

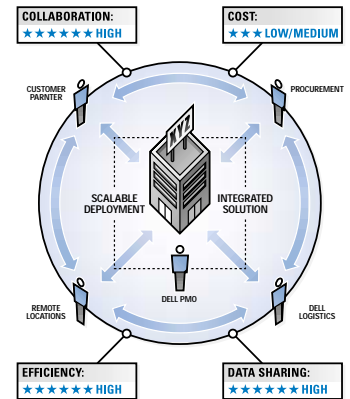
Managed Deployment Services



Integration and Deployment Peace of Mind

Whether you're looking to deploy a new infrastructure or replace an aging one, Dell's Managed Deployment Services can deliver the integration and peace of mind you need.

With a feature rich and fully customisable service offering, Dell's Managed Deployment Service solutions offer an easy implementation in your environment and peace-of-mind as the single point-of-contact for your project. Our Program Management expertise, best practice methodologies and integrated tools, will enable your IT professionals to stay focused on strategic IT initiatives.

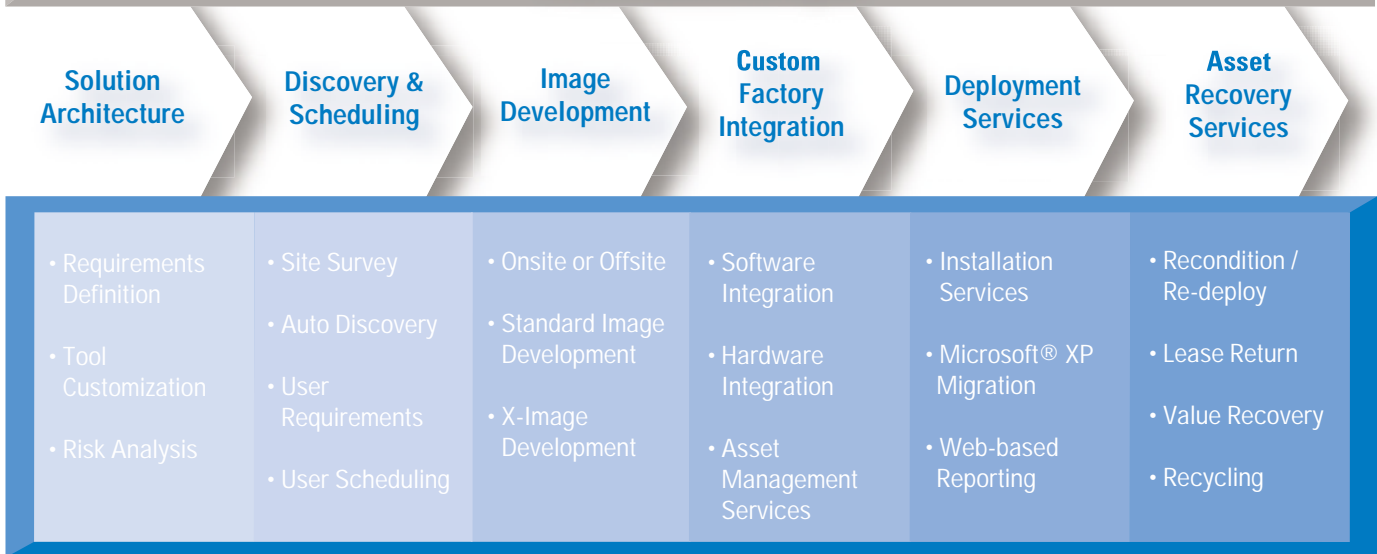


Through the lifecycle of your project, Dell can provide our exclusive, web enabled integrated services tools and processes, which will allow real-time status updates on your orders and service requirements, and the capability to monitor our delivery performance against your pre-defined Service Level Agreement requirements.

Key Benefits:

- **Single Point-of-Accountability:** A Dell Program Manager will provide single point of accountability for your deployment and service requirements.
- **Virtual Integration:** The Dell Direct Model fosters a world class expertise in value chain management, scheduling and service delivery, using best of breed service partners, technology and tools, that deliver consistent high quality service and low cost.
- **Dell Management Culture:** Dell expertise in managing the mainstream computer-related services that help our customers optimise, deploy and support their client computing systems over the lifecycle of the assets.
- **Availability:** Managed Deployment Services offer options that are available anytime, 24x7 and provide coverage internationally. If you have customised deployments that cannot disrupt your day-to-day operations, this service is a must.
- **Web-based Management:** Real-time visibility and reporting on the status of your assets and service requirements is stored in Dell-managed online tools that are accessible to you when needed.
- **Built-to-Order:** Your system hardware, software and services are designed to fit your specifications, budget and needs, and are integrated via a 'one-touch' process in the factory.

PROFESSIONAL PROJECT MANAGEMENT Proven Methodologies



Managed Deployment Capabilities

Dell Managed Deployment Services utilise Dell's Build-to-Order and Value Chain Integration expertise to enable innovative services at cost effective prices. Technology tools and Program Management methodology are fully integrated to produce the best customer experience.

