Services Capabilities Guide

Version 10.2

Professional Services

Managed Services

Deployment Services

Training and Certification

Support Services

WE DON'T DO DIFFERENT THINGS. WE DO THINGS DIFFERENTLY.

Just Ask Us!

Dell | Services

Services Overview

DELL™ Services

Dell has applied the revolutionary principles of the Dell direct model, low costs, and a single point of accountability to our portfolio of services. By doing so, we provide maximum value to you. Whether you need professional consulting services, managed services, deployment services, training and certification programs, or support services, Dell promises to deliver.

Professional Services

Dell Professional Services (DPS) builds upon Dell's commitment to dealing directly with customers and providing the highest quality, most relevant standards-based services.

Our solutions blend Dell's best practices, standardized delivery and purchasing model with expertise in solving today's most pressing infrastructure and application development challenges. Harnessing the latest open-standards and technologies, our solutions can help maxmimize the value of customers' IT infrastructure by helping them minimize expenses and disruptions to their workflow.

Migration and Consolidation Services

By migrating or consolidating differing or unnecessary Dell or 3rd-party hardware, operating systems and applications, the efficiencies and data integrity of customers' information technology infrastructures can be maximized. Fast Track programs can assess the feasibility and potential benefits of conducting a software migration.

Services are grouped by UNIX to Linux, UNIX to Windows, Windows migration, server and storage migration and consolidation, database migration and consolidation and Exchange migration.

Messaging and Collaboration Services

The use of next–generation messaging, directory solutions and collaborative solutions–for e-mail, scheduling, online forms, messaging services, intellectual capital, mission-critical web sites, etc.–helps enhance and streamline communications within the enterprise by consolidating or eliminating redundant or conflicting systems and fostering the flow of information.

Services are grouped by Exchange migration, directory services and collaboration services.

High Availability and Infrastructure Performance Services

Customers can help boost performance, availability, load balancing, storage, and backup capabilities across their entire enterprise by implementing high performance computing clusters and advanced storage solutions that include Microsoft, Oracle and Linux software running on Dell platforms.

Services are grouped by high performance clusters, backup and recovery and database optimization.

Managed Services

A key ingredient of the Dell Services portfolio is its line of managed services offerings which combine service management expertise with standardized service capabilities to help IT organizations gain control over their desktop computing environment. Ranging from custom lifecycle solutions to managed support packages, Dell Managed Services provide a single

point of accountability, deliver flexibility and scalability, and help you to reduce total cost of ownership.

- **Asset Discovery Services:** a suite of assessment services that can help any IT organization establish a baseline inventory of its end user computing infrastructure.
- **Managed Deployment Services:** a configurable suite of custom factory integration and deployment services that enable the timely implementation of large-scale desktop transitions.
- **Managed Client Services:** a custom outsourcing solution to improve the way IT organizations manage planning, deployment, and support needs of their complex desktop environment.

Deployment Services

Deployment Services offer quick and easy configuration, and installation. which free up your resources and help minimize your deployment costs.

- **Custom Factory Integration (CFI) Services:** Dell's Custom Factory Integration (CFI) service is a project-based approach to customizing your Dell systems as they are built in one of our global ISO 9002-certified factories. Offered as part of Dell's Deployment Solution, this "one-touch" method means duplicated efforts are eliminated, and chances for errors reduced. Your Dell systems are configured with the hardware and software your business relies on--including your own proprietary software images. Custom Factory Integration is available on: Dell Latitude notebooks, OptiPlex desktops, Precision workstations, PowerEdge servers, and PowerVault storage systems.
- **Image Development Services** provide an integrated suite of solutions designed to relieve you of software image development, validation, deployment, and maintenance. These services help you achieve platform stability and consistency without compromising the level of control required by their specific business requirements.
- **Custom Delivery Services** allow you to customize how and when your Dell systems are delivered. Scheduled delivery services allow you to coordinate date specific deliveries on a repetitive schedule or one-time basis. Predelivery services offer custom palletization, order consolidation and advanced delivery notice to better prepare your shipment for delivery. Destination services provide de-palletization, unpacking boxes and package removal.
- **Installation Services:** Standard on-site installation services such as system setup and test and comprehensive install/deinstall with user data transfer are available for Dell products. If these options do not completely satisfy your installation needs, Custom Installation services can be designed around your unique requirements.
- **Asset Management Services** provide you with an easy way to identify, track, secure and recover systems in an easy, simple and affordable manner, whether your systems are local, mobile, or remote.

Training and Certification

What if you could maximize the value of your Dell IT investments by ensuring the knowledge and expertise required to implement, configure, manage, and monitor Dell server and storage solutions? The Dell Certification Program (DCP) can provide the guarantee.[1]

- Participants must pass challenging, skills-based examinations, validating the candidate's ability to correctly implement manage, and support Dell products in real-world scenarios. Are you Dell certified?
- **Business and Professional Technology Training Online:** This training includes over 1,200 Internet-based courses ranging from Word, PowerPoint and Excel to Microsoft and Novell® certification courses at www.dell.ca/training.

Play video of Dell President/CEO
Kevin Rollins

Industry certification and enterprise infrastructure support courses like Exchange and Linux® can be offered online, or in instructor-led formats on the customer site.

- **Dell Certified Systems Expert (DCSE)** is "break-fix" training for Dell's IT customers and Warranty Parts Direct customers to provide the knowledge and skills needed to order and install Dell products.

Support Services

Technology is a significant investment, and it pays to protect IT systems from downtime. From advanced software support and server/storage Gold level support to on-site support options and comprehensive notebook protection, get the level of support and service quality you need for all your Dell systems.

Notebooks, Desktops, and Workstations Support Services:

- **CompleteCare Coverage[2]:** An optional repair and replacement service that covers most accidental damage (spills, drops, surges, breakages) to select systems and peripherals.
- **Gold Technical Support[3]:** Includes advanced level technical phone support (for select client systems and select Dell printers) by industry-certified Senior Technicians. In addition, customers share access to a team of Technical Account Managers who act as a single point of contact until the problem is resolved.

Servers and Storage Support Services:

- **Enterprise Services:** Through the Enterprise Services and Basic Response Services programs, Dell offers you the right level of service and support to help satisfy your server and storage needs across a wide range of computing environments. Designated Technical Account Managers, engineer-to-engineer support, web-based remote troubleshooting, and site-based coverage options are a few of the standard features available.
- **Advanced Software Support for Servers and Storage:** Provides you with toll-free 7x24 phone support for select complex software running on Dell PowerEdge™ and PowerApp servers as well as PowerVault™ and Dell/EMC storage.
- **99.9% Systems Availability Guarantee[4]**: Integrated set of products, services, tools and processes to help maximize system availability of Microsoft Windows 2000 Advanced Server or Windows NT-based PowerEdge servers. This program is backed with a guarantee that the hardware and operating system will be available at least 99.9% of the time-excluding planned downtime and certain unplanned downtime not directly attributable to failure of the hardware or operating system. Other custom options available.

Telephone Support Services:

- **30-Day Getting Started:** Telephone support provides help with installation, optimization and configuration questions on factory installed operating systems and Dell | OpenManage during the critical 30-day period after shipment of your desktop, notebook, workstation, or server systems.
- **Around-the-Clock Phone Support:** Provides access to Dell-trained hardware technicians 24 hours per day, 7 days per week.

On-Site Services:

- **Next Business Day (NBD) On-Site Service[5]:** Next Business Day (NBD) On-Site Service places a Dell-trained technician at your location usually the following business day if necessary, following phone-based troubleshooting.
- **Same Day On-Site Service[5]:** Places a Dell-trained technician on-site within 2, 4, or 8-hours (depending on the service you purchase), after telephone troubleshooting and problem diagnosis, to help get your system back in operation as rapidly as possible.

Professional Services: Offering Details

Dell Professional Services (DPS) offers standards-based service solutions that help customers utilize emerging technologies, enhance efficiencies and maximize the value of their IT investments. Incorporating well-defined, best practices and methodologies, these solutions are tailored to customers' short and long-term objectives and are designed to both complement and strengthen their existing and desired IT infrastructures.

Based on metrics and tailored to customers' specific business and technology needs, these solutions consist of both core services and extended expertise. Our core services blend Dell's best practices, standardized delivery, and purchasing model with expertise in solving today's most pressing IT challenges. To further meet customers' growing needs, we have extended our core practices and expertise to be increasingly flexible, enabling us to deliver a broad range of infrastructure and application services.

To further enhance our ability to delivery quality professional services, we have alliances with key technology companies like Microsoft, Intel, EMC, and Oracle who provide us with early access to leading technologies and products.

Migration and Consolidation

DPS offers a range of services that are designed to facilitate the smooth migration and consolidation of operating systems, applications, servers, storage units and databases. Before starting a migration or consolidation, it's recommended that an infrastructure assessment be conducted to define the value, scope and risks associated with the proposed project. Services in this category include:

Infrastructure Migration Readiness Assessment: Determines the potential ROI, risks and necessity of conducting an operating system, application, server, storage, or database migration.

Infrastructure Consolidation Readiness Assessment: Analyzes existing infrastructure, operational practices and technical readiness to develop a roadmap for conducting a server or storage consolidation.

Exchange Migration Readiness Assessment: Determines the potential ROI, risks and scope of migrating to Microsoft Exchange 2000/2003.

Migration Planning and Validation: Consists of developing a detailed migration deployment plan as well as a validated and refined solution design.

Consolidation Planning and Validation: Consists of developing a detailed consolidation deployment plan as well as a validated and refined solution design.

UNIX Migration: Develops thorough analysis for migrating from a UNIX/RISC environment to Dell's standards-based servers utilizing either a Windows or Linux operating system.

Fast Track to Linux: Provides an evaluation of the potential benefits of Linux within a customer's enterprise environment and implements a "pilot program" to evaluate and validate Linux performance and cost savings.

Fast Track to Windows: Provides an evaluation of the potential benefits of Microsoft® Windows within a customer's enterprise environment and implements a

"pilot program" to evaluate and validate Windows performance and cost savings.

Windows Infrastructure Design: Provides best-of-breed clustering and redundancy solutions that incorporate high scalability, load balancing and performance optimization.

Active Directory Design and Deployment: Supports migration to Microsoft Active Directory® and creation of design documentation, comprehensive validation strategy and deployment plan.

Migration to Exchange: Supports migration to Microsoft® Exchange and creation of design documentation, comprehensive validation strategy and deployment plan.

Exchange Upgrade Services: Provides expertise to upgrade to a more current and robust version of Microsoft Exchange.

Complex Storage Integration: Supports development of end-to-end storage solutions, including highly available or redundant storage farm(s), design of complex data center backup and recovery solutions and migration to Dell™|EMC® platforms.

