

Execution

Without Excuses



IT Infrastructure Services





Helping you maximize your IT infrastructure investments.

At Dell, we believe that an outstanding IT infrastructure breeds a healthier and vastly more flexible organization.

Dell Infrastructure Services help you get the most out of your technology infrastructure investments. Our highly trained experts specialize in planning, implementing and maintaining standards-based systems and the environments in which they operate. We are proud of our track record for helping customers around the world increase the reliability, efficiency and productivity of their IT systems.



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A scientific approach to IT services.

In an era when many technology companies are trying to be all things to all people, we are truly passionate and focused on enabling high-performance IT infrastructures for our customers. To accomplish our mission, we have applied leading-edge science to development and delivery of our services. We believe our scientific approach enables us to provide the most consistent and valuable services experience in the industry.

Get to know Dell IT Infrastructure Services.

We invite you to learn more about Dell's specific service suites and how they can help maximize the performance of your IT infrastructure.

“They are a specialist in every area of IT. Dell systems and services allow us to simplify our entire operation, saving our IT department time and resources.”

**— Brad Blake
Director of Infrastructure and Engineering
Boston Medical Center**

Why Dell IT Infrastructure Services

Discover the Dell difference.

When it comes to developing IT services, Dell offers a different perspective: The traditional variances in service quality can be addressed through superior execution. But you don't get superior execution unless you design,

develop and deliver services differently. We believe that superior execution is built around three core tenets: operational excellence, focus and single-point accountability.

At Dell, superior execution is built on three core tenets.

1. Operational excellence

2. Focus

3. Single-point accountability

Operational excellence

At Dell, our IT Infrastructure Services are methodically designed for superior quality, applying flexible manufacturing principles to services. This approach runs across our end-to-end services process.

- **Engineering** — Dell services are engineered by some of the world's leading IT experts with a strong focus on repeatability and flexibility to deliver the highest levels of quality, performance and value.
- **Delivery** — Dell's service teams improve execution by institutionalizing best practices and applying targeted services technologies to delivery.
- **Measurement** — Dell rigorously tracks and measures our service offerings in order to uncover new ways to optimize performance. We regularly share metrics with you so that you can see performance improvements and opportunities.



Dell Services consistently recognized for quality.



Dell ranked #1 in providing impeccable service, meeting deadlines and delivering on promises.¹



Dell ranked #1 among hardware vendors in overall service and support satisfaction for 22 of the 23 quarters for which TBR has conducted the study.²



In recognition of our Mission-Critical Support within enterprise environments, Dell received the coveted STAR Award.

Focus

At a time when many competitors aspire to be all things to all people, Dell takes a more focused approach. We are passionate about IT Infrastructure Services. By concentrating on this area of services and being disciplined in what we offer and promise, we are able to deliver a high level of quality. The result is you are better equipped to meet your IT challenges and maximize your investment in technology.

Single-point accountability

At Dell, we recognize that today's IT infrastructures are very complex environments requiring integration and management across multiple vendors and technologies. We manage our services end to end, so that you don't have to synchronize execution from disparate vendors. The result is a better, easier experience for you and your IT staff.

Tap into the power of Dell Services

- **Expertise.** Dell offers deep institutional knowledge, proven best practices and innovative services technologies — all focused on high-performance, standards-based infrastructure.
- **Reliability.** Dell enables you to reduce the execution variability and error in planning, implementing and managing your IT infrastructure, resulting in more satisfied end users and more productive, cost-effective operations.
- **Flexibility.** Dell offers the ability to customize services around your IT strengths — so you can optimize operations without relinquishing control.
- **Value.** By reducing error and rework in services, Dell can help you attack the single biggest driver of service cost.

Leading organizations rely on Dell.

