GETTING THE RIGHT SYSTEM, WITH THE RIGHT IMAGE, IN THE RIGHT PLACE CAN BE COSTLY.

Your business is unique. You often need to balance the requirements of tailor-made solutions against minimizing costs and disruption.

At the purchase and deployment stage, this means you could be faced with often costly delays while your computers are built in one location, hardware options added in another and custom software possibly installed in a third. Your internal staff may then have to spend valuable time performing basic installation tasks that also overload your network.

In addition, managing software images throughout the life of systems is considered by many organizations a tedious and expensive process eating away at limited IT time that could be spent on other, more mission-critical projects.

DEPLOY YOUR SYSTEMS RIGHT OUT OF THE BOX.

What if your systems could be configured before they arrive at your site? All you would have to do is open the box and plug it in. Ideally, you’d have a way to track and manage new systems without opening the box. And your software image would already be loaded for you, freeing up your IT resources. Dell Custom Factory Integration (CFI) is your solution for getting the right systems, with the right image, in the right place... right out of the box.

DELL CUSTOM FACTORY INTEGRATION.

Built for Your Business.

Custom Factory Integration is a logical extension of the Dell build-to-order model, and as a result, unique in the breadth of solutions we can provide.

Serving as your single point of accountability, Dell CFI brings you the computers you need, already built to your specification during the initial build at our ISO 9000:2000 certified factories. A designated project manager can work with you to develop your required specifications – and once agreed, build your desktops, notebooks and servers with no additional lead time.

By automating the process, there is no limit to the number of computers that can be supplied; and it doesn’t stop there. Dell can work with you to maintain and update software and reduce the number of images needed by your organization on an ongoing basis.
**CFI BENEFITS FOR:**

### ASSET MANAGEMENT
- Track and control assets quickly and cost effectively.
- Plan and budget for upgrades by having accurate and organized information on each computer.
- Save help desk costs by more efficient diagnosis and prevention of problems.
- Off-load administrative tasks.
- Provide vital information for the management of large-scale deployments.
- Save time and effort in managing deployment logistics.
- Increase the probability of the recovery of stolen systems.
- Help ensure software license compliance or enforce security policies from a central location.
- Customize solutions to your individual needs.

### HARDWARE INTEGRATION
- Count on a single point of contact, in the unlikely event that something goes wrong, you only have to call Dell. We also maintain spare stock of your hardware that can be sent to you on a next-business-day service so that downtime is minimal.
- Save time and cost of sourcing and maintaining additional hardware as well as transporting and storing hardware.
- Help reduce total cost of ownership by reducing amount of service, maintenance and training required thorough out the working life of a system.

### SOFTWARE INTEGRATION & IMAGE MANAGEMENT
- Free up IT resources from the development and management of software images to concentrate on more strategic projects.
- Reduce on-site installation time and cost – enable delivery of a fully-configured solution direct to the end-user.
- Ensure consistent software build on all deployed systems allowing reduction in support costs and adherence with any licensing and compliance requirements.
- Reduce the number of client images you need to build and maintain.

### ASSET MANAGEMENT. Controlling and Protecting Your Investment.
You have probably devoted a lot of time and money acquiring the right IT assets for your organization. So it makes sense to know where those resources are located at all times and that they are secure. Plus, you want to be able to control and effectively manage the status of every item.

Having visibility and accurate records of assets through their life in the working environment can reduce deployment costs and the total cost of ownership. Dell Asset Management Services make identifying, tracking, securing and recovering your computers easier and more affordable. Asset Management Starts at the Factory:

- Physical Asset Label – A vinyl label captures information relevant to the system as it goes through the manufacturing process. Dell can also apply customer designed asset labels.
- Electronic Asset Tagging – For an additional level of security, a customer asset number can be written into the system BIOS to enable system management software to remotely identify the system.
- Shipping Labels – Applying a ship box label with user-definable data fields can reduce, if not eliminate, the need to remove the system from its shipping box prior to deployment.
- Asset Reporting – Easily integrate new assets into your existing asset management systems with daily, weekly, or monthly asset reports emailed in Excel or .csv format.
- Security Solutions – Anti-theft labels and theft recovery asset software can provide additional security as part of a layered security approach.

