection and response package. After deploying the protection software, our Security Operations Center monitors the devices 24x7 and responds to alerts that are raised, manages updates, and verifies that all devices are scanned regularly.



### D&H MANAGED INFRASTRUCTURE

*Keep Your Employees Connected*

Infrastructure is a costly business expense and managing it requires a large amount of time and energy. With D&H Managed Infrastructure, we provide the infrastructure services your clients need at a reduced price point. With technical support for unified communications, route/switch, carrier services, and security, our team has the skills and expertise to help your clients increase productivity and efficiency. Internet, you can manage it, even if the user is away from their desk.