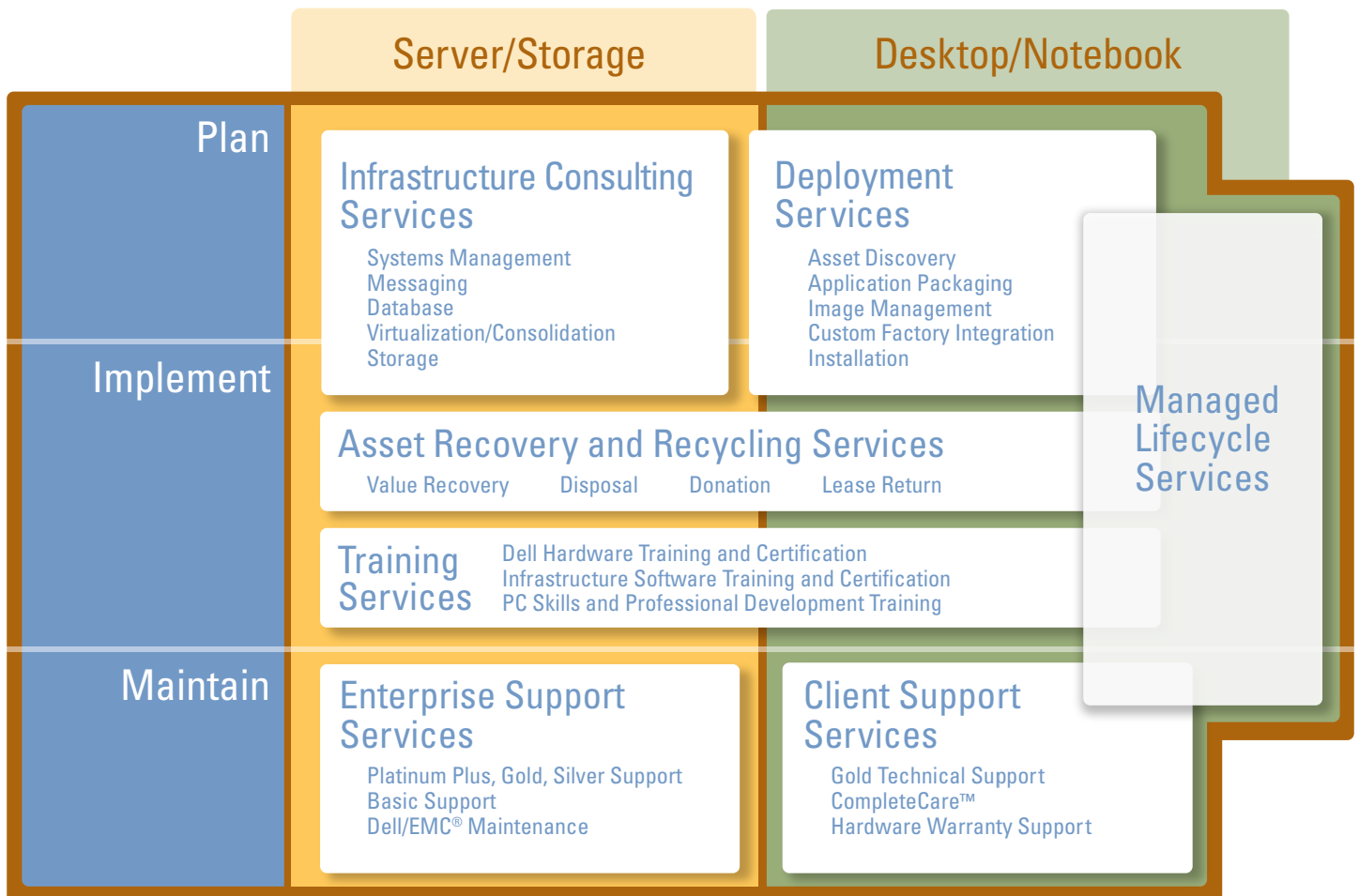
Every day, organizations around the world choose Dell for their IT infrastructure services.

- 9 of the world's largest companies
- The top 3 Internet service companies
- The top 6 U.S. banks
- 3 of the top 4 legal service firms
- Every branch of the U.S. military
- 8 of the largest U.S. states
- 8 of the 10 largest U.S. cities
- The largest public school district in the U.S.
- Leading universities and colleges
- The world's top 3 global retailers



Dell's portfolio of service suites

Dell offers services to help you address the full lifecycle of your IT infrastructure — from planning to implementation to maintenance — all organized within our seven service suites.



Infrastructure Consulting Services

IT departments are continually challenged to evaluate and implement new technologies. While standards-based technologies provide great promise, today's more complex IT infrastructures require a new level of knowledge and expertise.

As a leader in industry standards-based IT, Dell knows how to assess, design and implement these technologies.

We've addressed these challenges in our own operations and at hundreds of companies worldwide. We've taken this experience and engineered it into every one of our Infrastructure Consulting Services.