### HARDWARE INTEGRATION. Dell Really Does “Build to Order”.
Custom Factory Integration enables you to specify the precise hardware configuration of every computer you order from Dell. By installing and configuring your hardware in the factory, Dell Hardware Integration Services deliver across-the-board standardization – making it much simpler to upgrade and transition to new hardware as well as simplify your system administration.

In addition, Dell’s buying capabilities mean we are able to competitively procure and install industry-standard hardware components and the appropriate drivers, including modems, video cards, internal storage devices and hard drives. Our Hardware Integration Services Cover:

- Custom configuration of Dell hardware – CMOS/BIOS settings, jumper settings, port settings, configuring arrays RAID arrays and hard drive partitioning
- Installation and configuration of industry standard hardware components and the appropriate drivers – Network Interface Cards, modems, video cards, sound cards, internal storage devices, hard drives, and other components that have met regulatory agency approval

*Parts Replacement Program.*
By choosing Dell CFI for your custom system needs, you can eliminate the need to contact multiple manufacturers to replace non-standard parts. The Parts Replacement Program provides a single point of contact should you need to replace non-standard, internal third-party hardware components for the duration of the system’s service contract. All standard Dell hardware components are covered by the standard Dell system warranty and/or service agreement.

*Quality and Security.*
By using automated processes within our factory, Dell reduces the risk of human error. This is also a benefit to organizations requiring additional security measures. Dell assures that every measure is taken to safeguard you and the product you have ordered.

### SOFTWARE INTEGRATION & IMAGE MANAGEMENT. Building and deploying a consistent software image with CFI.
Ensuring you have a consistent software build on all systems throughout your organization is one of the most expensive and time-consuming tasks facing any IT department. You need to ensure that not only do all systems meet your corporate standards, but they also meet any licensing and compliance requirements. Dell is here to help with software integration and management across our full range of Dell Precision™ Workstations, Latitude™ notebooks, OptiPlex™ desktops, and PowerEdge™ servers.
**Enterprise Software Integration.**

Enterprise Software Integration provides custom configuration and installation of software, (standard, custom, or proprietary) on Dell PowerEdge servers, in our factory environment. With Enterprise Software Integration, we can help you control your server rollouts to ensure every system will have the same exact version of your chosen enterprise software, avoiding potential support issues caused by inconsistent software application loads. Enterprise Software Integration services include:

- Scripted OS Integration Microsoft Windows Server, Standard or Enterprise.
- Custom Application Solutions – DBMS (Oracle, SQL), Enterprise resource planning (SAP, PeopleSoft), Disaster recovery and backup, proprietary and third-party application installs.

**Client Software Integration.**

Client Software Integration provides custom configuration and installation of software (standard, custom, or proprietary) on Dell OptiPlex, Latitude and Precision systems, in our factory environment. Client Software Integration services include:

- Software image loads of major operating systems, including Windows Vista.
- Proprietary and third party application loads.
- Hard drive partitioning.

**Software Image Management Services.**

Our Software Image Management services provide solutions for software image development, validation, deployment, and maintenance, designed to help customers achieve platform stability and consistency without compromising control. We can help you build a standard software image, test it, ensure it meets your needs, and then – through Custom Factory Integration – install it on your systems during the factory build process. The most recent copy of your software image will be stored securely on our manufacturing servers for integration onto all your new systems. Every computer we supply can then be shipped with your image pre-installed.

**The X-Image Solution.**

The X-Image solution takes Software Image Management Services even further and enables Dell to build one hardware independent image that works across all new* and legacy OptiPlex, Latitude and Dell Precision systems as well as allowing interoperability with legacy systems from other vendors. We can maintain the image and deploy it on your new Dell systems through our CFI processes.

