

DELL CONFIGURATION SERVICES A SEAMLESS APPROACH TO PRODUCT TRANSITIONS



SIMPLIFY IT

Successful consistency across OS migrations and system deployments begins with careful preparation of images, applications, and hardware. With Dell Configuration Services, we can build your organization's new Dell™ systems to your exact specifications before they leave the factory. By helping you create and install custom images and well-packaged applications, we can ensure that when you order a Dell system, it comes to you preconfigured, ready to fit the needs of your environment and your users straight out of the box.

Our configuration services are designed to help simplify product transitions through tailor-made solutions that surround every aspect of building and configuring your system in one convenient location. These services take advantage of Dell's manufacturing processes to enable lower costs and better quality. With Dell Configuration Services, you can simplify the management of your IT environment by lowering configuration costs and enabling the flexibility and control to pay for only the services you need.

ABOUT DELL GLOBAL SERVICES

Dell Global Services simplify the management of your IT environment so you can get up and running quickly, with lower deployment costs, fewer issues, and less time spent on non-strategic tasks. You pay only for the services you need, gain instant access to some of the latest innovations without additional infrastructure investment, and take your business from maintenance to momentum.

THE DELL DIFFERENCE

METICULOUS PREPARATION

Through automation and our factory-based approach, Dell Configuration Services is able to improve consistency and execution, helping to ensure that each of your users receives their system with the correct image, BIOS, third-party hardware, and applications.

IMAGE MANAGEMENT

Our Configuration Services include the options of ImageDirect™ Web-based technology, or dedicated on-site consultants, to provide a comprehensive range of image-management features that can help simplify your operations by creating, loading, and maintaining your images.

APPLICATION MANAGEMENT

Dell prepares applications for deployment in accordance with agreed application packaging standards. By streamlining application packaging, remediation, and migration, our application management can help improve ongoing desktop and server management.

HARDWARE PERSONALIZATION/CFI

Through asset tagging and reporting, BIOS configurations, and hardware integration, Dell Configuration Services is able to create tailor-made solutions designed to reduce hardware-deployment costs and increase visibility of assets.

SIMPLY PUT

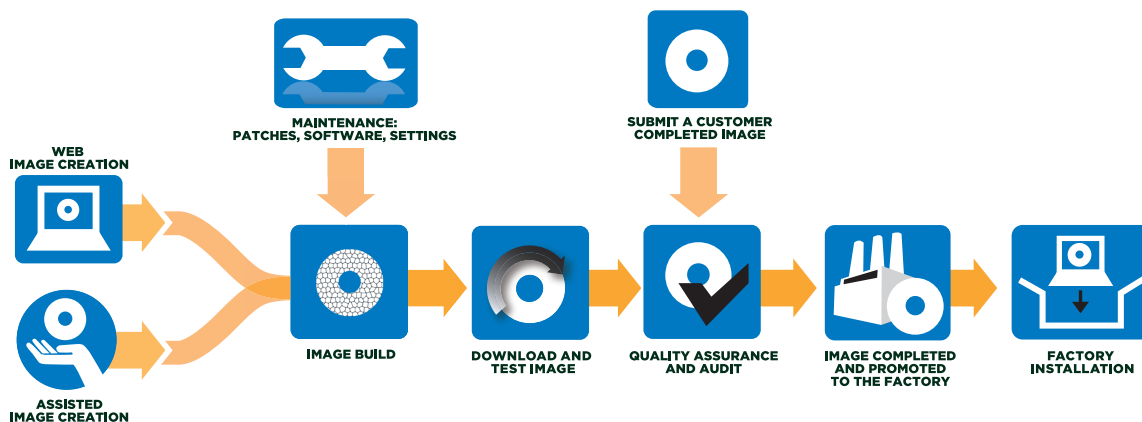
Creating images with ImageDirect can save, on average, 87%* of IT staff time.

ADDING VALUE. LOWERING COSTS.

Dell understands that businesses often need to balance the requirements of personalized solutions against minimizing costs and disruption. At the purchase and deployment stage, this means you could be faced with costly delays while your systems are built in one location, hardware options added in another, and custom software possibly installed in a third. At Dell, we have the solution. Through our Configuration Services, you receive the systems you need, already built to your specification during the manufacturing process. We provide the careful preparation — online or on-site — to develop your required specifications with no upper limit to the number of systems that can be customized.

IMAGE MANAGEMENT TECHNOLOGY AND SERVICES

To help simplify the costly and complex task of image management, ImageDirect allows an organization to develop a single master image and apply it across all new platforms and user groups through a simple Web-based service. While ImageDirect allows administrators the benefit of uploading an image created locally, Dell can also provide imaging consultants to help integrate imaging on-site, according to your specifications. This helps ensure the image is right the first time to help you get a fully functional image ready for system deployment. Both forms of Dell image management are designed to work with you to maintain and update your system's core software and settings to ultimately reduce your organization's total cost of ownership.



