

Service Description

On-site Service Delivery Manager

Service Overview

This service provides for a dedicated on-site Service Delivery Manager (“SDM”) who will serve as the customer's primary point of contact for driving support plan goals and operational coordination related to all Dell Commercial Services as set forth more specifically in this Service Description. SDM Overview:

- Ensure a positive customer experience by providing oversight and management for customer support planning and technical issues.
- Develop resolutions to complex problems that require the frequent use of creativity.
- Assists the Sales team in pre-sales support questions, ensuring we match the right level of service with the solutions being sold.
- Uses judgment within broadly defined policies and procedures. Uses independent judgment to accomplish objectives.
- Coordinates the work of other employees. Leads a project team, possibly cross functional and regional in nature.

These Services will be provided during the hours of 8:00am to 6:00pm, Customer local time, Monday through Friday, excluding holidays, not to exceed 45 hours per work week (not to exceed 180 hours per month), except as noted in this Service Description and confirmed by the Dell project manager. After hours resolution will be provided through an afterhours central help desk.

Within 45 days of Dell's receipt of this signed Service Description, a SDM will be assigned to the Customer beginning at a mutually agreed date for a continuous day/week/month/quarter/year time period, as reflected on Customer's invoice. In the event the assigned SDM is unavailable (for vacation, training, etc.), the Customer will be notified beforehand and another SDM will be temporarily assigned to the Customer.

On-Site Service Delivery Manager Does Not Include

- Any installation or configuration of hardware or software.
- Activities not related to the core competencies.
- Asset tracking.
- Procurement of hardware, software or other equipment required for this Service.
- Any activities other than those specifically noted in this Service Description.

Customer Responsibilities

- **Complete regular backups of all existing data, software, and programs on affected systems. DELL WILL HAVE NO LIABILITY FOR LOSS OF OR RECOVERY OF DATA OR PROGRAMS, OR LOSS OF USE OF SYSTEM(S) OR NETWORK.**
- Provide direction to Dell-supplied engineers/resources during their performance of activities.
- Provide a Customer contact prior to the provision of the Services, who:
 - 1) Is the main point of contact between Dell and Customer.
 - 2) Has the authority to resolve any conflicting requirements.
 - 3) Obtains and provides service requirements, information, data, decisions and approvals that may be necessary during this Service period.
 - 4) Will assign resources to tasks assigned to Customer.
 - 5) Will inform Dell of access issues and security measures.
- Provide reasonable and safe access to Services site and work environment.
- Provide a work environment with a desk, chair, phone, and a workstation with internet and email access.
- Provide physical and security to building/project site access for the duration of this Service.

Service Description

On-site Service Delivery Manager

- Provide access to affected systems – in some cases remote access to systems.
- Provide all hardware, software, and licenses necessary to perform desired tasks/functions; ensure that all hardware and software are delivered near where they will be installed.
- Provide resources and manpower to perform any tasks that are necessary outside of the Services provided in this document.
- This Service is limited to one location. If additional travel is required, it must be pre-approved and will be billed to the customer on a travel and expenses basis.

Important Additional Information

SDM:

The Dell SDM can provide the following services to the Customer, to the extent specifically directed by Customer:

- Provide technical consulting to assist Customer in tactical and strategic IT planning.
- Coordination and oversight to problem solving efforts between customers and field service personnel, software support, investigation and analysis of product problems.
- Makes time sensitive, mission critical decisions that impact customer operations.
- Executive/Management presentations to customer leadership on performance and initiatives.
- Single point of accountability for everything related to post-sales support through end of life questions. Assist pre-sales efforts with scope and capability information as appropriate, ensuring expectations and/or commitments to customer are not outside of capabilities and we provide a quality solution.
- Provides Business Intelligence information to the customer around transactional and proactive support activities.
- Responsible for Customer Account Management and Service Project Deliverables at higher levels within the organization.
- Creates a Support Plan which includes documented Escalation and Communication procedures along with proactive/MBO (Management By Objectives) performance objectives.
- On an as needed basis and/or mutually agreed upon by the SDM and Customer, schedule on-site visits at other Customer locations within the local commuting area.

NOTE: Some Services may be performed remotely, as applicable.

Dell is pleased to provide these Services in accordance with this Service Description and the terms and conditions of the Dell Customer Master Services Agreement at http://www.dell.com/service_contracts/, or Customer's applicable separate signed agreement with Dell.

PowerEdge, PowerVault, and PowerConnect are trademarks of Dell, Inc.