



DELL ENTERPRISE COMMAND CENTER

Maximum value, minimum downtime

The new Dell™ Enterprise Command Center delivers sophisticated and enhanced support giving customers maximum value by minimizing downtime.

Dell's state-of-the-art Enterprise Command Center offers high-level 7x24x365 support for server and storage environments that demand optimum uptime. Based on crisis management best practices of 911 and related crisis centers, Dell's ECC utilizes advanced technologies to track issues, technicians and service parts in real-time, ultimately helping you save money.

Operational Efficiency

When you need service support, you need it quickly, and you need things to run smoothly in the face of what can be chaotic circumstances. Dell's Enterprise Command Center is designed to provide exceptional operational efficiency no matter how large or small the issue.

- Improves visibility of dispatches
- Improves communication between organizations
- Reduces response time during critical situations and outages
- Increases available information to manage situations

Centralized End-to-End Call Management

Having your technical support, logistics and field service activities managed from a central location gives us an always-available focal point from which to track and manage service incidents effectively. Through our commitment to mission critical services and our ability to manage service events end-to-end, Dell brings you accountability along with reliable, advanced and streamlined support.

- Helps to save money and resources through synergies of centralized location
- Integrates escalation and crisis management
- Manages highly visible service events for key customers and critical accounts

Live Information Feeds

A key function of the Enterprise Command Center is monitoring weather and news feeds to proactively identify and mitigate any potential delays in customer service. And during national or regional disasters such as outages or extreme weather conditions, the Dell ECC team has the authority to quickly mobilize resources to handle crisis events quickly and expertly.

- Exercises "critical situation" management
- Offers Command and Control Center during local and national disasters and emergencies

Real-Time Dispatch Monitoring

The Dispatch Monitoring Tool enables the ECC staff to monitor dispatch activities as they are occurring. What's more, the tool is integrated with our dispatch mapping tool allowing the team to visually track and manage service delivery from the centralized ECC location. And this tool offers the ability to identify single call specifics for detail-oriented service and exceptional information gathering capabilities.

Dispatch Monitoring Tool

- Contains complete dispatch information
- Facilitates proactive call management
- Enables tracking and coordination of same day dispatches

Dispatch Mapping Tool

- Employs visual dispatch control to easily identify issues
- Provides visibility to current dispatches
- Utilizes advanced call filtering capabilities

Dell's Commitment to Outstanding Service

The Enterprise Command Center is an example of Dell's continued commitment to exceptional service support. ECC's enhanced technologies and service processes can reduce downtime, giving you increased reliability and greater value. Our expertise and proven methodologies help ensure your IT infrastructure is continuously available so that you can stay competitive and focused on achieving your goals.



Advanced support for today's businesses. Easy as **DELL**™