Dell Services Glossary

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7X24 Phone Support – Toll-free, phone-based 24-hour technical hardware support for the length of your warranty period

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Asset discovery – An inventory process that identifies a company’s assets, ways of reducing costs and managing identified assets

Asset management – A collection of system lifecycle service capabilities from deployment and support through asset recovery

Asset recovery – Service to recycle or resell your old or outdated computer equipment

Availability – The ability to provide constant, uninterrupted access to computer power, data or systems

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Client – Refers to desktop or notebook computers typically used by employees or home-users. A client can also be an application that runs on a personal computer (PC) or workstation that relies on a server to perform some operation, such as send or receive email

Collaboration – The concept of sharing files or documents or managing projects using a web-based application such as Microsoft® Sharepoint® Portal Services

CompleteCare™ Accidental Damage Service – A service that can repair or replace a system should it be accidentally damaged by electrical surges, drops or spills. Doesn’t cover fire, theft, loss or intentional damage. It is not available in all states. Customer may be required to return unit to Dell.

Consolidation – The process of merging obsolete, disparate and duplicate servers, storage systems or applications into one or more higher performance systems or applications

Custom factory integration – A service in which during the manufacturing process, systems can be integrated with user-specified hardware, images and applications, peripherals and documents

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Deployment services – Installation and asset management solutions such as custom factory integration or asset recovery, which free up resources and minimizes deployment costs

Disaster recovery – Solutions, such as temporary recovery servers that minimizes downtime when an event occurs

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eCommerce – Business that is conducted over the Internet either between two businesses transmitting funds, goods, services and/or data or between a business and a customer

Enterprise – In the computer industry, enterprise is often used to describe any large organization that utilizes computers. Dell uses enterprise to refer to servers, storage systems and other hardware used by businesses and organizations

Enterprise Command Center – Based on the best practices of 911 telephone emergency response and other crisis centers, Dell’s Enterprise Command Center offers state-of-the-art 7x24x365 support for server and storage environments that demand optimum uptime

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**Image management** – A service that develops custom images for customers with multi-platform environments

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**Limited Warranty** – To protect customers’ technology investment, Dell warrants the hardware that they manufacture to be free from defects in materials and workmanship for 90-days or longer depending on the system and length of the warranty. For a copy of our guarantees or limited warranties, please write Dell USA L.P., Attn: Warranties, One Dell Way, Round Rock, TX 78682. For more information, visit http://www.dell.com/us/en/gen/misc/policy_010_policy.htm.

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**Mail-in Service** – If Dell can’t fix a problem online or over the phone, or if a replacement part is needed, Dell can arrange for return shipment to a repair facility

**Managed services** – A range of services designed to align, manage and optimize end-user computing environments (i.e. desktops, notebooks and workstations)

**Messaging** – An application such as Microsoft® Exchange along with the related infrastructure, which is used to enable e-mail, online calendars and forms and related messaging services

**Migration** – A service that moves an application, operating system and/or hardware from its current location to another

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**Next Business Day On-Site Service** – If a problem can’t be fixed online or over the phone, or if a replacement part is needed, a Dell-certified technician can arrive the next business day to make the repair. Service timing is dependent upon time of day call placed to Dell. Service may be provided by a third-party.

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**Portal** – A web-based site (Internet, extranet or intranet) that is tailored to meet the unique informational needs of individuals or organizations

**Professional services** – Consulting services that are designed to optimize the performance and efficiencies of an IT infrastructure and also reduce costs

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**Same Day Onsite Service** – A service in which a Dell-certified technician can arrive on-site, after phone-based troubleshooting, within 2-4 hours, 7x24, depending on location and level of support

**Ship-back Service** – If a hardware failure is determined, on the next business day, packaging and an airway bill are sent to a carrier nearest the customer. The customer then brings their system to the carrier location, boxes it using the packaging provided, and ships it to a central repair facility. After the system is repaired, it is shipped back to the customer

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**Value recovery** – A service that enables customers to receive money back from their resold systems, provided there is value remaining in their system

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**WebEx™ remote resolution** – An application that enables a technician to remotely ‘run’ a system over a web connection to both troubleshoot and resolve issues.

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**X-Image** – A client software service designed to develop, deploy and manage a hardware independent custom image that will run across most Dell client system