High-quality IT solutions you can depend on.

By utilizing our technical expertise and exceptional project management, you can plan, build and manage an IT infrastructure that takes full advantage of industry standards — and realize the benefits that come along with them. Simplified operations. Improved ROI. Increased utilization. Optimized performance. More control. Less chaos. With Dell Services, it's all within reach.

Systems Management

Dell's comprehensive approach to systems management focuses on providing inherently manageable, standards-based architectures that allow proactive, streamlined management of your environment. With Dell System Management Services, you can:

- Establish solutions for managing patch deployment.
- Reliably deploy and test updates throughout your environment.
- Implement a centralized management model and comprehensive directory.

Messaging

Let Dell help you plan and implement an infrastructure that enables your messaging system to scale as your needs evolve. With Dell Messaging Services, you can:

- Ensure seamless migration of Microsoft Active Directory and Exchange to meet your business goals.
- Use collaboration and portal solutions that help your employees to find and share information quickly and easily.
- Take advantage of the latest messaging technology offered by Microsoft Exchange, including unified communications.

Did you know?

- Dell created the High Performance Computing Cluster at Cornell University.
- Each year, Dell manages more than 500 major enterprise migrations and consolidations.
- Dell has migrated more than 4 million Exchange and Active Directory users, including more than 450,000 users for one customer alone.
- In a span of just three weeks, Dell implemented 160 servers and storage networks for one of the largest U.S. retailers.



Database

Simplify the planning, design, implementation and optimization of your database environment with Dell's Database Services. With help from Dell Services, you can:

- Improve application performance.
- Improve security, monitoring and management.
- Maximize system uptime with flexible options.
- Speed implementation with validated configurations.

Virtualization/Consolidation

Let Dell help consolidate your underutilized systems, so that you can flexibly allocate computing capacity and reduce your total cost of IT ownership. With our Virtualization and Consolidation Services, you can:

- Improve agility by automatically moving workloads from one physical server to another.
- Increase system availability by minimizing downtime during maintenance and accelerating recovery.
- Get scalable, cost-effective solutions for High Performance Computing.
- Minimize the risk of hardware failure due to overheating.
- Reduce energy expense through efficient ventilation.

Storage

Dell Storage Services provide a common platform to allocate and manage growing demands for data storage while helping to simplify administration with a single management console. With Dell Storage Services, you can:

- Simplify operations, improve utilization and cost-effectively scale.
- Optimize data security and minimize recovery times.

Deployment Services

System deployment is a necessary evil that plagues nearly every IT manager. You must deploy new systems to help improve performance and meet user demand. But complex deployments often involve time-consuming, error-prone and costly tasks that can tie up an IT department for weeks and impact end-user experience.

For organizations looking to maximize their IT infrastructure while optimizing their IT resources, we offer a modular suite of proven services from the deployment experts at Dell.

Experience the Dell deployment advantage.

Simply put, Dell knows deployment. In fact, we conduct more than 3 million installations every year for customers around the globe. Using our patented, innovative technologies, Dell has moved on-site processes into the factory, which enables our customers to:

- Quickly deploy new systems with minimum user downtime.
- Free up vital IT resources.
- Accelerate the return on their hardware investment.

Asset Discovery

Let Dell conduct a thorough hardware and software inventory and needs assessment for your organization. We will locate and identify assets, define what applications are loaded and in use, and determine current systems utilization rates.

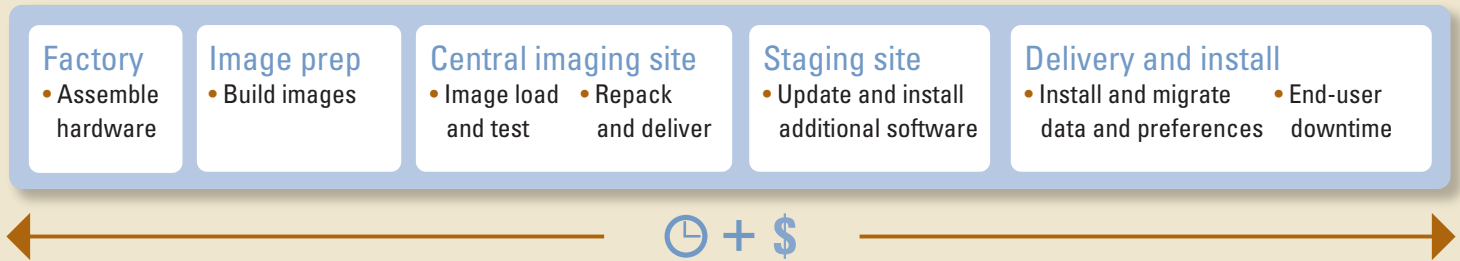
Application Packaging

As part of this fixed-price, fixed-scope solution, Dell can prepare your software and applications for customized, automatic installation. Utilizing Dell's direct delivery expertise, we can optimize highly repeatable application packaging processes in order to help maximize speed, accuracy and efficiency.

