

# X-Image

Fewer images means fewer hours which means fewer dollars. That's productivity.

Dell understands that the number of images your IT environment requires has a big impact on the time and costs you must invest to manage it. Creating a custom image for every Dell OptiPlex, Latitude and Dell Precision™ client in that environment would require a full team of people to manage the process. Wouldn't you rather have those people working on more strategic IT and business issues?

Dell introduces simplicity, efficiency and accountability to custom image development. It's a whole new way to look at your client images. X-Image.

## Key Benefits:

- Simplicity:** Each Dell X-Image works across the OptiPlex, Latitude and Precision platforms, making your life a whole lot easier due to the fact that the number of client platforms your end-users work on is no longer a factor. The result is simple: you have fewer images to create and manage. And who better to help you create and manage your custom images than the company that knows your Dell products best?
- Low Cost, Higher Productivity:** By consolidating the total number of images, X-Image reduces the time and costs needed to manage, launch or change. Less time and money on image management means more resources for other IT issues.
- Accountability and Control:** Dell applies proven processes and has developed hundreds of images to support your image creation and management. And no matter how much your environment grows or changes, X-Image is flexible, scalable and compatible—and you have a single point of accountability from beginning to end.

## Image Development

X-Image customers first work with Dell to develop and validate the base image. Dell then incorporates a hardware driver library platform-independent “smartfile” into the base image and creates a Gold X-Image that allows you to launch the images across your environment. Dell also provides a Maintenance Image to accommodate future software changes without having to re-create the image from scratch.

Before X-Image the number of platforms in your environment was a critical factor in how many images you must create and manage. With Dell’s X-Image, each single image is created for every Dell platform. The total number of images is reduced, meaning simpler creation and management, lower costs, and total accountability and access directly from Dell.

## Annual Maintenance

— **Hardware Support:** In your real world, things will always be changing. With X-Image, scalability and flexibility are built right in. With X-Image’s annual maintenance, Dell will provide driver and platform updates to make images compliant with changes to your existing platforms or new platforms you intend to purchase.

### Included:

- Dell driven hardware changes, including:
  - Notebook, desktop, and workstation model transitions (e.g., end of life transitions)
  - Dell notebook, desktop, and workstation internal hardware driven changes (e.g., change to chipsets / internal hardware requiring new driver or software)
  - Dell modular component changes (e.g., change from one DVD player to another due to phase-out of previous model)

### Not included:

- Customer driven software or application changes
- Customer driven changes for non-Dell hardware

— **Image Support:** X-Image allows for actual image updates to the Maintenance Image, by your IT department. Your X-Images are as flexible and scalable as possible and the support is painless.

If you need additional on-site support, Dell can send a dedicated engineer to work one-on-one to update your images, meaning one less thing to take away your IT staff.

Software related image maintenance, for customer-initiated changes is an option customers may elect.

This includes up to four updates per year. Customer-initiated changes include:

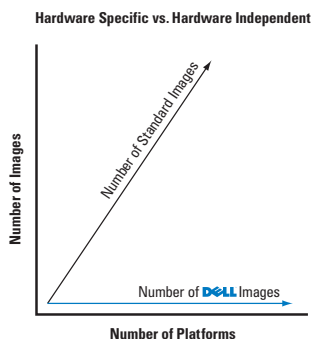
- Changes to operating system version or service pack levels
- Addition of new software applications
- Security related patches and updates
- Removal of software applications
- Updates and changes to software versions
- Configuration settings/changes

Customer responsibilities:

- Installing and validating updated software applications and configurations on Maintenance Image
- Communications with Dell account team on timing and requirements of updates
- Send updated maintenance image to Dell and send documentation on updates made (via FTP, CD, or hard drive)

Dell responsibilities:

- Run X-Image tools to create hardware-independent X-Image
- Return X-Image Gold CDs to customer for validation
- Communications with customer regarding any changes required (if any) on maintenance image
- Following customer sign-off, update of existing projects (or creation of new projects) for future factory deployment



The very image of simplicity. Easy as **DELL**

Contact your Dell Sales Representative or visit [www.dell.com/services](http://www.dell.com/services) for more information.

\*This does not preclude the customer from updating client PCs in their environment as often as deemed necessary. Most customers have software distribution systems in place and will need to apply security fixes from time to time. Our maintenance is specific to the number of times the X-Image and image load as shipped from the factory is updated.

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