Planning and Design

During the first phase of a Dell Managed Deployment, the Dell team performs a detailed assessment of your requirements with the following tools and processes:

- *Solution Architecture, Project Planning*: Determining operational procedures, management requirements, escalation and communications processes. Also includes validating the integration and deployment project plan and execution processes, as well as performing pilots.
- *Automated Site Survey(s)*: Includes physical location review, data collection and logistics planning.
- *Automated Discovery and User Profiles*: Performs a web-based user survey with an auto-discovery agent and collects the end-users' hardware, software, and data files information.
- *Scheduling*: Includes scheduling Install Groups, Technical Teams and End Users

Custom Factory Integration

After defining all of the necessary customer requirements, the next phase on a Dell Managed Deployment is to define and execute the factory integration process. Dell's Custom Factory Integration services enable you configure and customise each new system to your requirements as it is built in Dell's ISO 9002-certified factories. This "one-touch" seamless process increases platform consistency and reduces the time and cost involved in deploying new systems. Integration services include:

- *Hardware Integration*: Includes component procurement, integration engineering, installation, and configuration management.
- *Software Integration*: Includes on-site image development, factory integration of image and applications, and lifecycle image management.
- *Asset Tagging and Reporting*: Includes system, monitor, and packaging tags, plus electronic tags in the BIOS.
- *Order Ready*: Includes pre-configuring security solutions and installation of popular 3rd party hardware and software.

The Dell Way:



The Direct Advantage

Custom Factory Integration:
A Model of Efficiency.

The Alternative Way:



Deployment and Migration

Following the completion of the factory integration process, Dell Managed Deployment delivers and installs your fully integrated systems to your designated user locations. The following solutions are included as needed:

- *Custom Delivery*: Configurable by date/time, location and includes unpacking.
- *Merging and Staging Services*: Consolidation point for Dell and 3rd party products.
- *Installation Services*: Installation of hardware, peripherals configuration and migration of data and operating systems.
- *Program Management*: End-to-end scope of work with single point of accountability; real-time reporting and monitoring; and flexibility to include scheduling of after-hours deployments.

Asset Recovery Services

Taking the Hassle from Disposing of Old Equipment

Dell Managed Deployment also provides flexible programs to help solve your challenging asset recovery requirements.

How you dispose of your old/used electronic equipment has never been more important. The high rate of technological change is resulting in mountains of waste electric and electronic equipment, which is increasing concern about the environmental impact of this waste, along with new and pending legislation (such as the Waste Electrical and Electronic Equipment (WEEE) directive).

Dell's Asset Recovery Services allow you to choose whether to recycle or resell your old or outdated computer equipment, with services such as:

- *Recondition/Re-deployment of Assets*
- *Return of Asset to Leasing Agent*
- *Disposal of Assets*
- *Employee Purchase Programmes*
- *Various Levels of Data Destruction Available for Security Purposes*
- *Logistics Management*
- *Tracking of Disposed Assets via a Web-based Tracking System*
- *Single Vendor Handles Deployment and Disposition*

Covering desktops, notebooks, servers, storage, networking, monitors, printers, projectors, and computer peripherals such as keyboards and mice, the services are available for minimum quantities of 20 assets under two key solutions:

Value Recovery – Dell Asset Recovery Services will resell your old equipment, arranging the packing, shipping, testing and reporting as required. There are two resale methods available:

- **Remarketing**: *Products are re-sold and 80% of the final sales price, less the collection and remarketing/recycling cost, is returned to you, the customer, either on a scheduled basis or at the end of the project depending on the size and duration of the remarketing project.*
- **Guaranteed Buy Back**: *Products are resold at a guaranteed price for the month in which the equipment was received and you are reimbursed this amount less the collection, processing and recycling charges.*

Recycling – Dell will arrange for the environmentally-responsible recycling of used equipment that has no resale value. In general, used computer equipment over three years old has little or no resale value.

The value of Dell Managed Deployment Services

The value offered by Dell Managed Deployment is the flexibility to match your overall needs with scalable processes and technology that deliver a fully integrated solution. This custom approach, based on the Dell Direct Model, helps to ensure all available time, technology and resources are fully maximised.

The Dell Services business model is about delivering better quality, at a lower cost by working with standardised components and driving process and efficiency improvements. All of our service components are delivered to ISO 9001:2000, using ITIL methodology, and can be customised to fit your specific and unique deployment needs. Our team of experienced consultants will work closely with you, building long-term relationships with the aim of driving increased value year-on-year as our mutual understanding grows.

This suite of offerings empowers you to select exactly the services you need to help achieve your lower Total Cost of Ownership goals.

Please contact your Dell Account Manager or Dell Services Sales Executive to enquire about Managed Deployment Services and other Dell Managed Services offerings. Or visit us on the web at: <http://www.dell.co.uk/services>.

Integration and Deployment Peace of Mind. Easy as 

Visit www.dell.com/services for more information.