Service Overview

Software Inventory & Usage Management Service enables Customer to identify, track and access reports regarding software assets on all monitored Systems in the Customer environment. Inventory information may be compared automatically with software license purchase information for software licenses obtained through Dell.

The Service-Enabling Software collects data from the local hard drives of Systems with registered software agents regarding the primary file required to launch and identify a software application (“executable”).

Optional Services (additional fees apply)

Software Usage Management. As an optional add-on service to Software Inventory & Usage Management, Dell will regularly collect and report on software usage information on a per software asset, per user basis.

If purchased by Customer, detailed usage data is maintained on a rolling 90 day window. Summary-level data is available for one year, commencing on the Activation Date of the Service or optional add-on services.

Custom Services

The following optional custom services may be available for purchase separately (defined in a separate statement of work or other signed agreement between the parties):

• Custom deployment services.
• Custom reports or reports that differ from standard Dell reporting deliverables.
• Custom training.
• Professional and consulting services.
• Inclusion of application information for Customer’s internal applications. (only available with certain implementations).

Support Procedures

Installation of Service-Enabling Software

Deployment support (phone and electronic) is included in this Service for Customers who deploy the Service-Enabling Software in the following manner:

• Group policy (only available with certain implementations).
• Logon script.
• Download from Dell website or Internet distribution portal.
• Distributed Device Management Software Distribution service (only available with certain implementations).

Support (phone and electronic) is provided to Customer for assistance deploying the Service-Enabling Software as follows:

• Dell shall validate the environment and infrastructure requirements and physical office locations
• Dell shall setup the Customer in the service console
• Dell shall deliver a configured installer and corresponding installation instructions to Customer IT contact
• Dell shall provide initial remote online training to Customer’s IT administrators

Primary title recognition of applications through Software Inventory & Usage Management will be done in English only. All local language titles will be listed and available for users to view, however Dell support will only be responsible for assisting with English titled applications. Where required by Customer, Dell can give non-English applications an English title to allow the application to be included with other reported applications.

Customer Responsibilities

• Ensuring Software Inventory & Usage Management Service-Enabling Software is installed on all devices to be monitored.
• Customer shall ensure any devices to be managed using active software firewalls (e.g., Zone Alarm) are configured to avoid blocking transmissions to/from the Service Enabling Software.
• Ensuring applications to be inventoried launch from a standard executable file as defined by the System’s operating system and are not launched from a server or run from within a Web browser.
  • Registering all Service-Enabling Software on Dell Software website (provided in email activation notice). Dell will provide Services only for Devices with Registered Service-Enabling Software. Customer may disable or re-assign a Registered Service-Enabling Software at any time, but in no case will previously paid fees be refunded.
• Providing a single point of contact that will serve as the primary Customer counterpart for coordinating services with end-users or groups within the Customer’s IT environment.
  • Service-Enabling Software makes extensive use of the System Management BIOS (“SMBIOS”) Specification as promulgated by the Distributed Management Task Force (DMTF) and the associated Windows Management Instruction (“WMI”) (where applicable) to properly recognize and identify hardware characteristics. Devices that do not support SMBIOS or WMI or that have implemented SMBIOS or WMI improperly, or are not current may display incomplete or erroneous hardware information. Dell makes no claim that the Service-Enabling Software can or will provide support for all hardware, applications or device types.

Technical Responsibilities and Requirements

• Customer shall ensure, for deployment options and services that require a domain, that a domain(s) exists and all computers to be managed are members of the domain(s).
• Customer shall ensure that the network protocol UDP is allowed to transverse the scanned network.
• Customer shall ensure any devices to be managed using active software firewalls (e.g., Zone Alarm) are configured to avoid blocking transmissions to/from the Service-Enabling Software.
• Customer is responsible for installing or, when applicable, facilitating remote distribution of Service-Enabling Software to its End User Systems.
• Custom reports or reports that differ from standard Dell reporting deliverables.
• Customer is responsible for uninstalling the Service-Enabling Software in order to disable the collection of system configuration data upon termination or expiration of the Term of Subscription Service.
• Customer is responsible for ensuring that FIPS is not enabled on any devices to be managed.
For more information about any of our service offerings, please contact your Dell representative or visit dell.com/services

Availability varies by country. To learn more, customers and Dell Channel Partners should contact your sales representative for more information.

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Distributed Device Management – Software Inventory & Usage Management: Offer Specifications; 5/14/2010