



Training Services

Key Benefits

- **Improve staff productivity.**
We can help you maximize productivity by training your end users to optimally use the most popular software applications and peripherals.
- **Reduce end-user requests.**
With Dell Training, your end users can learn how to handle routine IT problems by themselves. The result can reduce end-user support requests and free your IT staff to concentrate on more strategic projects — helping you to reduce support costs.
- **Minimize downtime.**
We can help you reduce scheduled and unscheduled downtime by training your IT staff to implement and self-maintain your Dell hardware — helping you to realize the ROI of your technology purchase.

Develop skills that help increase productivity, reduce downtime and decrease support calls.

Training Solutions for How You Work

The rise of technology has revolutionized the way today's business world operates, resulting in a workforce that is more productive than ever before. But maximum productivity can only be realized if everyone throughout the work environment has access to up-to-date training resources. IT departments need to be armed with the latest knowledge, so that they can help minimize downtime and maximize performance. While end users need to be as efficient as possible by self-managing routine IT problems and optimizing their uses of software applications.

Yet, trying to fit training sessions into the tight schedules of your IT staff and end users can be a challenge. That's why Dell offers an expansive suite of training services with a variety of delivery methods to choose from — including instructor-led classroom training, self-directed online training and a complete learning management system (LMS). So at the end of the day, we can help you develop a complete and thorough training program. One that's based on the needs of your organization. And built to help maximize your IT investments.



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.



Dell Hardware Training and Certifications

As the one and only source for Dell hardware training and certifications, we offer a complete portfolio of programs covering Dell systems, including:

- Dell PowerEdge™ Servers and Dell OpenManage™
- Dell PowerVault™ and Dell/EMC Storage Solutions
- Dell Client Hardware Maintenance

Infrastructure Software and Certification Training

Need training on the latest infrastructure software? Dell offers comprehensive programs for some of the most popular enterprise applications. Through our strategic partnership with Microsoft®, we can now offer training on Dell servers and Microsoft software — all on one product order. You can get a total solution: Dell hardware, Microsoft software and comprehensive training in one seamless transaction. And since we offer a variety of training options, you can customize a program to meet the unique requirements of your organization. Training to help you prepare for certification on key infrastructure components includes:

- Infrastructure software training — such as Microsoft Exchange and Red Hat® Enterprise Linux®
- Industry certification training — such as Microsoft Certified Systems Engineer (MCSE) and Red Hat Certified Engineer (RHCE)

PC Skills and Professional Development Training

Maximizing your IT investment also means making sure your employees know how to optimally use the most popular end-user PC applications — such as Microsoft Windows® and Microsoft Office — and accessories. As part of this robust offering, Dell provides online and instructor-led professional skills development training.

Dell Learning System

This total e-learning solution includes it all — robust courses preloaded on Dell hardware, an easy-to-use learning management system (LMS) and ongoing technical support. Because the entire LMS resides on your Dell server and is therefore within your IT infrastructure, you don't have to worry about firewall issues. And it's priced per box, so you don't have to purchase complex multi-user licenses.

You also have options to further customize your system. A Live Expert Tutor option is now available, allowing users to ask questions via chat about course topics. The Courseware Integration Option allows administrators to add courses from other sources directly onto the LMS. Capabilities include installing the new courseware, setting up the LMS to identify the course, and modifying the reporting system to allow tracking of the new courses completed and the grades obtained by the students.

