



Managed Lifecycle Services

Key Benefits

- **Improved performance.** Rigorous metrics and proven processes can help optimize system availability and performance, while increasing the productivity of end users.
- **Cost savings.** Reduce support costs by outsourcing only the services you need, when you need them.
- **Flexibility.** With a complete portfolio of service options to choose from, you can customize a plan that fits the needs of your business.
- **Enhanced efficiency.** Let the experts at Dell efficiently and effectively manage your IT systems so you can focus on more important things — like managing your business.
- **Single point of accountability.** The service solution is provided and managed through Dell, so you have one vendor to turn to for all your managed services.

Optimize the management and availability of IT assets with a full suite of modular, flexible and scalable managed services.

Outsource Time-Intensive IT Tasks to the Experts at Dell

Are you equipped to keep up with your company's growing demand for the latest technology? Do you have the resources in place to ensure optimal IT uptime? Are you continually looking for ways to improve the performance of your IT infrastructure? Look no further, because the IT experts at Dell are ready to help solve your toughest IT challenges with a complete portfolio of outsourced IT management solutions.

As part of our Managed Lifecycle Services, Dell offers a full suite of services for companies who need to outsource all or part of their IT management. From planning to deployment to ongoing technical support, we can deliver the services you need, when you need them. Dell's Managed Lifecycle Services are modular in nature, which means you can customize a plan based on your current and future needs. We can manage a portion of your IT tasks — or provide a robust end-to-end solution. With Managed Lifecycle Services from Dell, the choice is yours.

Leave it to the IT experts at Dell to manage your desktops, notebooks and workstations. Leveraging our service delivery and supply chain management expertise, we can help optimize system performance and improve end-user satisfaction. Since our support experts are skilled in a variety of platforms, we can quickly resolve issues, even in multi-platform environments. Plus, we employ a world-class team of ITIL®-certified professionals who can help you build an IT infrastructure that is founded on industry best practices and ready for whatever comes next.



Service Desk and Help Desk Support

At Dell, we understand that in today's competitive business environment, IT uptime is crucial to success. Technology is so ingrained into your business that even the smallest amount of system downtime can result in lost productivity — and revenue. To help ensure your IT system operates at peak levels, Dell offers complete technical support — all delivered through a single point of contact:

- Multi-vendor service desk
- End-user help desk
- Incident ownership, monitoring and reporting
- Service Request logging, tracking, classification, triage, initial support, investigation and diagnosis
- Referral and escalation management through to resolution
- Problem management and knowledgebase capabilities

Desktop Services

You can entrust your on-site support to Dell. Led by an experienced team of IT experts, Dell can help you maximize your total cost of ownership, by providing field services for your multi-vendor desktop systems, software and peripherals. Services include:

- Desktop hardware and software installation, refresh and upgrades
- Moves, adds and changes
- Hardware relocation
- Redeployment, resell, disposal and disposition
- Hardware and software break/fix¹
- End-user desk-side hardware and software support
- Logistics and storage management for customer hardware

Application Services

Are you getting the most out of your applications? As an approved Microsoft® Alliance Partner, Dell can help you better manage your software by improving license management, reducing cost and complexity, and enabling more rapid and advanced problem resolution. Services include:

- Desktop application packaging and end-user group profile management
- Desktop image development, management and distribution
- Patch management and distribution
- Hardware and software autodiscovery
- Electronic software distribution

Asset Management

Gain a more accurate view of your IT assets. Optimize IT management across your enterprise. Improve strategic planning. Maximize your return on technology. With Dell Asset Management Services, it's all possible. As part of a collaborative relationship with you, Dell services can help with:

- Physical inventory assessment
- Asset procurement and requisition services
- Asset receiving and recording
- On-site or off-site stock management
- Asset tracking and reporting
- Software license management
- Hardware and software warranty management
- Redeployment, resell, disposal and disposition

Lifecycle Consulting

With Dell Lifecycle Assessment Services, you have the tools you need to build the managed services infrastructure that's right for your enterprise. With Dell's seven-step assessment process, you'll receive a thorough analysis of your entire IT lifecycle along with recommendations of how to move the organization toward better and more efficient processes. Plus, Dell offers additional Lifecycle Assessment Services covering:

- Client lifecycle
- Service desk/help desk
- Service management process
- Usage-based costing

Managed Deployment

For customers looking for a complete, end-to-end solution for rapid deployment, Dell offers Dell Managed Deployment Service. This service is especially useful for complex logistical environments such as those with multiple PCs distributed among multiple sites with limited storage capacity. Our comprehensive suite of services and tools span the full range of deployment needs, including:

- Asset discovery
- Application packaging
- Image management
- Customer factory integrations
- Customer delivery
- On-site installation

IT Service Management (ITSM) Offerings

With a primary focus around IT Infrastructure Library® (ITIL), Dell's suite of ITSM service offerings deliver certified, experienced and trusted expertise in both ITIL and IT Asset Management (ITAM) best-practice frameworks.