Data Migration: Provides comprehensive services to help migrate or consolidate data from an existing server to a new or existing Dell|EMC platform.

SAN and NAS Design and Deployment: Delivers complex storage solutions that incorporate Dell PowerVault and Dell|EMC products.

MirrorView and SnapView Implementation Data Migration: Includes the design of an integrated solution that includes a Dell|EMC Storage Area Network along with SnapView™ or MirrorView™ for point-in-time snap shot capabilities and the synchronization of mirrored data.

Fast Track to Oracle 9i Database: Helps reduce the complexity, time and cost associated with migrating from Informix®, Sybase® or DB2 Server environments to the Oracle® 9i database.

Sybase to SQL Migration: Assesses organizational infrastructure then presents a strategy for migrating from Sybase to SQL, a standardized, highly efficient database platform that is cost-effective to maintain and easy to scale.

Project Management and Deployment: Incorporates proven project management practices along with repeatable methodology to help ensure all expectations are met from start-to-finish of a project.

Messaging and Collaboration

DPS has expertise to implement next-generation messaging, directory solutions and collaboration solutions–for e-mail, scheduling, online forms, messaging services, intellectual capital and mission-critical web sites. These services help enhance and streamline communications within the enterprise by consolidating or eliminating redundant or conflicting systems and fostering the flow of information.

Exchange Migration Readiness Assessment: Determines the potential ROI, risks and scope of migrating to Microsoft Exchange 2000/2003.

Migration to Exchange: Supports migration to Microsoft Exchange and creation of design documentation, comprehensive validation strategy and a deployment plan.

Exchange Upgrade Services: Provides expertise to upgrade to a more current and robust version of Microsoft Exchange.

Active Directory Design and Deployment: Supports migration to Active Directory and creation of design documentation, comprehensive validation strategy and deployment plan.

Project Management and Deployment: Incorporates proven project management practices along with repeatable methodology to help ensure all expectations are met from start to finish of a project.

High Availability and Infrastructure Performance

DPS works with customers to design and implement solutions that help improve system reliability, help provide high availability for mission-critical applications, and in the case of parallel computing system platforms, offer a cost effective alternative through the design and deployment of highly available solutions.

Linux HPCC Design and Deployment: Presents detailed design, planning and implementation of Linux HPC or Beowulf cluster solutions that support a customer's unique business or scientific requirements.

Exchange Cluster Design and Deployment: Helps customers implement and maintain Microsoft Exchange clusters that provide high availability. Includes installation, configuration and clustering of Exchange servers.

SQL Cluster Design and Deployment: Helps customers implement and maintain SQL clusters designed to provide high availability. Includes installation, configuration and clustering of Exchange servers.

Fast Track to Citrix: Helps customers rapidly implement Windows Terminal Server and Citrix MetaFrame solutions.

Citrix MetaFrame Planning and Implementation: Assess your technical and operational readiness to deploy a Citrix MetaFrame-based solution and provides risk mitigation, solution architecture and deployment strategies.

Backup and Recovery Design and Deployment: Provides a detailed backup and recovery plan, which helps ensure adequate procedures are in place to minimize or avoid data loss.

Backup and Recovery Implementation: Provides comprehensive services for implementing a back up and recovery solution on a new Dell or Dell / EMC Storage Area Network (SAN) or Network Attached Storage (NAS) solution. May include third-party solutions from Veritas®, Legato®, BrightStor®, NSI, CommVault® and other key technology providers.

Complex Storage Implementation: Addresses customers' complex storage needs whether they are the implementation of a highly available or redundant storage

farm, design of a complete data center backup and recovery solution or a platform and data migration to Dell|EMC systems. May include third-party solutions from EMC, Veritas, Legato, BrightStor, NSI, CommVault and others.

SAN and NAS Design and Deployment: Provides effective and efficient design and deployment of complex SAN and NAS storage solutions on PowerVault and Dell|EMC products.

MirrorView and SnapView Implementation Data Migration: Provides the installation and configuration of EMC MirrorView or EMC SnapView to operate on two host servers attached to a minimum of two Dell|EMC arrays.

Oracle 9i Performance and Optimization Assessment: Evaluates then provides recommendations for optimizing a current or proposed Oracle 9i database, including managing content, integrating data, capturing and sharing business intelligence, and processing transactions.

Windows 2000 Datacenter Design and Deployment: Provides detailed design, planning and implementation requirements documentation for deploying Microsoft® Windows® 2000 Datacenter operating system, associated hardware, applications and Storage Area Networks (SAN).

Project Management and Deployment: Incorporates proven project management practices along with repeatable methodology to help ensure all expectations are met from a project's start to finish.

Industry Specializations

DPS offers IT solutions that meet the specific needs of healthcare, education, government, and other industries.

Solutions for Healthcare: Provides a complete portfolio of services and MEDITECH application software for designing, planning, implementing, and supporting mission-critical healthcare solutions.

Solutions for K-12: Provides technologies that can integrate vast amounts of information to enhance learning and infrastructure efficiencies.

Solutions for Higher Education: Supports student computing initiatives along with collaboration between students, faculty, staff, departments, and other learning institutions.

Solutions for Federal Government: Provides the high availability, security and disaster recovery that government agencies need to get the information they need to make crucial decisions.

Solutions for Provincial and Municipal Government: Supports e-government programs and provides solutions to enhance the performance and security of existing and new IT systems.

Solutions for Retail: Helps retailers maintain high lane-uptime, deploy true store automation, and optimize point-of-decision and sales transactions.

Security Solutions: Services to help identify and reduce IT security risks in healthcare, education and government.

Managed Services: Offering Details

As business needs evolve, grow, or scale back, gaining control and managing performance for complex computing environments can be difficult. At the same time, companies are facing increased pressures to do more with fewer resources.

TCO Reduction: The cost of supporting and maintaining an IT asset can be more than the price of the asset itself. Organizations often look for ways to identify, measure, and reduce those TCO costs.

Better service delivery: Customers who are already aware of the full cost of supporting a desktop may want to find a way to ensure better quality support and at a lower cost by out-sourcing either some or all of their desktop services.

Scalability: Customers considering the replacement of a large number of end user systems may look for help with deployment planning, program management, and execution.

Continuously weighing priorities against resources, IT organizations look to strike a balance between programs to manage internally and ones to contract out. Offloading various service activities can enable internal IT organizations to better focus strategic resources on business-critical projects. To minimize costs and streamline efficiencies, companies are seeking technology partners that deliver managed service solutions and support long-term growth.

Unlike traditional managed services offerings that can be costly and preserve complexity, Dell's direct approach helps drive down costs and helps streamline management of the entire service delivery process. You maintain control of your data and visibility to the process, and Dell Services can integrate your support systems and service activities, efficiently. We take business processes and help simplify them to result in a single point of accountability, increased control, and the potential for lower costs for all of your client management needs. By reducing or combining unnecessary steps in the supply chain process, we help improve the quality and consistency of the service. And it doesn't stop there. We will continue to seek additional opportunities to drive down costs and reduce inefficiencies in business processes while maintaining quality. Ranging from custom lifecycle solutions to innovative managed support packages, Dell's Managed Services offerings include:

- Asset Discovery Services
- Managed Deployment Services
- Managed Client Services

Asset Discovery Services

Managing your desktop assets presents one of the greatest challenges for most IT organizations. Having an accurate and complete view of your assets is the first step toward effectively managing them. And effective management can result in significant cost savings for your organization. Yet where do you begin? How can you make the most of what you have? How do you know exactly what you need?

Dell's Asset Discovery Service takes away the guesswork. Not only can Dell help you determine exactly what you have, we can help you understand what you need to begin effectively managing your environment. Drawing from many years of experience and using industry standards, Dell Services takes advantage of proven

methodology and project management expertise to provide an efficient and effective solution to your IT infrastructure planning needs.

Planning and customization: During the Planning and Customization phase of asset discovery, the Dell Project Manager performs a detailed assessment of customer requirements, including environmental and operational processes. The strength of Dell's process is not simply the comprehensive data collection provided by our asset discovery software, but also our discovery methodology that adapts to all types of environments.

Implementation: Implementation takes place after requirements are gathered. Implementation details will vary from site to site depending upon customer needs and the solution strategy, but will typically include:

- Automated Site Survey(s) includes a physical location review, data collection, and logistics planning
- Automated Discovery and User Profiles performs a web-based user survey with an auto-discovery agent that collects data on the hardware, software and data files in your environment
- Reporting includes information on hardware, system identifications, and current platforms in your environment. Several customer-defined reports are also available.

Analysis: Once the Assessment is complete, Dell will help you identify and access your client environment. The assessments include:

- Location and Identification of Assets gives you an accurate account of where your assets are and how they are configured
- Software Inventory and Usage determines what software resides in your environment and how often it is utilized
- PC Usage helps ensure that your valuable assets are not sitting in empty cubes

Dell offers a flexible, tiered approach to Asset Discovery and Life Cycle Assessment solutions.

Tier 1 Collection includes:

- Physical inventory
- Duplication protection for tagging
- Validation protection for field entry
- Building, room and floor

Tier 2 Collection includes:

- Tier 1 features
- Microsoft® OS(s) later than Windows® 95
- Hardware information such as RAM, CPU, BIOS, and loaded software on individual PC assets
- Definable file extension identification
- 5 custom fields to be pre-determined and gathered for each system
- Summary of info referenced above
- CSV file export

Tier 3 Collection includes:

(This solution requires a 30 day minimum engagement to evaluate asset utilization or can be part of an ongoing solution)

- Tier 2 features
- Microsoft OS(s) later than Windows 95
- Expanded hardware collection to include card version levels, etc.
- 10 custom fields to be pre-determined and gathered for each system
- OS information with detailed environmental variables
- Customer-defined file extension for increased software identification

- Software license metering to track application usage based on machine or user
- Asset tracking to report hardware and software changes from initial inventory
- Additional software details including application versions

Tier 4 Collection includes:

(Designed for heterogeneous environments and/or custom inventory requirements, this solution requires a 30 day minimum engagement to evaluate asset utilization or can be part of an ongoing solution.)

- Tier 3 features
- Hardware and software collection
- Microsoft OS(s) later than Windows 95, plus Apple/MAC, Novell®, Unix™ and Linux®
- Contract, license and warranty reports (based on customer input) defining expiration and action dates with built-in notification policies

Additional Assessment Services include:

- Assess Risk–Help ensure that your current assets are in line with current business plans, IT roadmaps and capacity.
- Evaluate Lease Return–With your lease information, Dell can help you determine which systems are scheduled for lease return.
- Assess Asset Management–Help determine how well you are currently managing your assets and help determine what is required for a comprehensive asset management plan.

