Managing Client Services

Managing business demands to drive value, quality and customer delight

Managing your client-computing environment can be a costly challenge, especially in the face of today's complex business demands. Throughout the life of your IT investments many factors determine how effectively, and cost consciously, your IT environment handles critical business demands.

As business challenges continue to change, so too do the demands on your support teams. Whether your company is growing rapidly, or scaling back, it is likely that you are being expected to do more with fewer resources and to forecast costs with greater accuracy. Keeping track of IT assets is one key challenge. Alongside this, it may seem impossible to gain strategic control of all of the service activities necessary to keep your systems performing optimally for your business.

The good news is that you have a significant and measurable opportunity to improve the level of support in your environment while reducing your costs and Dell can help.

With Dell Managed Client Services, we provide a complete and flexible set of services to support your IT assets. You choose the service components that fit your specific and unique needs, and Dell delivers consistent and reliable support while keeping you in control. By applying a consistent management process across your IT infrastructure, you can minimise costs while improving the overall quality of your service delivery, whether for individual service activities or entire business processes.

Visit [www.dell.co.uk/services](http://www.dell.co.uk/services) for more information.
Introducing Managed Client Services – Easy as Dell

We’ve extended our direct model and service logistics capability to provide you with Managed Client Services direct from Dell. From Planning through to Deployment and Maintenance, you can use Dell’s service delivery expertise to co-ordinate your client system support activities into a complete, end-to-end, managed process.

Use only what you need to complement your existing service operations

Dell Managed Client Services are built to order, just like our hardware. We’ll work with you to configure a solution that is appropriate for your environment and integrates back into your management systems, putting you in control.

Simplify your support processes

We’ve earned our reputation for driving efficiency in business processes, removing unnecessary steps, shortening cycle times, and improving quality. Dell’s initiatives in online procurement integration with Premier Pages.com and direct B2B Integration help you speed up requisition processing time while reducing order discrepancies. With our innovative Custom Factory Integration, installation starts in the factory, helping customers eliminate the need for expensive staging work during a deployment.

Streamline your vendor management

Dell is a recognised leader in supply chain management, and we apply that same skill to services. Not only have we integrated our service management systems with our service and logistics partners, but we can integrate with yours as well. With Dell Managed Services, you can reduce the number of service vendors you need to co-ordinate, without reducing your visibility to quality and cost.

Dell Managed Client Services support your client assets throughout their whole lives – from Planning, through Deployment and Maintenance.

Service Features

Planning

A successful desktop solution starts with successful planning. Whether you need an initial assessment, help with a large-scale technology transition, or ongoing performance management, Dell provides planning services based on proven methodology. Through intelligent planning, we can help you make the most of your client technology investments. (Think of it as career management for your client systems.) Based on your objectives, Dell can baseline your existing environment, identify opportunities for reducing cost, lay out a plan of action, and monitor ongoing support activity.

Service capabilities include:
- Managed Client Assessment
- Programme Planning and Design
- Managed Client Integration Planning
- Performance Management
- Standards Management
- Image Development

Deployment

The time it takes to prepare your client systems for their first day on the job can be costly. Every step in the deployment process takes time and resources to accomplish and also keeps your end users waiting.

Dell’s direct model provides an industry leading capability to begin installing your systems before they leave the factory. Dell Custom Factory Integration prepares your systems with custom hardware and software as part of the initial build, which means fast deployment, low cost, and fewer steps between the factory and the desk.

Dell also makes sure your systems get to the right place with minimal business interruption. We can provide logistics, installation, data transfer, and disposition services either for a large-scale technology refresh or as part of normal operations.

Service capabilities include:
- Custom Hardware Integration
- Software Integration
- Asset Tagging and Labeling
- Destination and Staging
- Installation and Migration
- Recovery and Disposition
**Maintenance**

**Asset Management:** Your asset management strategy should provide the information you need to accurately control maintenance and support costs, plan for growth, and make strategic IT decisions. Dell Managed Client Services are designed to integrate with your management systems to help ensure you have a complete and accurate view of your client computing environment. We can also provide assistance as you manage technology transitions or if you need a new asset baseline inventory. Dell services include the tools and processes to support your client asset management strategy, even in highly distributed environments.

