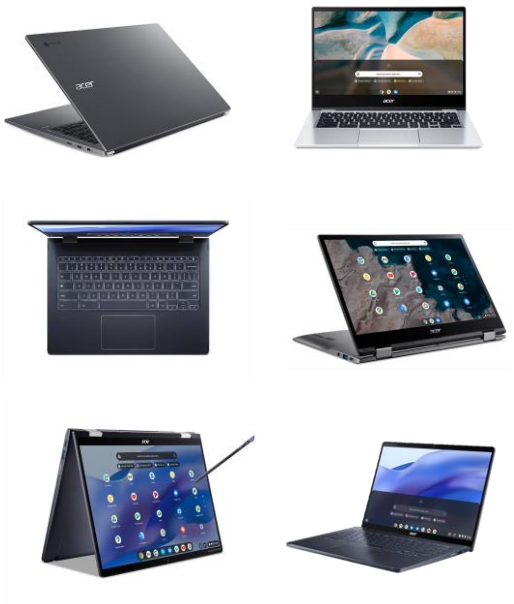
chromeOS

Selecting the **right ChromeOS device** for your cloud workers



To select the right device for your cloud workers, it's important to consider what type of work they do and the device specifications they need to be productive at work.

This document walks you through four steps to help you choose the right ChromeOS device for each employee:

1. Identify the primary use case, or how the device will be used.
2. Map out the device specifications required for these use cases.
3. Make recommendations for devices that meet these needs.
4. Compare across the device ecosystem and find the right device.

acer for business

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→ This document is meant to help you have the right conversation with your customer so you can select the right device for each worker.

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1 Primary use cases for the device

To select the right ChromeOS device for an employee—and meet the needs of your business—it's important to understand what the employee needs to do on their device. Generally, there are two primary use cases:

- Standard Workload
- Advanced Workload

For example, frontline workers may find that a simple device that supports a standard workload is all they need. Some Contact Center workers and Clinicians may need more legacy apps and virtualization, and devices that support an advanced workload.

The chart below lists the key functionality typically required to support each use case.

Increasing workload intensity →

Primary use case	Standard Workload	Advanced Workload
Web browser tab load[1]	Medium	High
Email	✓	✓
Google Workspace/Web productivity apps	Note[2,3]	✓
Video conferencing	Note[2, 3]	✓
Android apps	Note[2, 3]	✓
Always-on VDI/Persistent streaming	Note[2, 3]	✓
Display support	Notebook screen, External Monitor	Dual external monitor via docking station, 4k monitor

1. Web browser tab load is the number of concurrent web browser tabs open. Medium refers to 14–25 and High is 26+.
2. May be able to handle single tasks e.g., Google Workspace, Video Conferencing, VDI (e.g., Citrix), Android Apps each in isolation and provided that there are no other concurrent system intensive applications. However, if the user needs video conferencing and/or VDI and/or productivity apps concurrently then the "For apps & virtualization" configuration is recommended.
3. For video conferencing and productivity applications within Standard Workload tier, we recommend devices that have at least 8GB of RAM (ie. platforms Intel Pentium, AMD Athlon, Qualcomm 7c, Fanles)

2 The device specifications required for each use case

To optimize the experience for users, it's important to get the device specifications right. The chart below maps out recommended specifications for each use case.

Note: Based on Google device testing data. We intend to refresh this periodically to reflect changes in software and apps over time.

Device Specifications	Standard Workload	Advanced Workload
Minimum CPU*	Intel Celeron AMD MTK 8183 Intel Pentium, AMD Athlon, Qualcomm 7c	Intel i3, i5, i7 AMD Ryzen 3, 5, 7
Minimum RAM	4GB+	8GB+

*This table applies to N (current) and N-1 (previous) generation processors. Some configurations may only be available in select markets. Please contact your OEM representative regarding availability of specific devices and configurations.

3 Hardware guidance for each user

Below is a mapping of the use case to a broad set of worker profiles. The device form factors and features that would provide an ideal experience are listed for each worker profile.

Note: Devices that fall into advanced use cases can be utilized for use cases with lesser workloads.

