

Service Description

On-Site Service Escalation Manager

Service Overview

This service provides for a dedicated on-site Service Escalation Manager (“SEM”) who will determine the appropriate resource within Dell that will provide support for escalation process requirements for the ProSupport Customer as set forth more specifically in this Service Description.

SEM Overview:

- Leads customer and tactical level projects (break fix space)
- Scope of impact includes goals that impact the group or team
- Supports all product lines, both notebook/desktops and server/storage.
- Provides resolutions to a diverse range of complex problems
- May coordinate work of other employees

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 SEM 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 SEM is unavailable (for vacation, training, etc.), the Customer will be notified beforehand and another SEM will be temporarily assigned to the Customer.

On-Site Service Escalation 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.

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- 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.
- 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

SEM:

- Acts as a single point of contact for customer escalations.
- Makes time sensitive, mission critical decisions that impact customer operations.
- Coordination and oversight to problem solving efforts between customers and field service personnel, software support, investigation and analysis of product problems.
- Assists with non technical escalations as needed. Examples include, but are not limited to: MWD, Customer Care, Tag Transfer etc.
- Develops and delivers post incident reports on all critical support incidents, adheres to customer support plans and relationships, uses complex analytical skills to recognize trends and improve performance.

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.

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