

Dell's WorkSpace Solutions are designed to effectively lower your Total Cost of Ownership. Specifically, these are a set of solutions providing a cohesive package of hardware, software and services which can be customized to your specific environment. The box on the right contains an example of what your combined lease and service bill would be monthly. Dell has redefined managed services to complement your existing process, drive out costs and keep you in the loop at all times.

Immediate/Long Term Savings

The essence of our proposed model is a "Dell on Dell" solution for you. Through our knowledge base and the remote resolution tools we have in place, our experience has shown us that we are uniquely situated to take advantage of our OEM status to provide services for equipment we sell to you at low cost. The potential benefits of our service model for you are (1) less end user downtime and associated soft costs, and (2) lower hard dollar total cost of operations.

Enabling Your Business

Dell is a partner that responds to changes in your environment, which helps you maximize your savings and focus on your business objectives.

Dell's flexible service offerings allow you to retain control and ensure your infrastructure assets are supported through every step of the deployment process. By doing so, Dell enables you to focus on your core business objectives. The "Dell Difference" affords you flexibility and control by providing the following:

- The ability to add/remove services, and modify Service Level Agreements to scale as your needs change. Dell can also utilize our help desk to facilitate Lifecycle Management Services such as managed deployment, order fulfillment, asset services, moves/adds/changes, desk-side support, asset recovery/recycling, and end of lease management services.
- Efficient and effective transition plans can minimize transition costs and organizational impacts.
- A track record of incorporating cost-saving technology and labor-saving methods to lower your total cost of ownership.



POWER SERIES

THE LATEST TECHNOLOGY, BUILT TO MEET AND EXCEED DEMANDING USERS EXPECTATIONS.

DELL™ OPTIPLEX™ GX280 MINI TOWER

- Intel® Pentium® 4 Processor 530 (3.0GHz), 800MHz FSB with 512 Cache
- 512MB¹ DDR2 SDRAM
- 128MB nVidia FX5200 Dual Monitor
- 80GB SATA 7200 HDD
- 3.5" FDD & 48X CDRW/DVD Combo
- Integrated Intel Gigabit onboard NIC
- Quietkey® Keyboard & 2-Button Mouse
- Dell UltraSharp™ 17" Flat Panel Monitor

SOFTWARE

- Your corporate Microsoft® Windows® XP or Windows 2000 image deployed during factory build

SERVICES

- Program Management
- Leveraged 7x24 Help Desk
 - Toll-free access
 - Multi-vendor hardware support
 - Common business software support
 - Web portal - case submission & status
 - Remote desktop control
 - Field service dispatching
- Installation
- Move, add, change, dispose
- Desk-side hardware & common software support
- Asset tracking
- Reporting: assets, performance, service delivery

Combined Financing of Hardware & Services AS LOW AS

\$59 per seat/month for 36 months²
Pricing example is based on 750 unit purchase

OPTIONAL SERVICE UPGRADES INCLUDE

- Multi-vendor break/fix support
- Out of warranty repair
- Custom application support

Dell is #1 in customer satisfaction in Corporate IT Service/Support.³ For the last fourteen quarters Technology Business Review's customer satisfaction poll has ranked Dell the number one hardware vendor for service and support. Visit www.dell.com/services for more information.

Single Point of Accountability

Dell is your single point of accountability to enable seamless integration of all services activities — a fully integrated solution of hardware, services and financing. Additionally, Dell has committed to tracking a full range of customer experience metrics allowing you to measure the full relationship with Dell and the service delivery to your end users. We do not believe any one reseller, integrator, or vertically aligned computer vendor has the capability to own, manage, and deliver best-in-class capabilities like Dell.

Transparency

Dell's services provide the transparency and visibility that will assure you are receiving the contracted services. With Dell, there are no hidden surprises or additional "scope creep" charges to add to your identified budget requirements. The proof points for visibility into Dell's support processes include the following:

- Full transparency on service level agreements, performance metrics, and calculations.
- Easily accessed data and frequent service level reports that provide the information you require to manage your business.

Dell is Better Equipped to Service Dell Equipment

Dell's help desk agents have immediate and complete access to all product support bulletins, engineering change notices, and product engineers. Our extensive technical training, knowledge base and tools offer one of the highest remote resolution rates in the industry.

Everything You Need

Our experience in managing and measuring service delivery issues, and our ability to deliver high quality service in a cost effective manner is at your disposal. We have the tools and ability to improve your end-user experience and your management control of service performance, and are confident that Dell's solution will help you achieve your business objectives.

Getting Started

1. Call your Dell sales representative to schedule and initial qualification and discovery call.
2. Dell would then perform a Customer Survey typically taking up to a half day.
3. Once the Customer Survey is complete, Dell can provide you a detailed proposal tailored to your environment and requirements.



DELL FINANCIAL SERVICES (DFS)

The DFS rotation plan enables technology refresh of assets through our Fair Market Value (FMV) lease program. The lease term is matched to your anticipated useful life of the assets, at the end of the lease term, you have the following options available:

- Purchase the equipment for the then fair market value
- Renew the lease
- Return the asset

Benefits of the DFS Rotation Plan:

- One stop shop for leasing and financing.
- Integrated order processing and tracking, outstanding customer service, and one-stop shopping for hardware, software, servers, workstations, and peripherals.

DELL WORKSPACE SOLUTIONS

Key Features Include:

- Flexible billing – per seat per month and/or per event.
- Unified invoicing for hardware and services.
- Leveraging a best-in-class infrastructure.
- Proactive service level management.
- Asset recovery and disposal.

General Assumptions:

- Pricing presented is based on industry norms including:
 - Call type, duration, frequency.
 - Move, add, change requests and desk-side support requests.
- Costs vary based on hardware selected and service requirements.
- Minimum purchase of 500 Dell OptiPlex or Latitude clients required.
- Dell will perform disposition of the legacy asset, new unit installation and data transfer.
- Service from the Dell Help Desk is only available via the Dell provided toll-free telephone number or a Dell provided web form. The Dell Help Desk will provide service 24 hours per day, 7 days per week and 365 days per year.
- Start up costs are included in price.²

Additional assumptions apply. For more information please contact your Dell Services Representative.

Managed Services. Easy as **DELL**

For more information please contact your Dell Services Representative.

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