Dell-developed X-Images can also be used in conjunction with in-house software deployment tools to automate redeployment of existing assets.

Before X-Image, the number of platforms in your environment was a critical factor in how many images you needed to create and manage. With Dell X-Image, each single image is created for every Dell platform. The total number of images is reduced, meaning simpler creation and management, lower costs, and total accountability and access directly from Dell. Additional software configuration services include:

- Setting the computer name. We can offer sequential numbers, a number from an asset tag, or a Dell tag number.
- Installation of Microsoft Sysprep, or SIDWalker, to set unique SIDS and prepare the system for installation.
- Provision of a recovery CD/DVD of your image as a ‘drop in the box’ option.

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With other vendors

- Complex logistics
- Added costs
- Quality risk

With Dell  Custom Factory Integration

- Quality assured: ‘one touch’ process reduces errors
- Fast, efficient implementation: dedicated tools manage deployment
- Fast scheduling: h/w can be pulled in when required, no need to warehouse entire estate of h/w deployment

Dell manages all aspects of deployment and migration

Manufacturer | Distributor | Reseller/Systems Integrator | IT dept, End user | Dell | End user
ORDER READY.
Making Non-Standard Configurations a Standard For You.

Dell has packaged various non-standard hardware and software configurations to make them order ready for your organization. For example, Dell provides layered security options on its order ready systems.

Security Labels:
Anti-theft labels can provide additional security as part of a layered security approach. These heavy-duty metal labels require strong force to remove and serve as a clear physical warning to would-be thieves that unauthorized resale will be difficult. For further protection, a chemically bonded tattoo will mark any protected machine as “Lost Property” in the rare case the label is removed.

Dell also provides labels with the added-value of a patented non-fade UV marker hidden in the layer beneath the stolen marker tattoo. The tattoo will contain a unique asset number that assists in the retrieval of any stolen systems that are located. Dell also registers systems on a secure database, which assists in the tracking and return of stolen systems.

Theft Recovery Asset Software.
A PC tracking and loss control solution, ComputracePlus can help ensure that all devices and the data they contain are secure and locatable. Installed at the factory when your system is built, activating the software agent through CFI enables you to locate a system with an Internet connection that is stolen or lost anywhere in the world and, if required, remotely delete business-critical data.

You may also wish to consider AbsoluteTrack when purchasing ComputracePlus in one bundle. AbsoluteTrack is a secure PC asset tracking and PC inventory management solution to help IT departments perform daily computer inventory tracking functions on or off the network. It can send alerts to notify administrators when certain events occur for example, when a lease is due.

GET STARTED TODAY.
As a pioneer of image management operations, Dell Custom Factory Integration Services can help accelerate your system deployments on OptiPlex, Latitude, Dell Precision and PowerEdge systems. You can work with Dell deployment experts to custom integrate systems — including hardware, images, applications, peripherals, asset tags, custom labels and more — based on the distinct IT needs of your organization. It’s all done during the initial system build in one seamless process. For more information on how you can get started custom building your systems today, visit www.dell.com/services.

The Key Advantages of Custom Factory Integration – Lowering Total Cost of Ownership Through:

QUALITY: As every aspect of building and configuring your systems is handled in one location, layers of complexity and human error due to multiple touches are eliminated.

CONSISTENCY: Repeatable production processes yield stable, consistent configurations.

EXPERTISE: Dell experts and engineering resources support you throughout the process.

GLOBAL SOLUTIONS: Custom Factory Integration can be duplicated in any Dell factory worldwide, helping ensure global consistency of your systems.

IMPROVED INTERNAL IT STAFF WORK: Having systems arrive pre-configured frees your IT staff from configuring individual systems. They can focus on business-critical projects saving time, effort and manpower.

*Newly introduced systems must first be qualified with updated X-Image software that supports the new model, typically within 4 weeks of introduction.

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