Image Management

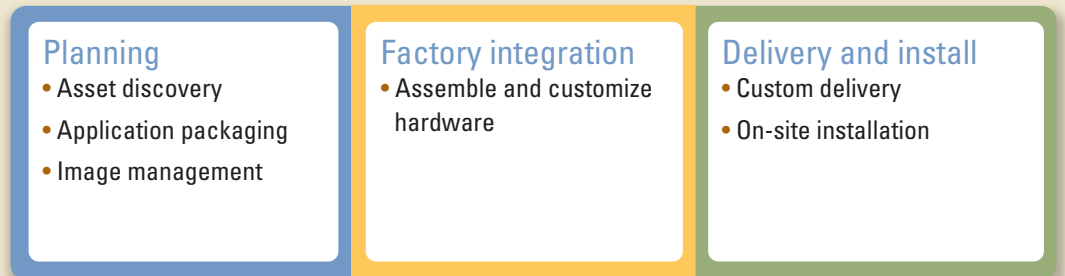
Are you ready to out-task the tedious work of developing, validating and maintaining images for new systems? Dell offers a variety of image management options to choose from, including cross-platform image builds, patch management and ongoing image maintenance.

Typical internal deployment process



Dell deployment process

Moves approximately 30% of work into the Dell factory.



Custom Factory Integration

As a pioneer of image management operations, Dell offers custom factory integration services to help accelerate your system deployments. Dell can perform a range of integration tasks in our factory, including:

- Installing hardware, images and applications.
- Creating and applying asset tags and custom labels.
- Building custom asset reports.
- Consolidating peripherals, documentation and other items in the same box as your system.

Installation

Dell provides a range of installation services, from standard packaged services to highly customized engagements with dedicated program and project managers. Dell can work with your team to recommend the right package to meet your IT infrastructure needs.



Did you know?

- Almost 70% of existing customers choose Dell's custom factory integration service.
- Every year, Dell manages more than 3 million installations.
- Dell packages more than 50,000 distinct applications for automated install.
- Dell is ranked as one of the five largest U.S. Federal System Integrators.

Asset Recovery and Recycling Services

Proper disposal, reselling and donation of computer equipment is a time-consuming task that typically falls to the bottom of many IT to-do lists.

So it's no surprise that more companies are relying on Dell to professionally manage their disposal, recycling and asset recovery programs. Dell offers a comprehensive suite of services to help you maximize your IT investments, minimize storage costs and meet environmental regulations.

Value Recovery

Dell can properly assess your equipment and help you effectively recover the value of your outdated technology.

Disposal/Recycling

Did you know that you could be fined up to \$25,000 per day, per machine for improper disposal of IT equipment? Avoid costly fines by letting the disposal experts at Dell help ensure that your equipment is recycled in a manner that complies with EPA guidelines.

Donation

Dell works with school districts across the country to help underserved students learn new technology and earn refurbished Dell computers. Additionally, Dell can manage your charitable donations, ensuring they meet certain charitable criteria.



Major steps in effective asset recovery and recycling



Did you know?

- The average cost of storing a computer for one year is \$450.
- 88% of resold hard drives have not been properly sanitized.
- In 2004, Dell recovered over 52.9 million pounds of hardware for our customers.
- Our ARS services have a 96% overall customer satisfaction rating.

Redeployment

Let our experienced staff conduct redeployment audits and data overwrites, and return assets for reuse within your existing environments, based on your predefined technology criteria.

Employee Purchase

Institute an Employee Purchase program without all the hassles. Dell can give your employees first right of purchase of your equipment in a third-party transaction between Dell's partner and your employee.

Lease Return

Dell can work with a variety of leasing agencies to facilitate your next lease return.