Managed Deployment

Managed Deployment Services help transform your asset management process into a value-based end-to-end solution that is designed to reduce costs and complexity. Dell Managed Deployment Services combine the strength of our custom factory integration with comprehensive deployment services so that you can both purchase and manage your IT assets through a single, proven source.

Planning and Design: During the first phase of managed deployment, the Dell project manager performs a detailed assessment of customer requirements with the following tools and processes:

- Solution Architecture, Project Planning includes determination of operational procedures; requests for management, escalations, and communications; and validation of the integration and deployment project plan and execution processes.
- Automated Site Survey(s) includes a physical location review, data collection, and logistics planning.
- Automated Discovery and User Profiles includes a web-based user survey with an auto-discovery agent that collects information on the hardware, software, and data files in your environment.
- Scheduling of Users & Tech Teams into Install Groups.

Customizing Factory Integration: After all requirements are gathered, we move into the factory integration process that includes:

- Hardware Integration involves component procurement, integration engineering, installation, and system configuration
- Software Integration includes on-site image development, factory integration of image and applications, and lifecycle image management
- Asset Tagging and Reporting includes system, monitor, and packaging tags, plus electronic tags in CMOS
- Order Ready includes pre-configuration of security solutions and installation of popular 3rd-party hardware and software

Deployment and Migration: Once the factory integration process is complete, Dell delivers and installs your fully integrated systems to your designated user locations.

The following components are included:

- Custom Delivery–Delivery is configurable by date/time and location and includes unpacking
- Merging and Staging Services–Dell provides a consolidation point for Dell and 3rd-party products
- Standard Installation–Dell installs hardware, configures peripherals, and sets migration
- Server installation–Dell provides rack set-up, hardware installation, and NOS setup and configuration
- Program Management–Dell provides end-to-end scope of work with a single point of accountability and real-time reporting and flexibility. Scheduling of after-hours deployment is also available.

Disposition and Redeployment: Dell provides flexible programs to help solve challenging disposition requirements. Options include:

- Recondition/Re-Deployment of Assets
- Lease Return and Re-sale
- Disposal of Assets
- Employee Purchase Programs

The benefits of having Dell manage the disposition and redeployment of your end-of-life assets include:

- A single vendor handles both your deployment and disposition needs
- Dell ensures that system data is destroyed for security purposes
- Dell handles all logistics management requirements
- Dell tracks disposed assets via a web-based tool

Managed Client Services

Management of desktop, notebook, and workstation systems is one of the biggest challenges that an IT organization faces. Dell provides a complete and flexible set of services that supports each step of the technology asset's lifecycle, allowing you to choose the right service mix for your needs. By managing individual service components efficiently, Dell can help reduce your costs and increase the quality of service for your client environment.

Lifecycle Services

Planning: Dell knows that the basis of a successful desktop solution is grounded in solid planning and design. Using a standards-based management and control approach, we help you meet your financial goals while simultaneously positioning end-user desktops as tools for productivity and growth.

Managed client planning services include: technology selection, image development, performance management, testing, and transition planning.

Deployment: Dell helps transform your asset management process into a value-based end-to-end solution that is designed to help reduce costs and complexity. Deployment services offer ease of implementation, expert program management, and maintenance in a single-vendor program.

Managed client deployment services include: custom factory image loading, custom asset tagging and labeling, custom hardware integration, pre-delivery and staging services, and system installation/de-installation.

Asset Management: Dell removes the guesswork, facilitating better management of your valuable IT assets. Industry-standard agents are pushed into your client environment to discover what assets you have, where they reside, when their leases expire, and what applications are currently installed. This data is sent to a centralized repository from which you can run reports that will help you more efficiently manage your client environment.

Dell can assist you in determining exactly what you have and can also help you plan for what you need to begin effectively managing your environment.

Service Desk: Dell's Service Desk represents the entry point and first-touch support process for all hardware and software service-related requests for both Dell and non-Dell products. Dell delivers a strategic, customized full-featured service desk that is driven by the goals of quality, value, and customer satisfaction. Dell's service desk is accountable to resolve, track, escalate and follow-up on all system related issues that affect your productivity.

Field Service: Dell provides on-site Field Services for your multi-vendor desktop systems, software, and peripherals. We can assist with installations, moves, adds and changes, as well as your everyday hardware and peripheral support services. Authorized service delivery providers will be dispatched to your End User when hardware, software, or peripheral problems cannot be resolved remotely.[5]

Transition: Dell is committed to helping customers manage total lifecycle costs. Some of the most overlooked and underestimated costs associated with an IT environment are "end of life" disposition costs. Dell delivers efficient, secure and simple processes for complex disposition projects–covering everything from recoveries to disposals and refreshes.

Play Video: Understanding Dell Deployment Services

Deployment Services: Offering Details

Dell offers you a complete deployment solution. We begin by integrating your custom software and hardware requirements during the initial system build process. Once your systems are ready, Dell's deployment services can help provide prompt delivery and installation of your custom-configured systems. We help you put your Dell technology solutions to work quickly.

Dell's Deployment Services portfolio includes:

- Image Development Services
- Custom Factory Integration Services
- Custom Delivery Services
- Installation Services

Image Management Services

Dell's Image Management Services provides an integrated suite of solutions designed to relieve you of software image development, validation, deployment, and maintenance. These services are designed to help customers achieve platform stability and consistency.

Image Development & Validation: Image Development provides hardware-dependent, platform-specific image development, including development of a new system image or migration of an existing image to a new operating system. The process begins with a Statement of Work (SOW), designed to clearly define your imaging requirements (operating system, applications, drivers, etc.). Once the applications and data set have been loaded onto the system and hardware has been configured, Dell engineers conduct a variety of tests to ensure the image is functioning correctly. The goal is a fully functional image ready for system deployment through Dell's Software Integration Service. A key feature of Image Management is the integration of standard and/or proprietary software into the custom image.

Image Maintenance: Dell can notify you of industry-initiated hardware and driver transitions that can impact your image. With your approval, Dell will make required changes and revise the image.

Image Deployment: Dell can store and load the most recent copy of your software image on you new Dell systems. Image deployment is then performed in one seamless process as the systems are built in one of our global, IS0 9002-certified factories.

Image Management is available only for Dell Latitude, Optiplex, and Dell Precision systems. Supported operating systems include Microsoft Windows XP and 2000.

X-Image: X-Image provides hardware-independent, cross-platform image development, including development of a single system image that can run on disparate hardware configurations and multiple operating systems. X-Image also includes annual maintenance to support Dell and industry-driven changes, such as upgrades to operating systems, changes to hardware (e.g. changes to chipsets, drivers), and modular component changes. Customer-driven updates may also be purchased as an option at a rate of up to 4 per year. Examples of customer-driven changes include security-related patches and updates, updates to software, addition and removal of software, and changes to configuration settings.

X-Image is available for Dell Latitude, Optiplex, and most Precision systems. Supported operating systems include Microsoft Windows XP and 2000.

Custom Factory Integration

Through Dell's Custom Factory Integration Services, systems can be integrated with the hardware, software, peripherals, and documents (e.g. custom manuals) that your business relies on–including your own proprietary software images. In other words, customer-specified integration and configuration occurs seamlessly during the initial system build.

Custom Factory Integration includes the following capabilities:

- Software Image Integration
- Hardware Integration
- Asset Management

Custom Factory Integration provides configuration and installation of software–standard, custom, or proprietary–in our factory environment. With CFI, you can ensure every user will have the same version of the same software, eliminating the need to support old versions of the same application. Custom Factory Integration software integration services include:

- **Customer-provided software image loads:** Dell will automatically provide "image maintenance" by updating your image to accommodate industry-driven transitions on Dell-standard hardware
- **Operating System and Network Operating System loads**: Includes custom OS settings (Microsoft® Windows® 98®, Windows® NT®, Windows® 2000®, Windows® XP®, Novell Netware®, and Red Hat® Linux®)
- **Proprietary and third-party application loads**
- **Hard Drive partitioning**
- **System personalization, including customizing individual settings so each has a unique IP address, computer name, and System ID**
- **Image recovery CD**
- **Hard drive replacement for failed hard drives**

Based on customer requirements, CFI can perform software imaging on our server products. The customer installs the OS and applications on the exact hardware configuration they will be ordering. CFI then creates a copy of the exact hardware configuration they will be ordering. CFI then creates a copy of that hard drive typically called an "image". This image is stored on a distribution server in the factory and copied to the systems after the burn in process. The result is a static configuration of both hardware and software. If your customer requires multiple software or hardware configurations, they may need to utilize CFI custom installed options for their OS and application installation. This will give them the flexibility to have different application, operating system settings or hardware configurations. Below are definitions of the methods available for integration.

Note: CFI does not create images for servers. Images must be created by the customer and sent to Dell.

Installation Scripts

Dell can deploy Operating Systems, applications and utilities using script files, which automate the installation of software packages. Scripted installations enable software to be installed, without "human" intervention, by automatically answering the required setup questions and custom parameter options. Scripted installs allow customers to completely customize any setting of the software. All source applications and utilities reside on a distribution share point, which provide great flexibility with regard to software or driver modifications.

Hardware Integration: One of the biggest drivers of TCO reduction is standardization. By using CFI, you can depend on having your hardware installed and configured at one time, in one place. The across-the-board standardization that results from having your hardware and software consistent in every CFI order helps make it much simpler to upgrade and transition to new technology. In addition, increased standardization helps simplify system administration, training, and compatibility challenges.

Through its Hardware Integration service, CFI will factory install FCC- and UL-approved hardware devices and the appropriate drivers, including: network interface cards, modems, video cards, sound cards, internal storage devices, and hard drives. We can also offer CMOS, Firmware and BIOS flashes, non-deviated Hardware and a variety of Order Ready RAID configurations.

Asset Tagging: Our MIAS (Manufacturing Integrated Asset Services) tool integrates asset tagging into Dell's standard manufacturing by leveraging Dell's existing processes and incorporating the latest software and database technology. Asset tagging can be done on the following items:

- Systems
- Monitors
- Packing boxes
- CMOS or specific file

We encourage customers to allow Dell CFI to generate their tags. With Dell-generated asset tags, there is no inventory to manage, therefore, the customer does not require an assigned contact to deploy tags to Dell. Dell CFI can offer an asset numbering scheme for the customer, or the service tag number can be used (this is a popular option). We are able to meet or exceed nearly any bar-coding requirements our customers may have.

Dell Generated Asset Tag: A Dell-generated label containing standard data, and applied to the system, monitor or packing box.

Standard data is limited to: customer name, service tag, purchase order number, order number, order date, model number, shipping address, system component data.

Consigned Asset Tag: A customer supplied label containing standard data, and applied to the system, monitor or packing box.

Electronic Asset Tagging: Programming of CMOS to include standard system label data, and/or copying of standard system label data to files on the customer's system during the manufacturing process.