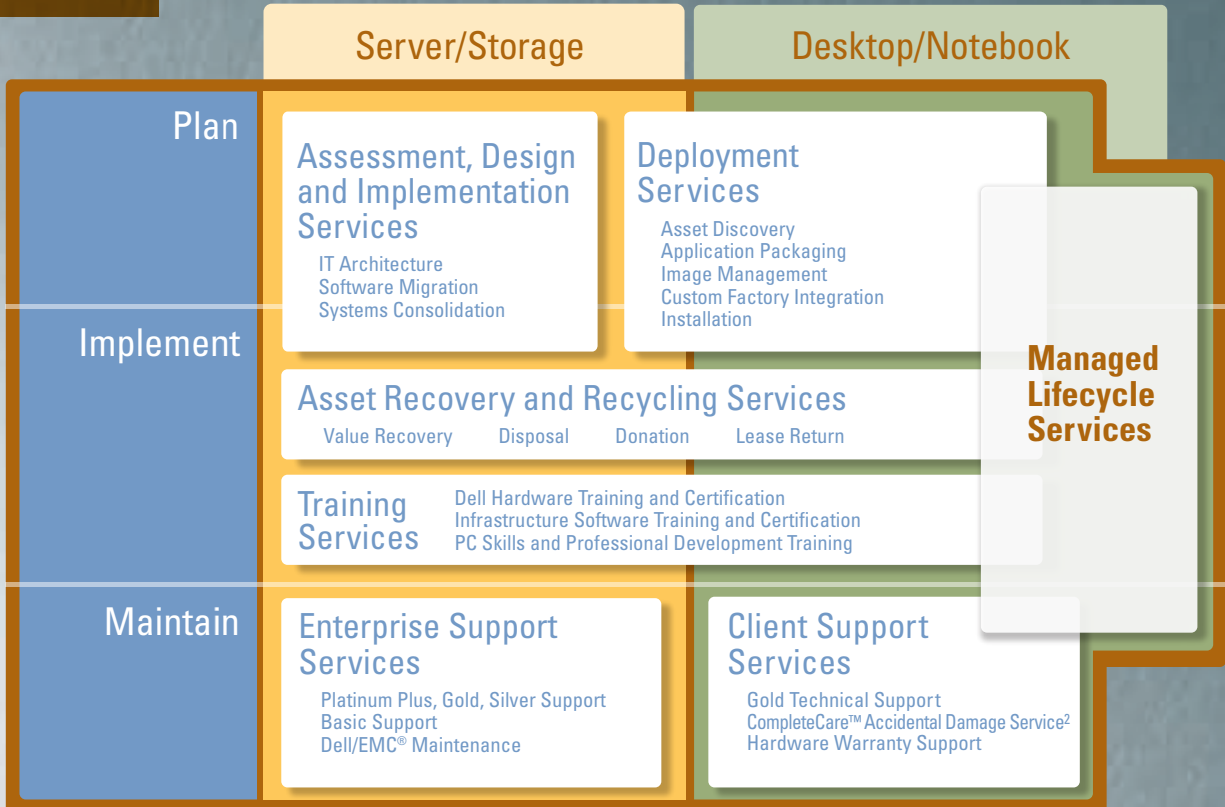
- **On-Site ITIL Foundations Certification Training.** Dell's on-site instructor-led ITIL training allows IT organizations to train a larger number of staff, which can increase resource availability and eliminate travel costs.
- **ITSM Executive Awareness Session.** This one-day session provides a high-level overview of the ITSM processes, with discussions around potential benefits, program timeframes, cost impact, sample deliverables and case studies.
- **ITSM Assessments.** These in-depth and comprehensive ITSM assessments focus on people, process and technology. Available in six- and eight-week assessments.
- **Ongoing ITSM Guidance and Mentoring.** Dell's ongoing guidance and mentoring is offered at any stage past the ITSM Assessment — includes the Readiness Initiative, Process Design, Process Implementation, and Process Audit and Review.

Did you know?

- **Dell has more than 1.3 million seats under management.**
- **In a typical year, Dell completes more than 3 million installations.**

A Complete Portfolio of Service Suites

In addition to Managed Lifecycle Services, Dell offers a comprehensive portfolio of services to help you address the full lifecycle of your IT infrastructure — from planning to implementation to maintenance — all organized within seven service suites. To learn more, click on the individual suites within the following chart.



For More Information

To learn more about Managed Lifecycle Services or any of the services in Dell's comprehensive portfolio, please contact your sales representative or visit www.dell.com/services.

¹Service may be provided by 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.

²CompleteCare service excludes theft, loss and damage due to fire, flood or other acts of nature, or intentional damage. CompleteCare not available in all states. Customer may be required to return unit to Dell. For complete details, visit www.dell.com/servicecontracts.

Dell, the Dell logo and CompleteCare are trademarks of Dell Inc. Other trademarks and trade names may be used in this brochure to refer to either the entities claiming the marks and names or their products. Dell Inc. disclaims any proprietary interest in trademarks and names other than its own. © 2006 Dell Inc. All rights reserved. Reproduction in any manner whatsoever without the express written permission of Dell Inc. is strictly forbidden. For more information, contact Dell. Service specifications are valid in the U.S. only and are subject to change without notification. Dell cannot be responsible for errors in typography and photography.

ITIL is a registered trademark, and a registered community trademark of the Office of Government Commerce, and is registered in the U.S. Patent and Trademark Office. IT Infrastructure Library is a registered trademark of the Central Computer and Telecommunications Agency which is now part of the Office of Government Commerce.