Training Services

Who better to train your IT staff on their Dell products than the IT experts at Dell? We offer an award-winning suite of training services taught by top-ranked faculty and staff and delivered through multiple methods — from traditional classroom training to self-directed online programs to virtual instructor-led courses. We also provide comprehensive and customizable training programs for end users, enabling you to train every user in your organization.

Dell Hardware Training and Certifications

Dell is the only source for Dell hardware training and certifications, offering programs that cover all Dell systems:

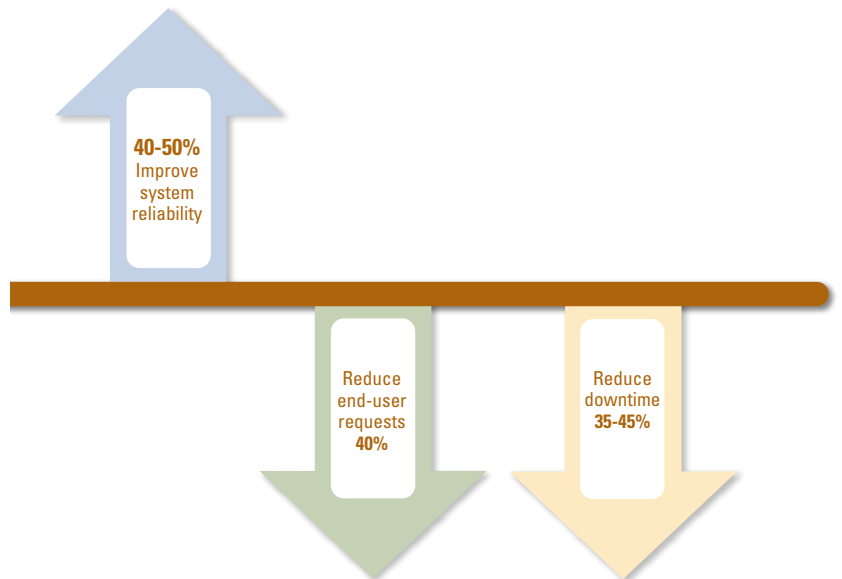
- Dell Server and Dell OpenManage™
- Dell and Dell/EMC Storage Solutions
- Dell Hardware Maintenance

Infrastructure Software Training and Certifications

Dell offers software training and certification for some of the most popular enterprise software applications, including:

- Infrastructure software training, such as Microsoft Exchange and Red Hat® Enterprise Linux
- Industry certifications, such as Microsoft Certified System Engineer and Red Hat Certified Engineer

Training programs create measurable value.



Source: Brennan, Chandler and Julian, "The Rise of Dell Training and Certification," an IDC White Paper sponsored by Dell, August 2004



Did you know?

- Dell exceeds industry benchmarks in training customer satisfaction, with an average score of 6.37 out of 7.
- Dell has received the ISPI Award of Excellence in Training.
- According to *Certification Magazine*, Dell has one of the "Top Ten Best New Certification Programs."

PC Skills and Professional Development Training

Dell offers training on the most popular end-user PC applications — such as Microsoft Windows, Microsoft Office and Adobe® Acrobat® — as well as Professional Development Training on:

- PC security
- E-mail etiquette
- Collaboration software
- Effective presentations

Learning Management

The Dell Learning System is a total learning solution, which includes Dell hardware, a complete Learning Management System, technical support and the latest courseware covering enterprise applications, PC skills and professional development. Advantages include:

- Convenient per-box pricing — no complex fees or multi-user licenses
- Dynamic and interactive multimedia training content
- Courses that sit behind your corporate firewall

Platinum Plus Enterprise Support

Platinum Plus Enterprise Support is a proactive partnership to help maximize system availability and sustain high performance, even in complex environments or times of crisis. As part of this proactive, site-based service, you'll have direct access to Dell's Enterprise Expert Center, along with a Platinum Technical Account Manager who provides a customized support plan that's built around your distinct IT needs.