Dell Generated Non-tied Asset Tag: A Dell-generated label containing standard data, and applied to either a monitor without a system or the packing box of a monitor without a system.

Asset Report: Dell's Custom Factory Integration can also supply a MIAS report that is supplied electronically either in an Excel spreadsheet or delimited file format. This report can be supplied on a daily, weekly or monthly basis and can contain up to 30 or more fields of data on the individual system and monitor being purchased.

Asset Security: Helps prevent loss or theft by enabling factory integration of asset security and loss control agents (ComputracePlus) and physical security devices.

ComputracePlus: Provides 7x24 reporting and tracking of assets. A security agent that is transparent to the end user is factory installed, making it difficult to detect or remove. PC and data recovery are included as part of the service, as well as data deletion capabilities in case of theft.

Physical Security Devices: Includes customer-specified, preconfigured security devices that can be factory installed. Examples of physical security devices include notebook cable locks and desktop combination locks.

Asset Tracking: Daily asset management tasks are simplified through use of AbsoluteTrack, a factory-integrated asset-tracking agent that provides automatic, 7x24 reporting on all of your systems. The benefits of AbsoluteTrack include: centralized management of hardware and software, licensing compliance, enforcement of security policies, and management of leasing information.

Parts Replacement Program: If an original factory-installed part needs replacement within a CFI system, you can make just one call to Dell to get the replacement part you need. You'll also get a replacement of your original hard drive image.

Dell systems that are custom configured and manufactured through CFI are covered by the standard Dell parts replacement policy. The Parts Replacement Program also covers most non-standard hardware items integrated through Dell's Custom Factory Integration service. Ask your Sales Representative for more information and specific product policy details. "Standard" policy lengths of terms may vary by platform.

Image Recovery: Our CD-Restore offering provides you with a copy of each system's image on CD (a CD ships with each system). CD-Restore enables in-field recovery of the delivery-state image for workstations, desktops, and laptops.

Custom Delivery Services

Once your systems are built to your specifications, Dell can arrange a number of custom delivery services to best meet your work environment and staffing constraints. Delivery services are described below; each service assumes the use of a Dell-selected carrier.

Scheduled Delivery Services: With scheduled delivery services, you can benefit from a predictable delivery cycle to specific locations. Projects may include recurring deliveries that typically involve a repetitive schedule or clearly defined deliveries with start and end dates. You can choose from:

Date-Specific Delivery: Your systems can be delivered to your location on your specified date within local business hours, Monday-Friday.

After-Hours Delivery: Systems can be delivered outside of the 8:30 A.M. to 5:00 P.M. standard business hours.

Weekend Deliveries: Weekend deliveries include any delivery after close of business Friday or anytime on Saturday or Sunday.

Pre-Delivery Services: Pre-delivery Services are performed to prepare your shipment for delivery, based on your receiving environment.

Palletization: Consists of placing products on pallets to accommodate specific footprint, height, width, mix of products, or special placement of products on the pallet.

Order Consolidation: Includes one-time delivery of all items ordered for a single customer purchase order or relating to a specific project. This may include desktops, servers, notebooks, workstations, storage, and peripherals ordered for those systems (tied).

Specific Truck Size: Includes use of a specific trailer type to accommodate your receiving requirements.

Lift-gate/Tail-Lift Service: Includes provision of a truck with automated offloading equipment to accommodate delivery locations that do not have standard receiving docks.

Advance Delivery Notice: Includes carrier notification by phone to the customer prior to delivery, typically to ensure customer readiness to receive products within 24 hours.

Destination Services: Destination services are performed at your site to accommodate physical receiving capabilities or product handling needs.

Note: All Destination Services require a Dell-selected carrier.

Inside Delivery: Includes the following services:

Single Destination Delivery: Delivery to one specific internal customer location, such as a mailroom, conference room, etc.

Inner Office Distribution: Delivery to multiple customer locations within one building.

Scheduled Ship Bundle
Includes Advanced Delivery Notice and delivery to your location on your specified date within local business hours (Monday to Friday). Scheduled Ship Bundle also includes all Inside Delivery Services: Single Destination Delivery and Inner Office Distribution.

Delivery and On-Desk Set-Up Bundle
Includes Advanced Delivery Notice and Date-Specific Delivery. You'll receive basic system set up and turn on, plus all Inside Delivery Services. As many customer facilities are not equipped to accommodate disposal of large amounts of packaging material, your Complete Delivery Bundle also includes the removal of all packaging from your site.

Dell Desktop/Notebook/Workstation Installation – Feature Comparison

Key Features	PC Install	PC Install + Data Transfer
Unpack system and components	X	X
Conduct external quality inspection	X	X
Set-up and connect peripherals (monitor, mouse, keyboard, and network cable)	X	X
Power-up and bring system to installed OS/Dos prompt	X	X
Enter customer-supplied TCP/IP Address (if applicable)	X	X
Bring system up to network login screen	X	X
Remove all installation packaging to customer-designated area within the same building, or arrange for customer removal	X	X
Installation of up to three external peripherals (local printer included)	X	X
Re-mapping to network printer	X	X
Perform user data transfer	n/a	1 GB
Disconnect components of old system or printer	n/a	X
Pack-up de-installed equipment	n/a	X
Remove de-installed equipment	n/a	X

Rack Delivery Bundle
A site inspection is required prior to delivery to plan the distribution and placement of your Dell Rack Systems. Your bundle includes Advanced Delivery Notice and Date-Specific Delivery. You will receive all Inside Delivery Services as well as the removal of all packaging from your site.

Data Centre Move
Dell will ensure your Data Centre Move runs smoothly by going on-site to pack, transport, and deploy all Dell systems successfully at your new location.

Installation Services

Dell has streamlined standard installation services so that you can easily choose the right package to meet your deployment needs, while keeping your internal resources focused on strategic initiatives.

Our installation packages provide you with a choice of service offerings ranging from system set-up and testing to comprehensive install/de-install with user data transfer. Or, if these options do not completely satisfy your installation needs, Custom Installation services can be designed around your unique requirements. Whether standard or custom, Dell manages the installation scheduling process and is the single point of accountability.

Key Features:

Fast installation: minimize start-up time for the new system with a consistent, proven installation process.

Quality installation: inspections help prevent potential problems.

Efficient: enables you to focus key internal resources on more strategic projects.

Affordable: helps lower Total Cost of Ownership (TCO) by eliminating or reducing your investment in training, travel, installation scheduling, and the actual system installation.

PC Install: includes an external quality inspection, new system installation, external peripheral connection (local printer included), and network printer connection (for an existing printer).

PC Install with Data Transfer: Dell's most complete installation offering. Dell will provide the same services as the PC Install package, plus we will migrate 1GB of data and uninstall your old system.

Installation services are offered for Dell desktops, notebooks, workstations, servers, storage systems (including clusters and racks), and switches. Installation is also available for wireless networking.

Peripheral Installation: This service includes an external inspection of your system, and peripheral installation to an existing system of up to three (3) internal/external local peripherals or one (1) networked printer.

Employee Purchase Plan Installation:
These services are designed for the Employee Purchase Plan user who requires their Dell system to be set up, their Internet service provider connection installed, with installation of up to three external devices and/or optional services, including hardware orientation. For these users, Dell offers a variety of packages to meet their varying requirements.

Server Installation Services:
On-site installation of PowerEdge servers, PowerVault storage systems, PowerEdge clusters, PowerEdge racks and PowerApp appliances, is highly recommended as a natural addition to the Dell custom factory integration process. Our modular suite of installation services allows you to customize the right package of services needed to rapidly implement your new solution. By allowing Dell to provide installation, you can help reduce the time required to get your system up and running and make more efficient use of your employees' time.

Pre-Installation Site Audit: A physical review of the proposed installation location is performed to ensure that all environmental and technical prerequisites documented in Dell's Site Checklist have been met. Also included is a review of your technical configuration information (e.g., IP addresses, user logins) necessary to install the new server or storage device. Any outstanding issues are documented in the Pre-Installation Site Worksheet and are communicated to the appropriate customer and Dell contacts for resolution prior to product installation.

PowerEdge Server Installation (with Factory-Installed NOS): Provides on-site internal and external inspection, installation, and testing of a Dell PowerEdge server by a Dell-certified field engineer. Server Installation service includes connection of the server into the network, verification of factory-installed network operating system (NOS) functionality, installation into a Dell-supported rack, print-queue set-up, diagnostics testing, establishment of five user logins, and establishment of user logins from up to five client workstations.

PowerEdge Server and NOS Installation: Provides on-site internal and external inspection, installation, and testing of a Dell PowerEdge server by a Dell-certified field engineer. Server Installation service includes network operating system (NOS) installation, connection of the server

Home Networking for Employee Purchase Plan
Basic System Set-Up with Internet Connect
Basic System Set-Up with Internet Connect and: • 1 Optional External Device or Service
Basic System Set-Up with Internet Connect and: • 2 Optional External Device(s) or Service(s)
Basic System Set-Up with Internet Connect with: • 3 Optional External Device(s) or Service(s)
Basic System Set-Up with Internet Connect and: • Data Transfer (<200MB)
Basic System Set-Up with Internet Connect and: • Data Transfer (<200MB) • 1 Optional External Device or Service
Basic System Set-Up with Internet Connect and: • Data Transfer (<200MB) • 2 Optional External Device(s) or Service(s)
Additional Service available on a time & material basis with 30 minutes minimum labour charge.
Note: Installation of an External Device only includes the setup, connection to the appropriate port, test and checkout, with Dell-supplied application software and drivers. Installation and set-up of customer-provided application software and drivers are not included. Basic set-up of a single unit installation includes travel. Customer orientation and peripheral available only with a system installation.

into the network, installation into a Dell-supported rack, print-queue set-up, diagnostics testing, and establishment of user logins for up to five client workstations.

PowerEdge and PowerApp Basic Server Set-Up (with Factory-Installed NOS): For Dell customers who do not require the robust features of our server installation services, we also offer a basic server set-up service. Key steps included are: an external quality inspection, connection into the network, set-up and connection of peripherals, verification of the factory-installed NOS functionality, and positioning of the new PowerEdge server or PowerApp appliance into a previously assembled Dell-supported rack.

PowerEdge and PowerApp Novell ICS® Basic Server Set-Up (with Factory-Installed NOS): Provides basic set-up of a PowerEdge or PowerApp Novell Internet Cache System (ICS) Server. Included are: external inspection of the system, verification of ICS operating system boot-up, connection into the customer's network, and mounting into a Dell-supported rack.

Windows NT or Novell NetWare® Operating System Installation: Provides on-site installation and basic testing of the Windows NT or Novell NetWare operating systems for those customers who did not have the software installed as part of Dell's custom factory integration services.