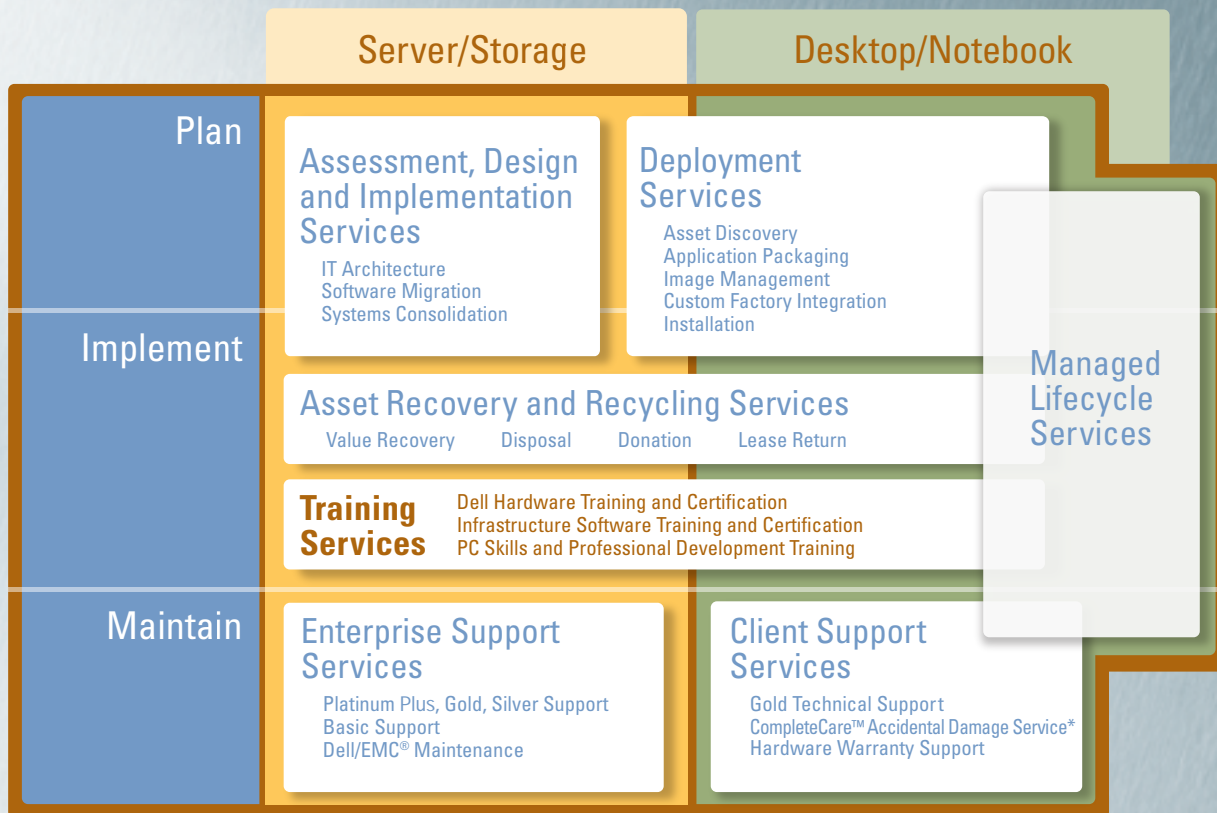
Custom Training

We can design a program or learning path based on your organization's unique requirements. After assessing your specific needs, we'll customize a training package that fits your operation's people, vocabulary and learning environment, including retail point-of-sale and change management training solutions.



A Complete Portfolio of Service Suites

In addition to Training Services, Dell offers a comprehensive portfolio of services to help you address the full lifecycle of your IT infrastructure — from planning to implementation to maintenance — all organized within seven service suites. To learn more, click on the individual suites within the following chart.



For More Information

To learn more about Training Services or any of the services in Dell's comprehensive portfolio, please contact your sales representative or visit www.dell.com/services.

*CompleteCare 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.

Dell, the Dell logo, OpenManage, PowerEdge and PowerVault are trademarks of Dell Inc. Microsoft and Windows are registered trademarks of Microsoft Corporation. Red Hat is a registered trademark of Red Hat Software, Inc. in the United States and other countries. Linux is a registered trademark of Linus Torvalds in the United States, other countries or both. Other trademarks and trade names may be used in this document to refer to either the entities claiming the marks and names or their products. Dell disclaims proprietary interest in the marks and names of others.

© Copyright 2006 Dell Inc. All rights reserved. Reproduction in any manner whatsoever without the express written permission of Dell Inc. is strictly forbidden. For more information, contact Dell. Service specifications are valid in the U.S. only and are subject to change without notification. Dell cannot be responsible for errors in typography and photography.