Gold Enterprise Support

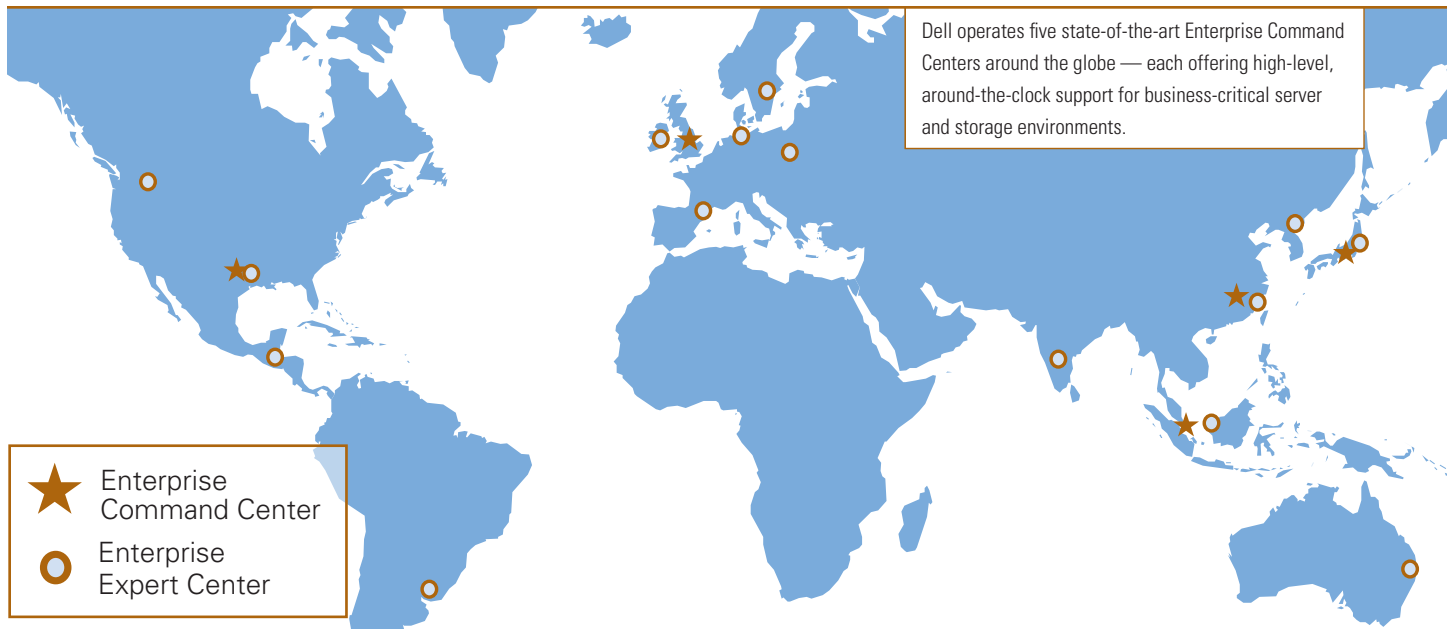
Gold Enterprise Support includes emergency on-site dispatch of a Master Dell-certified system expert in parallel with remote troubleshooting. You have access to a Gold Technical Account Manager who will organize and actively manage the resolution of critical incidents.

Silver Enterprise Support

As part of our Silver Enterprise Support, Dell provides 24x7 phone access to advanced analysts for quick troubleshooting of complex issues — with on-site service following completion of phone-based troubleshooting.³

Basic Enterprise Support

Included with your new server or storage system, Basic Enterprise Support provides phone-based support during business hours and on-site service to resolve a Dell hardware failure, if necessary.³



Dell/EMC Maintenance Service

Let the experts at Dell help you maximize the performance of your Storage Area Network (SAN) with Dell/EMC Maintenance Service. This service includes periodic health checks, software and system updates, upgrades and how-to assistance for configuring or installing SAN components.

Client Support Services

In today's modern workplace, desktops, notebooks and workstations have become the lifeblood of most organizations. Every minute a worker's system is down is a minute of stifled productivity and, potentially, lost revenue.

To help ensure that your computing infrastructure is operating at peak levels, Dell offers a suite of Client Support Services that combines the rapid problem resolution, IT expertise and around-the-clock availability you've come to expect from Dell — one of the world's leading providers of IT technology.

Gold Technical Support

For companies and organizations that need fast, cost-effective resolution of technical problems, Dell offers Gold Technical Support. As part of this premium offering, customers gain 24x7x365 access to certified technicians who have an arsenal of tools to help quickly resolve Dell hardware and Dell-installed software issues. With Gold Technical Support, Dell can help you maximize uptime, improve productivity and optimize your IT investment.