Server Installation Service Feature Comparison

Installation Options Key Features	Server and NOS	Server	Basic Server Set-up	Rack Mounting	Rack Installation
Unpack product & remove packaging to customer designated area within the building	X	X	X	X	X
Conduct external quality inspection	X	X	X	X	X
Conduct internal quality inspection	X	X	n/a	n/a	n/a
Connect server into existing network	X	X	X	n/a	n/a
Connect peripherals (monitor, mouse, keyboard) to server	X	X	X	n/a	n/a
Verify factory-installed NOS	n/a	X	X	n/a	n/a
Install NOS on-site	X	n/a	n/a	n/a	n/a
Set-up print queue	X	X	n/a	n/a	n/a
Establish 5 user logins (server & clients)	X	X	n/a	n/a	n/a
Run hardware diagnostics	X	X	n/a	n/a	n/a
Mount server into Dell-supported rack	X	X	X	X	n/a
Install Dell rack	n/a	n/a	n/a	n/a	X
Mount peripherals (monitor, mouse, keyboard, UPS, PDU) into rack	n/a	n/a	n/a	n/a	X

The service includes installation of the network operating system and device drivers, partitioning of hard drives, and binding of Network Interface Cards.

Server Rack Mounting: Mounts one PowerEdge server or PowerApp appliance into a previously assembled Dell supported rack. It includes: rack rail kit attachment, physical installation of the server into the rack, and routing of cables within the rack to the mounted server. This service may include removing the serviced product from another rack-mounted position in preparation for remounting into a new rack position. Rack mounting of server products is included as part of the installation service for each of these products. This Server Rack Mounting service is intended only for customers who require the basic steps outlined in this service, and not the more extensive installation services.

Cluster Installation Services: Dell offers cluster installation services for both our fibre channel and SCSI cluster implementations, with versions of the service with or without NOS installation. The cluster services include on-site installation and fail-over testing of the appropriate cluster software and hardware.

Fibre Channel Cluster Kit Installation: Provides installation of a Dell Fibre Channel Cluster Customer Kit and configuration of Microsoft® Cluster Server® (MSCS) software. Also included is the installation of the Dell OpenManage™ software necessary to manage the PowerVault storage subsystem and Dell OpenManage Cluster Assistant software (if ordered). The service may also include installation of Network Interface Cards (NIC) and Host Bus Adapter (HBA) cards in each cluster server node.

Fibre Channel Cluster Kit and NOS Installation: Provides installation of a Dell Fibre Channel Cluster Customer Kit and the Microsoft NT/SE Operating System on up to two servers. Also includes installation and configuration of Microsoft Cluster Server (MSCS) software, installation of the Dell OpenManage software necessary to manage the PowerVault storage subsystem, and Dell OpenManage Cluster Assistant software (if ordered). The service may also include installation of Network Interface Cards (NIC) and Host Bus Adapter (HBA) cards in each cluster server node.

SCSI Cluster Kit Installation: Provides installation of the PowerEdge SCSI Cluster Customer Kit, as well as installation and configuration of Microsoft Cluster Server (MSCS) software. If needed, the service will also include installation of two Network Interface Cards and RAID controllers in each cluster server node, a firmware update of the Dell SCSI RAID controller, and installation of the external storage enclosure in the SCSI storage system. This service does not include installation of the SCSI storage products or server hardware, which are sold as separate installation services.

SCSI Cluster Kit and NOS Installation: Provides installation of the PowerEdge SCSI Cluster Customer Kit, installation of the Microsoft Windows® NT/SE Operating System or Windows 2000 Advanced Server on up to two servers, and installation and configuration of Microsoft Cluster Server (MSCS) software. If needed, the service will also include installation of two Network Interface Cards and RAID controllers in each cluster server node, firmware update of the Dell SCSI RAID controller, and installation of the external storage enclosure in the SCSI storage system. This service does not include installation of the SCSI storage products or server hardware, which are sold as separate installation services.

PowerEdge Rack Installation: Provides on-site installation of a Dell PowerEdge Rack by a Dell-certified field engineer, including attachment of leveling screws, stabilizer bracing, side rails and rack mounting kits. Also included are the positioning of Power Distribution Units (PDUs), Uninterruptible Power Supply (UPS) units, switch boxes, monitors, and keyboards into the rack. Power-on, integration, and testing of products are not included in the rack installation services, as these activities are part of the product installation services. Dell also offers a Rack Upgrade service to upgrade supported non-Dell racks to meet requirements for Dell server and storage products.

PowerEdge Advanced Systems Upgrades: Dell offers a family of PowerEdge peripheral upgrade services, including:

PowerEdge Advanced System Upgrade Level 1: Dell's Level 1 Advanced System Upgrade provides installation of a UPS, a memory or processor upgrade (on Windows NT or later, or Novell), or one tape backup unit on Windows NT only.

PowerEdge Advanced System Upgrade Level 2: Dell's Level 2 Advanced System Upgrade provides installation of a non-RAID hard drive or NIC (on Windows NT or later or Novell) or one tape backup unit on Novell only.

PowerEdge Advanced System Upgrade Level 3: Dell's Level 3 Advanced System Upgrade provides installation of a RAID hard drive or RAID controller (on Windows NT or later or Novell). It does not include upgrades to PERC2 controllers.

Storage Installation Services: Dell's modular line of on-site installation services includes all storage Fibre Channel and SCSI storage products, as well as storage configuration and management software. All storage installation services include: unpacking, quality inspection, interconnection with the host server, and positioning of the new storage product into a previously assembled Dell-supported rack. Dell also offers a suite of upgrade services for existing storage products, including: Firmware and Software Upgrade services, installation of additional storage management software, and installation of additional storage products.

Implementation Planning and Readiness Review: Prior to ordering systems, a Pre-Site Readiness Review is held with you to fully discuss the required configuration and program requirements and to briefly review the installation planning documents. The Implementation Planning and Readiness Review service helps provide effective planning and on-site preparation for the installation. The Implementation Planning phase introduces you to the technical and environmental requirements necessary to install the complex product solution, and reviews the series of events that will occur to plan and implement the solution. The Readiness Review phase validates customer readiness for complex product installation.

Dell | EMC Implementation Services: Includes Implementation Planning and installation of all components of a Fibre Channel SAN, including the Storage Processor Enclosure (SPE), Disk Array Enclosures (DAEs), Fibre Channel switches and Host connections. The configuration of Logical Units (LUNs), Fibre Channel zoning and Failover Pathing is also included in this service.

Network Attached Storage (NAS) Services: Includes Implementation Planning and installation of the PowerVault Disk Enclosure and the PowerVault NAS, including enabling the NAS "AutoSupport" feature for customers purchasing Dell's PowerVault Advanced Support.

PowerVault Tape Library Hardware: Includes the physical installation (rack/cable) of a single PowerVault Tape Library and verification that the SCSI device can be seen from the Network console.

PowerVault 2xxS SCSI Storage: Installs a single PowerVault subsystem containing up to 8 SCSI hard drives or a single PowerVault SCSI subsystem containing up to 12 SCSI hard drives and base integration with the Host Server. Installation of the SCSI controller and configuration software into the host server is also included if needed.

Storage Rack Mounting: Mounts one PowerVault storage product into a previously assembled Dell supported rack. It includes rack rail kit attachment, physical installation of the storage product into the rack, and routing of cables within the rack to the mounted storage product. This service may include removing the serviced product from another rack-mounted position in preparation for remounting into a new rack position. Rack mounting of storage products is included as part of the installation service for each of these products. Storage Rack Mounting service is intended only for customers who require the basic steps outlined in this service, and not the more extensive installation services.

Training and Certification: Offering Details

Maximize Your Potential… Maximize the Value of Your Investments

Maintaining the value of your technology and workforce investments in business and public service is essential. Success in today's fast-paced work environments demands several levels of competency in technology and effective organizational and communication skills. Yet, improving personal and professional skills can be challenging on your own. Training is vital. Effective training can quickly turn a less-than-productive situation around or help you in your efforts to comply with government-regulations. Dell Training & Certification provides effective and comprehensive online and instructor-led courses at an affordable price—building the skills that you need to maximize both your potential and the value of your organization's investments.

IT Professional Training

The Dell Certification Programs help guarantee[1] the knowledge and expertise required to install, configure, manage, and monitor Dell server, storage and networking solutions. The paths to certification include e-learning courses for introductory knowledge, instructor-led courses for advanced hands-on training, and the certification exams themselves.

Dell also offers other industry certifications, delivered as e-learning or at customer sites, including Microsoft MCSE and MCSA; Cisco CCNA and CCNP; Novell CNE; and CompTIA Network+, A+, and Server+.

Dell Server Training covers Dell PowerEdge hardware, firmware, OS installation, configuration, local and remote management, and troubleshooting. Dell delivers online and instructor-led training paths for a variety of Dell Server topics.

- **Understanding Dell Servers and Systems Management:** Includes the basics in Dell PowerEdge servers and the OpenManage toolset in a convenient web-based environment with 7x24 access. Additional courses are available online for specific Dell servers. These online courses are designed for the entry-level server professional.
- **Dell Server Configuration and Management:** Three-day instructor-led training providing hands-on experience with Dell components, racks, setup, connectivity, troubleshooting, and systems management basics.
- **Dell PowerEdge Server Training**: Two and Three day, online and instructor-led courses that include identification, configuration and troubleshooting the Dell PowerEdge server line.

Dell Storage Training provides expertise in implementing Dell storage into an existing IT infrastructure, including storage fundamentals and initial setup, configuration, and management of Dell/EMC storage arrays, the advanced features of Dell/EMC SAN solutions such as SnapView and MirrorView, clustering, and performance management.

- **Understanding Dell Network Storage Technologies**: Online course covering the basics of storage, DAS, NAS, and SAN. This course is available from any web browser and is designed for the entry-level storage professional.
- **Implementing Dell Enterprise Storage Solutions**: Two-day instructor-led training including: SAN overview, Dell/EMC storage arrays, SAN switching,

configuring SAN host connectivity, managing SAN infrastructure, zoning, binding LUNs, RAID expansion, and the VisualSAN console.

- **Implementing Data Protection on Dell Storage**: Three-day instructor-led training focusing on the optional software available on the more advanced Dell/EMC products. Includes the SANCopy, SnapView, MirrorView, Analyzer, and Clustering on Dell/EMC SAN solutions.
- **Backup and Recovery, PowerVault Training**: One and two-day instructor-led training including installation, configuration, management, troubleshooting, and system and data backup features.

Dell Hardware Maintenance Training offers two-day courses that prepare independent service maintenance technicians or companies who need the knowledge and skills to provide their own maintenance on Dell desktops, workstations, notebooks or servers. Includes theory of operation; proper component removal and replacement procedures; operating system installation and configuration; and hardware troubleshooting for the current line of products.