CREATING YOUR IMAGE

Built to streamline the task of updating images, ImageDirect features an intuitive, icon-based interface that quickly guides administrators through the tasks of uploading, creating, and managing your custom images. Through this innovative online tool, administrators can seamlessly apply personalized images in-factory.

LOADING YOUR IMAGE

Download your custom image from ImageDirect to your systems with a click. We have fully integrated ImageDirect into our production systems so that the images you create can be seamlessly applied to your systems during the manufacturing process.

MAINTAINING YOUR IMAGE

By allowing you to focus on the management of a single image that works across multiple platforms and departments, ImageDirect can streamline image management and enable more robust system images. During factory build, ImageDirect pre-stages all content required to deploy onto each PC's hard drive. Once your image is in ImageDirect, it can support legacy systems up to five years old and can be ready to work with future Dell hardware platforms. This can greatly reduce the time and cost it takes to transition. By enhancing the efficiency of creating, deploying, and managing software, Dell ImageDirect can manage image transition from start to finish — with minimal disruption to productivity and uptime. Through innovative parent-child image structuring, ImageDirect can help simplify managing images for different workgroups or departments. With this structure, child images inherit the attributes of the parent image, and changes to the parent image can automatically propagate to child images.

*Comparing Dell's Online ImageDirect image creation process against Symantec's™ Ghost™ 11.0 tool, Principled Technologies®, June 2008

“Dell has the ability to customize each individual computer, which is a powerful competitive advantage for us as well as a time saver.”

-KEN YORK, VICE PRESIDENT OF OPERATIONS, GBCblue

APPLICATION MANAGEMENT

When purchasing new computers or migrating to a new operating system, one of the greatest challenges IT departments face is potential compatibility issues with their current applications. Dell has developed a series of comprehensive compatibility and remediation services that include assessment and reporting on the compatibility of your system's application portfolio. This can lead to shorter timelines and help to reduce project risk and budget uncertainty.

APPLICATION INVENTORY AND RATIONALIZATION

Dell's world-class asset discovery technologies gather detailed information about the applications installed in your desktop environment. Starting with your application inventory, Dell analyzes your portfolio — including commercial off-the-shelf (COTS) applications and custom-developed applications — to determine which applications require packaging. Dell works with you to establish the criteria for eliminating redundant, obsolete, or unsupported applications.

APPLICATION COMPATIBILITY REPORTING

Through Application Compatibility Reporting (ACR) and Application Remediation, Dell provides a detailed analysis of your application portfolio, allowing you to determine an overall compatibility status and evaluate readiness to migrate. The ACR service comprises industry-accepted methods to determine Windows Vista® compatibility for any qualified applications within a customer's portfolio. ACR includes extensive testing and investigation of each application to determine installation and functional compatibility with Windows Vista. The ACR Service will accommodate either MSI packaged or unpackaged applications.

APPLICATION PACKAGING AND REMEDIATION

During application packaging, we bundle all software components together into a single Microsoft® Installer (.msi) format, and specific customizations are delivered in the .mst format. This allows your IT department to efficiently manage, deploy, install, and uninstall applications, resulting in a significant reduction in portfolio management and application support costs.

If packaged applications are found to have problems in compatibility, application remediation can help resolve any issues between the application and Microsoft Vista by further editing or configuration of the application's MSI package. This can thereby enable the optimal migration process and the most efficient application compatibility remediation strategy.

HARDWARE PERSONALIZATION/CFI

In addition to image and application management, Dell also provides a wide variety of custom hardware personalization. We can create asset tags using fixed data or an asset range, and labels can be customized to your specification. By having labels that differentiate each system within a multitude of orders, a team can quickly sort each box by either reading the labels or using a barcode scanner, creating a significant impact on saving both time and money. To further simplify the process of automation and integration, custom asset reports can be sent to you daily, weekly, or monthly.

Customer-specified BIOS settings can also be preconfigured during the manufacturing process to help reduce direct labor costs and technical time spent at startup.

In order to promote end-user proficiency, Dell fully personalizes hardware integration. By including installation of third-party custom video cards, I/O cards, storage devices, peripherals, and more, your system is designed in-factory to exact specifications, thus eliminating the need for a staging area.

DISCOVER HOW DELL CONFIGURATION SERVICES CAN SIMPLIFY YOUR TECHNOLOGY TRANSITIONS BY CALLING YOUR DELL REPRESENTATIVE OR BY VISITING DELL.COM/Services/Deployment