CompleteCare Accidental Damage Service

In work and in life, one thing is for certain: accidents happen. That's why Dell offers a repair and replacement solution for most accidental damage not covered under a limited warranty.⁴ Dell's CompleteCare™ Accidental Damage Service⁵ can help minimize downtime and reduce unplanned budget expenses — especially with equipment used in high-stress conditions, such as on the road or in multiple-user environments.

Hardware Warranty Support

This service support program provides customers with e-mail and phone support designed to diagnose and fix defects in materials and workmanship in Dell-branded hardware.

Enterprise Support Services

Your enterprise infrastructure plays an essential role in the day-to-day operations of your organization. Specifically in the increasingly complex server and storage environments.

Business results depend on your advanced server and storage systems running like a clock. Maximum uptime and availability are crucial. Your success and credibility depend on knowing you can reliably deliver business-critical operations and rapidly resolve problems when they do arise.

Rather than impose an “all or nothing model,” Dell offers you the flexibility to match support to the different needs of your organization, smartly balancing quality and costs.

Multiple levels of support to meet the requirements of your IT operations.

At Dell, we understand that there’s no such thing as a one-size-fits-all support program. That’s why we offer multiple levels of support services, so you can choose a plan that matches your needs. With a robust, global infrastructure, Dell can help you:

- Optimize system availability and performance — through our proactive problem resolution and escalation management procedures that quickly align the appropriate expertise.
- Maximize speed to resolution — by utilizing proven processes that help ensure rapid response times and fast resolution.
- Minimize risk and complexity — through a single point of contact that provides seamless problem resolution, management and support.
- Align your IT resources — by letting the experts at Dell help resolve problems so your IT staff can focus on more strategic issues.

Did you know?

Following Hurricane Katrina in 2005, Dell implemented a comprehensive disaster recovery plan for customers affected by the hurricane that included the:

- Use of Dell’s Enterprise Command Centers for crisis management.
- Coordination of Dell departments with key industry partners to help quickly respond to customer needs.
- Mobilization of technicians and the relocation of spare parts to a temporary depot.
- Monitoring of each customer event to ensure a timely restoration of services.

Managed Lifecycle Services

For companies looking to outsource the management of their desktops, notebooks and workstations, Dell offers robust managed services from planning to deployment to ongoing support.

Dell's approach to lifecycle management is distinctively flexible, making it easy for you to selectively outsource a portion of your client management tasks — or Dell can manage your entire client infrastructure.

Did you know?

- Dell has more than 1.3 million seats under management.
- In a typical year, Dell completes more than 3 million installations.
- Dell was named Boeing's "Supplier of the Year" for managed services in March 2005.

Dell offers a complete solution.

As part of Dell's Managed Lifecycle Services, you get:

- Consistent, high-quality services backed by the proven IT management expertise of Dell.
- Rigorous metrics and proven processes that can optimize system availability and performance.
- Flexible service options that enable you to control costs and align IT around your business needs.
- All of it delivered through a single point of accountability — your Dell Account Manager.

Managed Deployment

Dell's focused solution enables the seamless deployment of client and enterprise hardware — from turnkey deployment at the site level to project-based, end-to-end deployment engagements. Services within the Dell Managed Deployment suite include:

- Asset discovery
- Logistics and scheduling
- Factory integration
- On-site installation

Managed Client Support

What's the best way to maximize availability and performance of your hardware investments? By making sure your end users have access to industry-leading support from Dell. As part of our Managed Client Support package, Dell provides:

- Service desk support for end-to-end incident management and multi-vendor support and dispatch.
- Field services for multi-vendor hardware break/fix and desk-side software support.
- Service and support for installs, moves, adds and changes.

The future of IT Infrastructure Services is here. And it's delivered by Dell.

**For more information, please visit dell.com/services
or contact your sales representative at 1.800.BUY.DELL.**



¹*CIO Magazine*, "The Role and Influence of the 21st Century CIO," Research Project, October 2005.

²TBR, Inc., Corporate IT Buying Behavior & Customer Satisfaction Studies, Q305.

³Service may be provided by a 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 depends on time of day that call is placed to Dell. U.S. only.

⁴For a copy of our guarantees or limited warranties, please write Dell USA L.P., Attn: Warranties, One Dell Way, Round Rock, TX 78682. For more information, visit www.dell.com/warranty.

⁵CompleteCare 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.

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