The new Dell™ Enterprise Command Center demonstrates Dell’s commitment to delivering an exceptional Customer Experience.

The Enterprise Command Center (ECC) uses enhanced technologies and service processes to help reduce downtime and deliver to you increased reliability and greater value. Our expertise and proven methodologies help ensure your IT infrastructure is continuously available so that you can stay competitive and focused on achieving your corporate and business goals. Key enhances include:

- Improved visibility of dispatches
- Help reduce in response time during critical situations and outages
- Increased availability of information to better manage and overcome system downtime situations
Centralized End-to-End Call Management

Having your technical support, logistics and field service activities managed from a central location gives us an always-available focal point where we can track and manage service incidents effectively. Through our commitment to mission critical services and our ability to manage service events end-to-end, Dell brings you accountability along with reliable, advanced and streamlined support:

- Integrates escalation and crisis management
- Manages highly visible service events for key customers and critical accounts
- Offers Command and Control Center in the event of disasters and emergencies

Live Information Feeds

A key function of the Enterprise Command Center is monitoring weather and news feeds to proactively identify and mitigate any potential delays in customer service. During national or regional disasters such as outages or extreme weather conditions, the Dell ECC team has the authority to quickly mobilize resources to handle crisis events quickly and expertly.

- Exercises “critical situation” management
- Offers Command and Control Center during local and national disasters and emergencies

Real-Time Dispatch Monitoring

A key function of the Enterprise Command Center is monitoring the dispatch activities as they occur. Dell’s dispatch system is integrated with its partner dispatch systems and centrally monitored via a visual mapping tool, thereby allowing visual tracking and management of service delivery from a centralized ECC location. In the event of crises such as outages or extreme weather conditions, the Dell ECC team has the line-of-sight to mobilize resources to handle crisis events quickly and expertly.

Dispatch Monitoring Tool

- Contains complete dispatch information
- Facilitates proactive call management
- Enables tracking and coordination of same day dispatches

Dispatch Mapping Tool

- Employs visual dispatch control to easily identify issues
- Provides visibility to current dispatches
- Utilizes advanced call filtering capabilities