Microsoft Training includes Microsoft 2000 and 2003 courses at customer sites on subjects such as: Windows XP and XP Professional, Exchange, SQL Server, .NET and Active Directory.

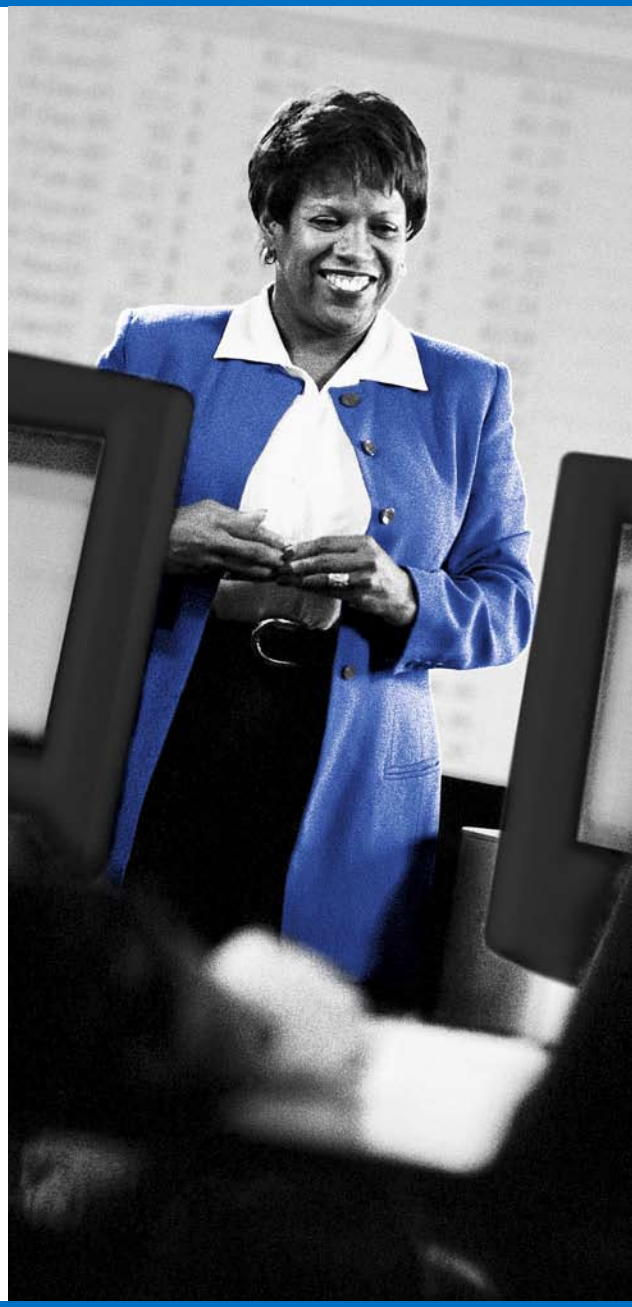
Linux Training includes customer-site courses for Linux Professional Network Administration, Linux Server Management, and Linux Professional Enterprise Administration.

Business Professional Training

Choose from complete small business packages and PC training packages. Improve your skills in using tools such as Macromedia, Adobe Photoshop, Microsoft Windows XP, and Microsoft Office.

Total Solution Packages

- Complete Business Professional Package–350 courses including: beginning to advanced course titles on PC Skills, Peripherals, Business Finance, and Interpersonal Skills, with courses specifically for Business. Courses include: Microsoft Windows and Office XP, Adobe® Photoshop®, Macromedia Flash, Handhelds, Wireless Networking, Principles of Marketing, Interviewing, Coaching, Negotiation and more.



PC Skills
Adobe Photoshop, Corel WordPerfect, Linux End-User, Lotus Notes, Macromedia DreamWeaver, Macromedia Flash, Microsoft Access, Microsoft FrontPage, Microsoft Office, Microsoft Project, Microsoft Visio, Microsoft Windows XP, Microsoft Windows, Microsoft Works 2003, PC Basics, and Web Skills with Internet Explorer and Netscape

Delivery Methods

- **e-Learning at** www.learndell.com/canada offers the flexibility to take courses anytime, anywhere and as many times as you want for one full year. Pre-assessment tests allow you to customize your online training to your needs. Post-assessment tests verify learning success. Purchase these courses individually or in packages for access to hundreds of courses for one competitive price.
- **Instructor-Led Training** by seasoned professionals includes hands-on lab work using state-of-the-art systems at Dell's world-class training center in Austin or delivered at your site.

Support Services: Offering Details

Your IT system is the backbone of your organization's ability to carry out its mission, making it imperative that you maximize your system availability. We put you back to work fast.

Dell offers a suite of aggressively priced services, specifically designed to help keep your systems running. Our uptime services are both comprehensive and flexible enough to meet your needs. We deliver the services you need to get the most from your Dell investments.

Support Services are broken into three categories: Support Services for Servers; Support Services for Notebooks, Desktops, and Workstations; and Response Time.

Gold Support[3]

Premier Enterprise Support Service Tiers
Gold Support is designed for business-critical systems. Gold Support offers all of the features of Silver Support, plus: Seamless support for supported 3rd-party products, customer-defined call priority, change notification services, and optional services as described on the following page.

Gold Support is ideal for customers requiring: a single point of contact for Dell support, expedited on-site repair service 24 hours a day, 7x24 senior level to senior level telephone assistance, coordinated support between Dell and key 3rd-party vendors, or fast access to technical resources, software patches, and BIOS updates.

Standard Gold Services
Senior-Level to Senior-Level Support: Dell's Enterprise Command Center gives direct Senior-Level to Senior-Level Support contact through a designated 24/7/365 toll-free number. The Enterprise Command Center is staffed by our senior-level technical personnel, who troubleshoot and help repair network operating systems, hardware, servers, storage and back office application incidents.

Technical Account Management Team: The TAM team is comprised of highly qualified and experienced professionals who are responsible for:

Escalation Management: Together, you and your TAM team coordinate required resources so you have access to expertise you need when you need it.

Change Notification: Your TAM can help ensure you are enrolled in the Dell OpenManage Subscription service. You will receive a quarterly CD subscription.

Reports: Your TAM can provide Post Incident Reports for all Severity 1 incidents, if requested.

Customer-Defined Call Priority: You assign the severity level of all hardware and software calls made to the Enterprise Command Center.

Seamless Phone Support: If a problem is determined to be a third-party vendor issue, a Dell technician will contact the hardware/software vendor to provide details on the incident and help provide support per your existing support contract with that vendor. For Severity 1 issues, Dell stays fully engaged and the incident remains open in the case management tool until you say it is resolved. The Dell senior level technical personnel will then follow up with the third-party vendor to create a Post Incident Report, if requested.

Advanced Remote Troubleshooting: Our Advanced Remote Troubleshooting capabilities allow us to troubleshoot and, more importantly, help resolve most incidents over the phone. This can significantly reduce costs and resolution time. For example, if you are paged in the middle of the night and can remotely access the machine that is down, you can call into Enterprise Command Center from home, log into a remote session, and meet with all the experts you need to troubleshoot or even resolve the issue without having to drive or wait for a technician. This is all done via a secure, encrypted website that ensures you remain in control.

Optional Gold Services

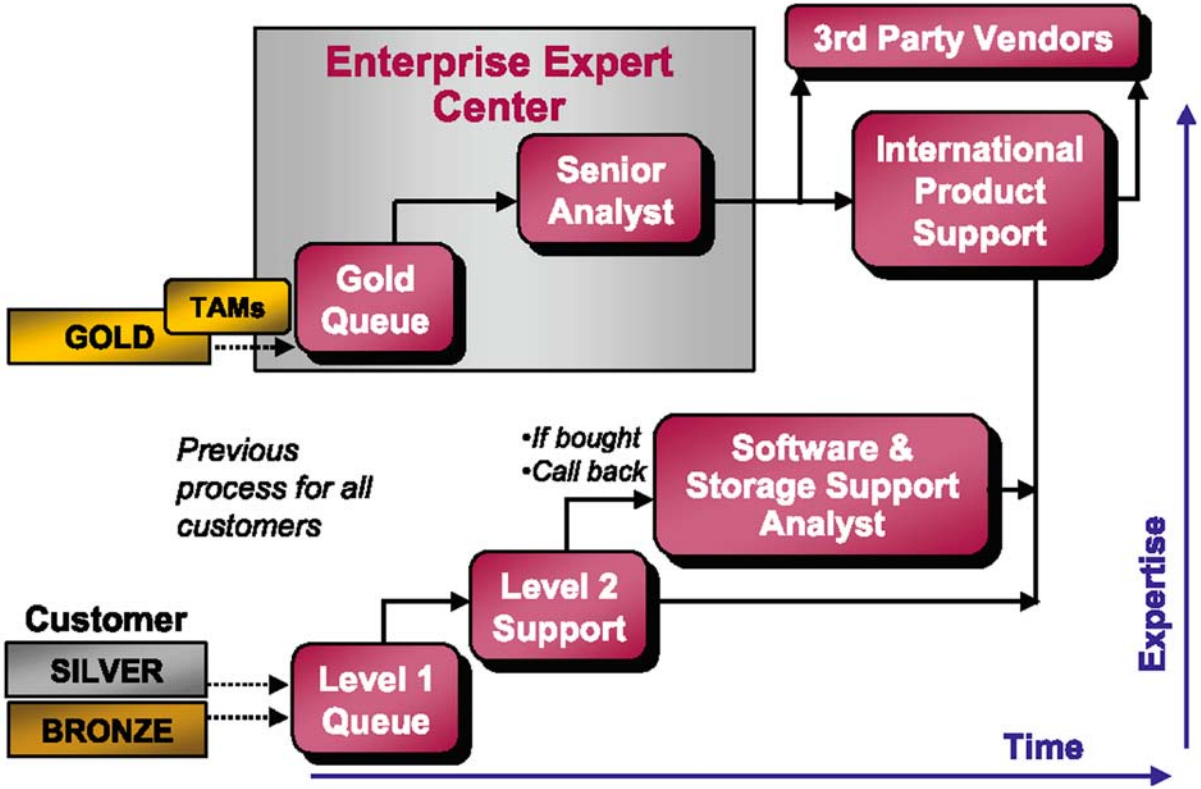
On-Demand Dispatch Resolution Pack: At your request, the Enterprise Expert Center will immediately send an experienced technician to troubleshoot and repair the system. No remote troubleshooting is required.