**Service capabilities include:**
- Asset Discovery
- Asset Tracking
- Software Use Analysis
- End-of-Life Reporting

**Service Desk:** First line support for end-user systems and software can present some of the most difficult challenges of managing your client computing environment. Significant amounts of time and resources can be consumed by the wide array of issues that arrive at your Service Desk. At the same time, many organisations lack the tools and processes to measure the quality of their Service Desk, progress towards efficiency goals, and end-user satisfaction.

Dell delivers a full-feature Service Desk that is driven by the goals of quality, value and customer satisfaction. Dell’s Service Desk is accountable for resolution, tracking, escalation, and follow up on all system-related issues that affect your productivity. From beginning to end, your Dell Service Desk is accountable for issue resolution, tracking, escalation and follow-up, helping you achieve high uptime and productivity. You can customise the level of support the Service Desk provides, as well as workflow, call routing and integration requirements necessary to provide a smooth support experience for your end-users. Service Desk personnel capture incidents or requests using a ticket tracking system; then, each ticket can be opened automatically by either monitoring tools or through a customised self-service Web portal. Also, end-users who wish to resolve simple issues on their own can take advantage of self-help tools and support content.

We can also integrate our services with your tracking systems or service providers. Dell’s integration expertise allows seamless exchange of service requests and asset information. We provide fast entitlement and troubleshooting processes and provide you with the up-to-date service and asset data you need to stay in control of your service processes. What’s more, your Dell Service Desk includes measurement tools and processes to help you improve and quantify performance.

You can customise the level of support the Service Desk provides, as well as the workflow, call routing, and integration requirements necessary to provide a smooth support experience for your end-users. Dell provides ongoing service level and resolution reporting, working with you to continuously assess and manage performance.

**Service capabilities include:**
- Multi-Vendor Service Desk
- Commercial Off-the-shelf Software Support
- Custom Software Support
- Field Service Dispatch Management
- Remote Control and Online Tools
- Password Management

**Field Services:** Dell provides on-site Field Services for your multi-vendor desktop systems, software and peripherals to provide hands-on support throughout the lives of your IT investments. Authorised service delivery providers will be dispatched to your end-user when your hardware, software or peripheral problems cannot be resolved remotely. These services include the labour, parts and software expertise required to get your desktop system up and running again. They also help minimise product failures and extend the useful life of your equipment. Field Services are provided on an individual service request basis or on a project basis. At the completion of each service request, the technician will provide the end-user with information about the new or modified equipment and software as needed to ease the transition from the old configuration to the new.

**Service capabilities include:**
- Hardware Break/Fix - VIP Support
- Deskside Support - Depot Repair
- Install, Move, Add, Change - Dedicated On-site Support
Dell Managed Services

Next steps

Examine Your Business Objectives

Dell’s Managed Client Services can help ensure your IT investments enjoy a long, productive career in your organisation while streamlining processes and reducing costs. The first step to benefiting from Dell’s service offerings is accurately and thoroughly assessing your needs. Whether you are considering your first Managed Client Services partnership or you are trying to simplify your current service supply chain, it is important to establish a clear outline of your business objectives regarding your client-computing environment.

Objectives commonly described by Managed Services customers include:

- **Lower Total Cost of Ownership** through consolidation of providers and transfer of processes to efficient and focused partners.
- **Increased control of service processes** through improved visibility to asset data, streamlined program management and better integration between service systems.
- **Improved end-user satisfaction** through improvements in the quality of service delivery.

Knowing what your goals are and having them prioritised will help ensure that your service delivery system is designed to meet or exceed your objectives.

Assess Your Current Service Delivery Processes

Another key step in implementing a lifecycle management approach is to inventory and assess your current client environment and service delivery processes. Dell can work with you to help build a profile of your current environment and to configure a Managed Client Services solution that brings in the capabilities you need, avoids duplicating capabilities you already have, and connects seamlessly with your core IT processes.

More than an itemised inventory of systems and resources, a true assessment helps identify opportunities for structural improvements, process steps that should be removed or combined, and metrics that should be implemented to encourage and quantify progress.

If you have not already outlined your business objectives and taken inventory of your current systems and resources, consider asking Dell to perform an Asset Discovery and Lifecycle Assessment. For further information, contact your Dell Account Manager.