

# Services across the product life cycle

Dell services run the gamut from installation and IT optimization through ongoing maintenance and support

**Because your enterprise needs extend beyond hardware, Dell offers services that support the entire product life cycle, helping you maximize the flexibility and performance of Dell™ systems.** This continuum of services starts before you order a server, storage, or desktop product. Dell can initially assess your IT infrastructure and then develop a plan for optimizing its performance.

Once you're ready to implement a solution, Dell can help by building systems to your specification and loading images with Custom Factory Integration services. This can also include installation and configuration of standard or custom software, plus asset tagging and management services. These services help ensure that your systems are ready to use once they arrive, and help free up internal resources to focus on strategic projects.

## Providing around-the-clock support

Dell offers personalized support options that range from Next Business Day (NBD)<sup>1</sup> for non-critical systems to around-the-clock phone support and technical account management for mission-critical applications.

With Platinum Enterprise Support—Dell's highest level of support—dedicated Technical Account Managers monitor and help resolve support issues as efficiently and rapidly as possible. This support includes everything from dispatching an on-site technician to working with a third-party vendor to troubleshoot a non-hardware issue.

The Dell Enterprise Command Centers (ECCs) in the Americas and in Xiamen, China, employ state-of-the-art tracking technologies along with news and weather feeds, while service specialists within the ECC route technicians and parts to mission-critical systems needing repair or maintenance.



*image by www.mertens3d.com*

Most recently, remote support services have been launched for Canadian customers located outside major urban centers. Remote Premium Enterprise Service entitles Dell customers to virtually all of the benefits of Dell's high-end Gold Technical Support services, regardless of proximity to a major urban center.

Later this year, Dell plans to open an Enterprise Command Center in Japan. Early next year, another ECC is expected to come online in the Asia-Pacific region. As these command centers open, global customers with operations inside the U.S. can have a view to their operations around the world.

## Simplifying desktop management

Recognizing the need to provide a range of services for desktop and notebook users as well, Dell offers managed solutions that can be tailored to meet your unique needs. Designed for organizations with 500 to 5,000 desktop systems, PC Workspace Services is a fully functional Dell-hosted help desk that can take first-level support calls; provide remote support for Dell and multivendor client systems; and perform IT tasks such as installation, deskside support, repairs, system refresh and removal, and software support.

Organizations that need help refreshing their desktop or notebook systems can turn to Dell's Managed Deployment services. Blending Dell's Custom Factory Integration and comprehensive installation services,

Managed Deployment helps speed up system implementation by coordinating system imaging, delivery, deployment, data migration, and if necessary, recycling of unneeded assets.

## Going a step further

Dell also provides professional services that can optimize the performance, versatility, and stability of your IT systems. Based on Dell best practices, these service solutions can help you efficiently and affordably migrate your operating system, improve the scalability of your e-commerce site, or deploy a high-performance computing cluster.

Finally, Dell's online and instructor-led training and certification courses provide your employees with the knowledge they need to confidently maintain and enhance your IT infrastructure.

## For more information:

[www.dell.com/services](http://www.dell.com/services)

[www.dell.com/ecc](http://www.dell.com/ecc)

<sup>1</sup> Service may be provided by a third party. Technician will be dispatched if necessary following phone-based troubleshooting. Subject to parts availability, geographical restrictions, and terms of service contract. Service timing dependent upon time of day call placed to Dell. U.S. only.