Training and Certification: Provides an enterprise certification program designed for network admin professionals. The Dell Certified Enterprise Engineer Program (DCEE) offers Foundation, Associate, Master, and Master Instructor-level courses for PowerEdge Servers, Systems Management, Business Continuity, and Network Storage. Extensive training programs and workshops for business critical applications are also offered. Examples include:

- Dell|EMC SAN
- PowerEdge Server
- MS Clustering on Dell SAN
- Windows XP, Office XP
- Backup-Restore PV 136T
- Industry Certifications like MCSE, Linux, Cisco, and Novell®
- Dell OpenManage™

Enterprise Services and Basic Response Services

Customer Call Flow



On-Site Senior-Level Technical Personnel: A dedicated and highly skilled Dell-Certified senior-level technical individual works on-site at your location. This allows him/her to marry knowledge of your specific environment with knowledge of Dell processes and procedures.

Remote Gold:
Remote Gold extends Gold service functionality to customers located outside same-day 4-hour or 8-hour coverage areas. Dell support expedites response and resolution of critical hardware and software failures with the dispatch of parts and technicians into remote Canadian locations.

All Canadian customers can take advantage of the benefits of Remote Gold. You'll receive web-based and remote trouble shooting, advanced software support and high-level incident management (including TAM support) as an immediate response to critical system failures. This effective system provides resolution for above 85% of customer problems prior to the dispatch of a technician.

Silver Support[3]

Premier Enterprise Support Service Tiers
Silver Support is designed for systems requiring faster issue resolution. As a Silver support customer, you not only receive our telephone support for hardware and software, you also receive expedited 7x24 4-hour On-Site response Service[5], access to online troubleshooting tools, and 7x24 telephone-based troubleshooting.

Standard Silver Services

Advanced Software Support: Provides toll-free 7x24 phone support with Dell technicians for select complex software running on PowerEdge, PowerApp™ and PowerVault servers. For the list of software products covered, please see: http://www.dell.com/us/en/gen/services/service_enterprisesoftwaresupport.htm.

On-Site Hardware Service: 7x24 coverage with 4-hour On-Site Service[5].
Silver customers can purchase additional Remote Software & Storage Support Resolutions as an option.

Bronze Support

Premier Enterprise Support Service Tiers
For systems where Next Business Day On-Site Service[5] is preferred, Bronze support offers affordable service and support.

Which Services Are Right For You?

	Gold	Silver	Bronze
Dell | EMC Maintenance	Optional	n/a	n/a
On-Site Troubleshooting	Optional Resolution Pack	n/a	n/a
Remote Monitoring	Optional	n/a	n/a
Customer Training	Optional	n/a	n/a
Advanced Technical Support Queue	✔	n/a	n/a
Immediate dispatch of technician for Severity 1 issues (requires same day service)	✔	n/a	n/a
Change Notification	✔	n/a	n/a
Customer-Defined Call Priority	✔	n/a	n/a
Seamless Support for Select Third Party Vendors	✔	n/a	n/a
Technical Account Manager (TAM)	TAM Team	n/a	n/a
Advanced Remote Software Support	Resolution Pack	Resolution Pack	Optional Resolution Pack
On-Site Hardware Service	7x24 4-Hour Response	7x24 4-Hour Response	Next Business Day
Primary Technical Support Contact	Enterprise Expert Center	Level 1	Level 1
Dell Hardware Phone Support	7x24	7x24	7x24
30 Day Getting Started Helpline	✔	✔	✔
Premier Support.dell.com	✔	✔	✔

Standard Bronze Services

Next Business Day On-Site Service[5]: Places a Dell-trained technician at your location, usually the next business day, if necessary, following phone-based troubleshooting.

Online Tools: Provides 7x24 online access to technical information and software patches.

30 Day Getting Started Helpline for Servers: Operating systems and OpenManage updates are supported for the first 30 days after your system is invoiced.

For more coverage, Bronze customers can purchase Remote Software & Storage Support resolutions.

Advanced Software Support for Servers and Storage

For customers needing expert assistance with server or storage software, Dell offers access to senior-level software support technical personnel from PowerEdge Servers, PowerVault Storage and PowerConnect Switches. Telephone assistance from expert technicians is available for the following:

- Windows 2000 Server
- Windows 2000 Advanced Server
- Windows Server 2003 (includes Standard Edition, Web Edition, Enterprise Edition, and 64-bit Enterprise Edition)
- Windows Advanced Server, Limited Edition
- Windows NT Server 4.x (All editions, such as Terminal Server, Standard Edition, and Enterprise Edition including Microsoft Cluster Service)
- Novell NetWare 4.2, 5.1, 6.x
- Novell ICS
- Dell OpenManage Assistant Series
- Dell OpenManage Connections
- Microsoft SQL Server® 7.0
- Microsoft SQL Server® 2000
- Microsoft Exchange™ Server 5.5
- Microsoft Exchange™ Server 2000
- Microsoft Small Business Server® 4.5
- Microsoft Small Business Server® 2000
- Microsoft Internet Information Server® 4.0
- Microsoft Internet Information Server® 2000
- Red Hat Linux Professional 7.2, 8.0., and 9
- Red Hat Enterprise Linux AS 2.1 and ES 2.1
- Microsoft Proxy Server® 2.0
- Dell OpenManage PowerSuites for Tape Backup
- Dell OpenManage Suite
- PowerApp BIG-IP F5 Load Balancing Software
- Microsoft Application Center 2000
- Microsoft Commerce Server 2000
- Microsoft BizTalk Server 2000
- PowerVault Fibre Channel configuration assistance

Advanced Software support is sold on a per resolution basis. A resolution consists of the initial contact call and any subsequent calls necessary to resolve the issue. All unused resolutions expire at the end of the contract term. Resolutions can be purchased individually or in packages.

Advanced Software Support includes the following services:

- Troubleshooting of issues through information gathering
- Analysis of gathered information
- Research of options, including reproducing symptoms
- Proposed corrective measures for covered software packages
- Dispatch of a service technician, if needed, in the event of a hardware failure (per the terms of the customer's service contract)
- Escalation of bug fixes to the software product vendors for resolution of software bugs

Additional administrative services beyond core system support questions are handled on a basis of one resolution deduction per hour or any part of an hour. Examples of administrative services include: Windows 2000 migration assistance, installation of the NOS, and software configuration. This additional "Best Effort" support is available 7:00 A.M. to 7:00 P.M. CST, Monday through Friday, and questions are answered on a best-effort basis with no guaranteed resolutions or response times.

Advanced Software Support does not include support for the following:

- Non-Dell hardware
- Application software not explicitly named above
- Any on-site services
- Remote or on-site training assistance
- NOS upgrades or new NOS releases
- Remote administration of Dell systems
- Scripting, programming, database design, or web development

Please refer to the Premier Enterprise Support Service Tiers section for information on how these services are integrated into Dell's tiered program.

Red Hat® Linux Server Support: Dell has formed an alliance with Red Hat, enabling us to offer best-in-class Red Hat Linux software support. Red Hat Linux support is available 7x24 or 5x12. An annual contract is for one specific Dell server, with unlimited resolutions. 5x12 service is from 8:00 A.M.-8:00 P.M. CST.

Windows 2000 Datacenter Software Support Hotline: Dell offers enhanced network operating system support for PowerEdge Servers on which Windows® 2000 Datacenter is factory-installed. Windows 2000 Datacenter Software Support is available 7x24 and offers a 1-hour response time for critical issues (system down) or a 2-hour response time for non-critical issues. This service is sold as an annual contract with unlimited resolutions.

Products supported under Windows 2000 Datacenter include:

- Microsoft® Windows 2000 Datacenter Server, Service Pack 1 or later
- Microsoft Exchange Server 5.5 with Service Pack 3 or later
- Microsoft Internet Information Server 5.0
- Microsoft SQL Server 7.0 with Service Pack 2 or later, SQL Server 2000
- Dell OpenManage Agents Version 1.0
- Dell IT Assistant Version 5.2
- Dell PowerSuites for Tape Backup (Veritas BackupExec 8.0 Build 3316)

Problem determination may include any of the following actions: information gathering and analysis, research (may include reproduction of issues), acquisition of additional information, and/or assignment of a Datacenter Case Manager.

	Support Features	Standard Technical Support	Gold Technical Support
Support Management	Escalation Management- Single Point of Contact	n/a	X
	Seamless Support	n/a	X
	Change Notification	n/a	X
	Service Performance Reporting	n/a	X
Rapid Resolution	WebEx OnCall Capability	n/a	X
	Bypass Basic Troubleshooting (“Senior-level to Senior-level”)	n/a	X
	Dell Technician Expertise	Level 1 Technician	Industry-Certified & Highly-Trained Senior Tech
	Average Telephone Queue Speed of Answer	Standard	Designed to be 2 minutes or less
Basic Hardware and Software Support	7x24 Basic Installation & Configuration of Dell-installed software	X	X
	30-day “Getting Started” Support for Dell-installed applications	X	X
	Premier.Support.Dell.com Online Technical Support	X	X
	7x24 Telephone Hardware Technical Support	X	X

Problem resolution may include any of the following: a resolution or steps towards a resolution, a work-around, configuration changes, and/or escalation of a bug report.

Windows 2000 Datacenter Software Support does not cover the following issues:

- Non-Dell hardware
- Applications not specified in this document as supported
- Remote or on-site training assistance
- Software upgrades or new releases
- Remote administration of Dell systems
- Scripting, programming, database design, or web development

Support Services for Notebooks, Desktops, and Workstations

Gold Technical Support[3]: Gold Technical Support provides a separate 24x7 dedicated telephone-based technical support service that is designed to deliver reduced hold times, direct access to advanced-level technicians, and reduced time to resolution. Gold Technical Support is available for OptiPlex desktops, Latitude notebooks, Dell Precision workstations and select Dell printers.

Gold Technical Support delivers rapid response and issue resolution through a bypass of basic troubleshooting. A single point-of-contact is also provided for escalations through Technical Account Management Services. Additionally, customers receive proactive notification of BIOS, driver, and software changes.

