Why Dell™ for Asset Discovery?

Managing your client environment presents one of the greatest challenges for most IT organizations. Having an accurate and complete view of your assets is the first step toward effectively managing them. And effective management could result in significant cost savings for your organization. Yet where do you begin? How can you make the most of what you have? How do you know exactly what you need?

Dell’s Asset Discovery Service takes away the guesswork. Not only can Dell help you determine exactly what you have, we can help you understand what you need to begin effectively managing your environment. Drawing from many years of experience and using industry standards, Dell Managed Services Program Managers and Solution Architects take advantage of proven methodology and project management expertise to provide an efficient and effective solution to your IT infrastructure planning needs.

Key Benefits:

— During Planning and Customization, a Dell Project Manager will perform a detailed assessment of your needs. Solution Architecture and Project Planning includes determining your exact requirements, environment and operational procedures. The strength of Dell’s process is more than simply providing comprehensive software, hardware and operating system knowledge. Our discovery methodology can be adapted to your unique environment.

— After gathering your requirement information, Dell will begin Implementation. Execution will vary from site to site depending upon your solution and needs, but it will typically include:
  – Automated Site Survey(s): Dell offers physical location review, data collection and logistics planning.
  – Automated Discovery and User Profiles: This offering consists of a Web-based user survey with an auto-discovery agent that collects information on the end-users’ hardware, software and data files.
  – Reporting: We will provide you with a report that includes hardware information, system name and identification, current OS, and several other customer-defined reports.

— Dell will help you identify and Assess your client environment. The following assessments include:
  – Locate and Identify Assets: We create an accurate account of where your assets are located along with detailed configuration reports.
  – Software Inventory and Usage: Our technicians determine what applications are loaded and which ones are being utilized.
  – PC Usage: This assessment helps insure that your valuable assets are not sitting in empty cubes.

Visit www.dell.com/services for more information.
Dell provides you with a flexible, tiered approach for our Asset Discovery and Lifecycle Assessment solutions.

**Tier 1 Collection includes:**
- Physical inventory
- Duplication protection for tagging
- Validation protection for field entry
- Building, room and floor

**Tier 2 Collection includes:**
- Microsoft OS later than Windows 95
- Hardware information such as RAM, CPU and BIOS
- Definable file extension identification
- Five custom fields
- Summary of info referenced above
- CSV file export
- Software loaded on the system

**Tier 3 Collection includes:**
(This solution can be engaged for a minimum of 30 days to assess the pain-point or as part of an ongoing solution)
- Microsoft OS later than Windows 95
- Expanded hardware collection to include card version levels, etc.
- 10 custom fields
- OS information with detailed environmental variables
- Customer-defined file extension for increased software identification
- Software license metering tracks application usage based on machine or user
- Asset tracking reports hardware and software changes from initial inventory
- Additional software details including application versions

**Tier 4 Collection includes:**
(Designed for heterogeneous environments and/or custom inventory requirements, this solution can be engaged for a minimum of 30 days or as part of an ongoing solution)
- Hardware and software collection
- Microsoft OS later than Windows 95, plus Apple/MAC, Novell®, Unix™ and Linux®
- Contract, license and warranty reports (based on customer input) defining expiration and action dates with built in notification policies
- Optional lease reporting and asset and HR data integration

**Optional Assessment Services include:**
- Assess Risk: Are your current assets in line with current business plans, IT roadmaps and capacity?
- Evaluate Lease Return: With your lease information, Dell can help you determine which systems are scheduled for lease return.
- Assess Asset Management: Determine how well you are currently managing your assets and determine what is required for a comprehensive asset management plan.

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“Gartner believes that effective asset management is one of the best means of achieving short-term cost savings of up to 30 percent per asset within the first year.”

Jonathan Mein and Brian Gammage, Cost Control Through Asset Management: Easy Pickings, January 14, 2002

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