	Frontline	Kiosk / Signage	Contact Center	Clinician	Knowledge Worker
Standard Workload	Clamshell, Chromebox, Tablets (Detachable), Convertible Preferred features: Ruggedized 12-15" screen size	Chromebox, Add-In-One, Clamshells Preferred features: Fanless, Dust & Heat Resistant, Ruggedized, 13"+Screen Size			
Advanced Workload			Clamshell, Convertible, Chromebox, Add-In-One Preferred features: Fingerprint Sensor, Privacy Screens, Backlit Keyboard, 13-15" Screen Size	Clamshell, Convertible, Chromebox, Add-In-One Preferred features: IP56+ rating, anti-glare screen, Fingerprint Sensor, Privacy Screens, integrated NFC for badge reader functionality. High quality video and audio for telemedicine, multiple USB-A ports.	Clamshell, Chromebox, Convertibles

4 Finding the right device for your customer

In the following pages you will find a list of devices organized by manufacturer. The tables on the previous pages should help you identify the device specifications your employees need. Find the right device that matches their required specs and suits their needs.

Some configurations may only be available in select markets. Please contact your OEM representative regarding the availability of specific devices and configurations. This guide is updated once each calendar half.

Devices that are ideal for advanced workload use cases can still be utilized for use cases requiring standard workload specifications. However, the devices marked as "Standard Workload"' will not be able to handle video conferencing and/or VDI streaming reliably when used concurrently.

Devices mapping to work profiles are simply a recommendation based on alignment of features and form factor to the work profile needs. It is not a must-have or a requirement. For example, a device may not be mapped to a frontline worker use case, but that should not preclude it from being used in that context if it meets the user needs.

Tools and programs

ChromeOS Enterprise devices (CBE):
All devices are eligible to be ChromeOS Enterprise devices (CBE) if the OEM chooses to sell this offering. ChromeOS Enterprise devices come with the business capabilities of ChromeOS unlocked.

Chromebook Plus: Chromebook Plus is powerful, affordable and helps your teams do more. Power your workforce, unleash your organization's creativity, and enable offline work from anywhere. Chromebook Plus devices and devices eligible for Chromebook Plus OS features are noted in blue. Learn more here.

Zero-touch enrollment: For the most updated list of devices enabled for zero-touch enrollment, read our guide.

ChromeOS Flex: The secure, cloud-first operating system for PCs and Macs. To ensure a consistent and high-quality experience, Google individually certifies and maintains a list of models that you can use with ChromeOS Flex. Find certified models on the Certified Model List.

Works With Chromebook (WWCB): WWCB is a peripherals certification program ensuring compatibility across all makes of ChromeOS devices. Read about certified peripherals across various categories including headsets, webcams, mouse, external storage, cables and adapters, wall chargers, and others.

		Frontline	Kiosk/ Signage	Contact Center	Clinician	Knowledge
Standard Workload						
Clamshell	CB314 [i3, 8GB]	✔		✔	✔	✔
	CB315 [N100/N200, 8GB]	✔		✔	✔	✔
	CB514 [i3, 8GB]	✔		✔	✔	✔
Convertible	Spin 314 (CP314-2HN) [i3, 8GB]	✔		✔	✔	✔
	Spin 514 (CPE594-1N) [i3/i5, 8/16GB]	✔		✔	✔	✔
Add-in-One	CXI5 [Celeron, 8GB] + MA240 docking monitor	✔				
Chromebox	CXI4 [Celeron, 4GB]	✔	✔	✔	✔	✔
	CXI5 [Celeron, 4/8GB]	✔	✔	✔	✔	✔
Tablet	Chromebook Tab 510 / Enterprise Tab 510 [Qualcomm, 4GB]	✔				
Advanced Workload						
Clamshell	CB314 [i3, 8GB]	✔		✔	✔	✔
	CB514 [i3, 8GB]	✔		✔	✔	✔
	CBV514 [i5/i7, 16GB]	✔		✔	✔	✔
	CB514 Plus (CBE574-1/CBE574-1T) [R3/R5, 8/16GB]	✔		✔	✔	✔
	CB514 Plus (CB514-4HT) [i3, 8GB]	✔		✔	✔	✔
	CB515 Plus (CBE595-1/CBE595-1T) [i3/i5/i7, 8/16GB]	✔		✔	✔	✔
	CB515 Plus (CBE595-2/CBE595-2T) [i3/i5/i7, 8/16GB]	✔		✔	✔	✔
Add-In-One	CXI5 [Celeron, 8GB] + MA240 docking monitor	✔	✔	✔	✔	✔
Chromebox	CXI4 [i3/i5/i7, 8/16GB]	✔	✔	✔	✔	✔
	CXI5 [i3/i5/i7, 8/16GB]	✔	✔	✔	✔	✔
Convertible	Spin 314 (CP314-2HN) [i3, 8GB]	✔		✔	✔	✔
	Spin 514 (CPE594-1N) [i3/i5, 8/16GB]	✔		✔	✔	✔
	Spin 714 (CP714-2WN) [i7, 8GB]	✔		✔	✔	✔