

## DELL™ INDIRECT MARKETS – PROVIDING SERVICES THAT SUPPORT YOUR NEEDS

### Dell Services for easy peace of mind!

Dell Services offers a complete and flexible portfolio of support services for our Global Segment (GS) customers' that have a presence in Dell Indirect Markets<sup>1</sup>. With Dell, you choose the services that optimize running your systems while matching your budget requirements!

## Dell | Authorized Service Provider

Distributors with this logo have been accredited as a  
Dell Authorized Service Provider (DASP)

### Dell's Authorized Service Provider (DASP) accreditation program gives the assurance of Dell quality service!

The quality of our distributors' support operations is assured through Dell's Authorized Service Provider (DASP) accreditation program. The DASP accreditation is only awarded to Dell distributors that pass a stringent audit of their service delivery capabilities. The audit covers all aspects of service delivery from call handling systems and processes through spare parts logistics and management processes.

Dell's distributors have access to Dell's Technical Support centre, Dell technical training and the Dell Certified System Expert (DCSE) program. All technicians working on Dell systems must be appropriately certified under the DCSE program – thereby ensuring that they are qualified to support Dell systems.

In-country support is delivered by Dell's distributors who provide local language technical assistance and diagnosis together with full repair capability.

### Warranty Support for Indirect Markets: Europe, Middle East & Africa (EMEA)

Global Segment (GS) customers purchasing Dell equipment in or transferring systems to EMEA indirect countries are automatically entitled to receive Return to Distributor (RTD) warranty support.

RTD warranty support is defined as follows:

- GS customers are responsible for the delivery and collection of the system to/ from the distributor's repair facility
- Both repair time and exchange time is not guaranteed
- Labour costs (for system repairs) are covered as part of the RTD warranty

Easy as **DELL**™

### Warranty Support for Indirect Markets: South Asia Developing Markets Group (SADMG)

Global Segment (GS) customers purchasing Dell equipment in or transferring systems to SADMG indirect countries are automatically entitled to Rapid Parts Exchange warranty support.

Rapid Parts Exchange warranty is defined as follows:

- GS customer needs to contact the distributor for technical support
- For parts replacement, the distributor is responsible for the delivery and collection of the parts to/ from the GS customer
- Both repair time and exchange time is not guaranteed

### Overview of Dell Services in Indirect Markets

**EMEA**

**SADMG**

<b>SUPPORT ENTITLEMENT (Basic Warranty) and UPGRADES</b>		
Performed by	Distributor/ DASP	Distributor/DASP
Standard Warranty	Return to Distributor	Rapid Parts Exchange
Warranty Upgrades	NBD/SBD	NBD/ 4HR Parts warranty by DASP
PESS Gold	Gold Support for Dell EMC <sup>2</sup> systems (30 countries)	Gold Technical Support
Technical Support to Distributor	Toll Free Call to Dell Technical Support	Toll Free Call to Dell Technical Support
<b>SERVICE DELIVERY QUALITY</b>		
-Service Accreditation	DASP Program	DASP Program
-Spare Parts Stock	Dell Funded located @ DASP	PEC and Country Hub (DASP)
<b>GENERAL Global Segment (GS) INFORMATION AND DOCUMENTATION</b>		
-Guide on Service and Support <a href="http://www.euro.dell.com/edb">http://www.euro.dell.com/edb</a> <a href="http://www.dell.com/ap/sadmg">http://www.dell.com/ap/sadmg</a>	EMEA GS Section	SADMG Markets Business
-Distributor Matrix of Service Capabilities	Yes	Yes
<b>CONTACT POINT</b>		
- Single Point of Contact	EDB_Services_Global_Segment@dell.com	enquiries_sadmg@dell.com

## Additional On-site<sup>2</sup> Support Services for Indirect Markets\*

For those times when On-Site<sup>2</sup> service is required, Dell™ distributor has the right service to match your specific needs. In conjunction with Dell, Dell™ distributors have developed a variety of On-Site<sup>2</sup> service packages that are tailored to support system uptime requirements with increasing response levels: Next Business Day On-Site<sup>2</sup> Service (NBD), Same Business Day On-Site<sup>2</sup> Service (SBD) and 4-Hr Parts Warranty by DASP.

### Next Business Day On-Site<sup>2</sup> Service (NBD) – SADMG & EMEA

Designed to provide a base level of customer security, Next Business Day On-Site<sup>2</sup> Service places a Dell-certified engineer at your location the following business day after a hardware failure has been identified through telephone-based troubleshooting.

### Same Business Day On-Site<sup>2</sup> Service (SBD) – SADMG & EMEA

Designed to provide an extra level of customer security, Same Business Day On-Site<sup>2</sup> Service (SBD) can place a Dell-certified engineer at the customer's location the same business day, if necessary.

### 4-HR (24x7) On-Site<sup>2</sup> Warranty – SADMG & EMEA

In addition, (24x7) 4 hour support is available\* for Dell servers and storage systems. Check with your Dell contacts for further information

\*These warranty upsell services can be purchased at point of sale from the in-country Dell distributor. The price for the services varies from system to system and by country.

#### <sup>1</sup>Indirect Markets (EMEA)

Africa - Algeria, Angola, Benin, Botswana, Burkina Faso, Burundi, Cameroon, Cap Verde, Chad, Comoro, Congo, Djibouti, Ethiopia, Gabon, Gambia, Ghana, Guinea, Equatorial Guinea, Ivory Coast, Kenya, Lesotho, Madagascar, Malawi, Mali, Mauritania, Mauritius, Morocco, Mozambique, Namibia, Niger, Nigeria, Rwanda, Senegal, Seychelles, Sierra Leone, Swaziland, Tanzania, Togo, Tunisia, Uganda, Zambia, Zimbabwe

Europe – Iceland, Eastern Europe - Albania, Armenia, Azerbaijan, Belarus, Bosnia, Bulgaria, Croatia, Estonia, Georgia, Hungary, Kazakhstan, Kosovo, Kyrgyzstan, Latvia, Lithuania, Macedonia, Moldova, Romania, Russia, Slovakia, Slovenia, Serbia/Montenegro, Tajikistan, Turkmenistan, Ukraine, Uzbekistan.

French Overseas Territories - French Guyana, French Polynesia, New Caledonia, Guadeloupe, Martinique, Reunion, St Marteen

Mediterránea - Cyprus, Egypt, Israel, Jordan, Lebanon, Malta, Turkey

Middle East – United Arab Emirates, Bahrain, Kuwait, Oman, Qatar, Saudi Arabia, Yemen

#### <sup>1</sup>Indirect Markets (SADMG)

Afghanistan, Bangladesh, Bhutan, Cambodia, Christmas Island, Fiji, Guam, Indonesia, Kiribati, Laos, Maldives, Marianas, North, Mongolia, Nauru, Nepal, Pakistan, Palau, Papua New Guinea, Philippines, Samoa, Solomon Islands, Sri Lanka, Tonga, Tuvalu, Vanuatu, Vietnam

<sup>2</sup> Technician, replacement part or unit (depending on service contract) will be dispatched if necessary following phone-based troubleshooting. Subject to parts availability, geographical restrictions (on site and/or next business day service not available in some locations) and terms of service contract. Service timing dependent upon time of day call placed to Dell. Defective unit must be returned or paid for. Replacements may be refurbished. For Dell projectors, bulbs have a 90 day limited warranty

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