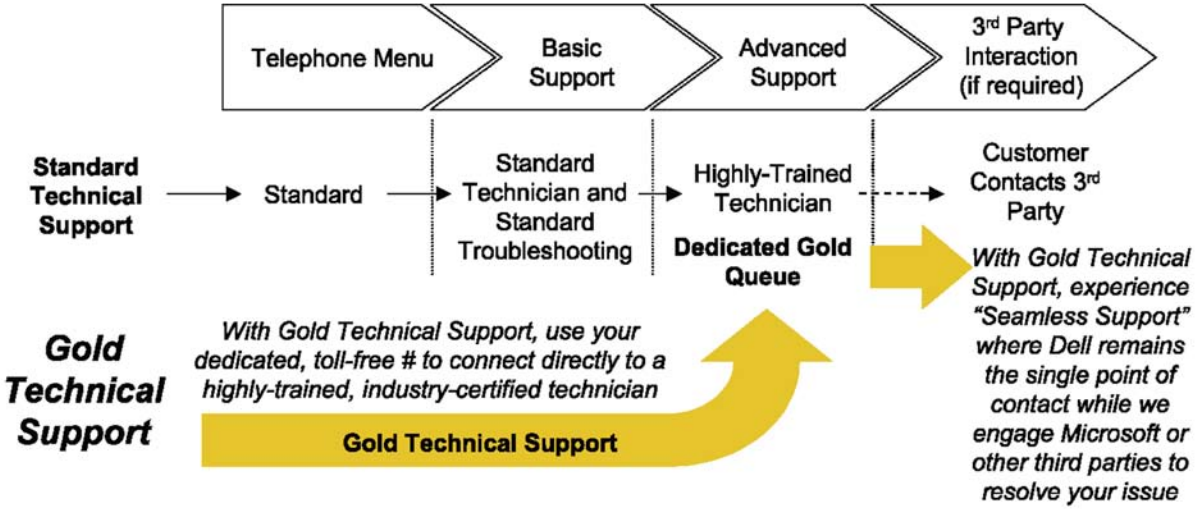
Key Features

Technical Expertise: As a Gold Technical Support customer, you will benefit from telephone access to Dell's Gold Queue for Client Systems, staffed with advanced level Technicians who are A+ and/or MCP industry-certified.

Reduced Time to Fix: Includes "Senior-Level to Senior-Level" telephone support to allow bypass of basic troubleshooting, a designated Technical Account Manager (TAM) for a single point of contact on escalations, and interactive resolution with the WebEx OnCall tool (provides Web-based remote diagnosis and problem solving).

Seamless Escalation Support: If a problem with 3rd-party hardware or software (that is covered under warranty) is determined, a member of the Gold Technical Support Team will contact the 3rd-party vendor with you, provide details of the incident and facilitate the resolution process.

Client Gold Technical Support Call Flow Comparison



Reduced Hold Time in Queue: You will receive a 7x24 dedicated, toll-free number direct to the Gold Technical Support telephone queue. The queue is designed to provide 2 minutes or less average speed of answer[3] with single-level menu selection.

Industry-Certified Advanced Level Technician: As a Gold Technical Support customer, you can benefit from telephone access to Dell's Gold Queue, which is staffed with advanced-level Technicians who are A+ or MCP industry-certified. End-users like the fast problem identification and resolution, while IT professionals appreciate the senior-level to senior-level telephone access for more complex issues.

Quarterly Performance Reporting: Your Gold Technical Support service provides you with the opportunity to request a Quarterly Service Performance Report, designed to give you the details you need to track your system support issues. The report provides the following information for your benefit:

- Site Summary
- Issues Summary
- Performance Graph
- Contacts per Issue Graphs
- Project Summary
- Issues Details
- Mean Time to Repair Graph

Technical Account Manager (TAM) Services: Defined teams of experienced senior-level technical personnel assist Gold Technical Support customers. You will always be working with senior-level technical personnel who know your environment.

TAM Team Service responsibilities include:
Escalation Management: single point of telephone contact

Change Notification Updates: monthly email updates on BIOS, driver, and software changes

Performance Reporting: quarterly email reports on service issues and performance

Seamless Escalation Support: Gold Technical Support helps ensure issues with 3rd-party hardware and software are resolved seamlessly through your telephone contact with Dell.

If a problem with 3rd-party hardware or software is determined, a member of the Gold Technical Support Team will contact the 3rd-party vendor with you, provide details of the incident, and facilitate the resolution process. Either Dell or the customer must have an established support agreement with the vendor for Seamless Escalation Support services to be applicable.

Advanced Remote Troubleshooting: In certain situations, you may choose to enhance the effectiveness of traditional telephone-based technical support by allowing our Gold Technical Support Technician to interact with you live over the Web without the need to pre-install or pre-configure any software. The Technician can instantly initiate online sessions to diagnose and fix problems using a powerful set of interactive tools.

Advanced Windows Support: Advanced Windows 2000/NT/XP support provides customizable support plans for Dell Precision workstations and OptiPlex desktop systems. Network systems are the cornerstones of many businesses, making reliable Windows 2000/NT/XP support a top priority. For customers who need assistance with usage questions beyond the basic support offered by Dell's telephone support team, we offer unlimited online and telephone access to technical support experts with extensive experience in solving complex issues.

Examples of issues covered by Advanced Software Support include:

- Backup and restoration
- Creation of user accounts
- Performance tuning
- Installation and troubleshooting of ISP connections
- Management of data partitions and drives
- Network configurations

With Advanced Software Support, OptiPlex desktop and Dell Precision workstation owners can get the operating system support they need, when it is needed, helping to minimize downtime and increase productivity. Dell can also provide Advanced Software Support options to meet your support needs for challenging hardware/OS configurations, network configurations, and Internet connectivity and configurations.

Technical support is provided for current versions and one version back. Support for older versions is limited. Dell's support policy for macros and scripting/code includes general questions regarding functionality and syntax. Support does not include writing, recreating, or debugging macros/code. Dell also provides free telephone assistance for installation and configuration of Dell factory-installed operating systems and applications (excluding Dell Custom Factory Integration items) for as long as you own or lease your Dell desktop, workstation, or notebook system.

CompleteCare Coverage[2]: CompleteCare Coverage is a repair and replacement service that covers most accidental damage (spills, drops, surges, breakages) to select systems or peripherals. CompleteCare Coverage helps save time, money, and resources in the event of an unplanned incident.

Key Features

- Investment protection for select systems and peripherals exposed to high-risk settings (multi-use, high mobility, multiple users, harsh environments).
- System repaired or replaced in event of accidental damage.
- Repair/replacement using refurbished parts and/or system.
- System repaired/replaced to equal or better state.
- Offered in 1, 2, 3, 4-year terms.

Examples of damage covered under CompleteCare Coverage include:

- Spills
- Drops, falls
- Electrical surges
- Accidental breakage (multiple pieces)

Examples of damage that is not covered under CompleteCare Coverage include:

- Fire damage
- Intentional damage
- Theft or loss
- Normal wear and tear
- Consumables (i.e. batteries, bulbs)

CompleteCare Coverage is offered in 1, 2, 3, and 4-year terms on Dell Dimension desktops, Latitude and Inspiron notebooks, Axim handheld PDAs, Dell MP Projectors, Dell Digital Jukebox music players, Dell LCD TVs, and Plasma TVs.

How to Use CompleteCare Coverage[2]: If damage occurs, the customer must call Dell's technical support line to report the problem. Depending on your system type and the cause and extent of damage, Dell will initiate appropriate repair or replacement services. The services may include shipment of customer replaceable parts, dispatch of on-site service personnel, requests for shipment of damaged product to a Dell repair facility, or initiation of whole unit exchange procedures.

CompleteCare Coverage[2] for Custom Factory Integration Customers: Customers who have taken advantage of Dell's custom factory integration program are also encouraged to upgrade to CompleteCare Coverage.

Attempts will be made to replace the system with the same model as the original, but due to rapid changes in technology and part availability, upgrades to the original system hardware and/or software may be required. Replacement parts may be refurbished.

If the system has specially-integrated hardware or a custom software image loaded via Custom Factory Integration, the end user may need to contact their Information Systems department for instructions on how to get the replacement system upgraded with their company's latest hardware and/or software revisions. Dell does not guarantee that company-specific hardware and/or software will be compatible with the replacement system.

CompleteCare Coverage[2] for Warranty Parts Direct Customers: If an incident occurs, the Warranty Parts Direct customer's help desk, end user or service provider must call Dell's technical support line to report the problem. Dell technicians will ask the caller a series of questions designed to determine the extent and cause of the damage or failure. Depending on the system type, the cause and extent of damage, and other service options that the Warranty Parts Direct customer may have purchased, Dell will initiate appropriate repair or replacement services.

Telephone Hardware Technical Support Services

7x24 Telephone Hardware Technical Support: Dell's hardware technical support phone lines are available 24 hours a day. You get support from a qualified technician whose goal is to get you back to work quickly.

30-Day Getting Started Helpline: Dell offers a 30-Day Getting Started helpline at no charge. During the first 30 days after your system's invoice date, you may contact Dell Technical Support with questions about your new Dell system. Examples of supported issues include installation optimization and limited usage questions.

On-Site Services[5]

Next Business Day, On-Site Services: Designed to provide a base level of customer security, Next Business Day (NBD), On-Site Service places a Dell-trained technician at your location the following business day, if necessary, following phone-based troubleshooting.

Key Features

Single Point of Accountability: Dell is the single point of accountability for your complete service and support requirements

Convenient: Dell maintains records of all service incidents, including calls to Dell Technical Support and on-site repairs.

Affordable: Dell offers a variety of customizable support options to help you design a cost-effective program that meets your unique requirements.

Calls dispatched by Dell Technical Support before 5:00 P.M. local customer time receive a response on the next business day. In the case of calls dispatched after 5:00 P.M. local customer time, the service technician may take an additional business day to arrive at your location. The actual response time on the next business day is dependent upon parts delivery to the technician for the customer's local area.

Once the part is received, the technician will attempt to call the customer directly to schedule a specific time that is convenient to deliver the service that day.

Extended Labour and Parts Delivery Service can be purchased for up to five years for most systems and can be purchased at a reduced price if the extended service contract is purchased within 30 days of the system invoice date.

Same Day, On-Site Services[5]: In order to perform successfully in today's highly demanding business, government and education environments, you must depend on your IT resources as never before. That means that you need a responsive and reliable service provider to help improve the experience around your computer systems and to take advantage of new technologies.

4-Hour On-Site Service[5]: A Dell-trained technician will arrive within 4 hours after telephone troubleshooting (depending on your location) to help get your system back in operation as rapidly as possible. You can choose between options delivering 4-Hour response with 7x24 or 5x10 options. With 5x10 service, calls placed after 4:00 P.M. (customer's local time) will be responded to on the following business day.

8-Hour On-Site Service[5]: for Dell|EMC products, Dell has extended service in most locations in Canada.

2-Hour On-Site Service[5]: Dell has extended service in most locations in Canada.

2-Hour On-Site Service[5], 6-Hour Repair: the 2-Hour Service can be supplemented with 6-Hour Repair Service. This program provides not only 2-hour On-Site[5] service, but also repair of your Dell hardware within 6 hours of problem determination. Although we strive to repair every Dell system as rapidly as possible, Dell's 6-Hour Hardware Repair Service includes enhanced processes to repair the system within 6 hours.

Also included in Same Day service is the restoration of Windows NT, Windows 2000, or Novell NetWare® from your original NOS (network operating system) media; however, this NOS activity is not included in the 6-hour time commitment to repair the hardware.

Premier Support

www.premiersupport.dell.com is a customized virtual helpdesk that provides powerful tools to enhance the efficiency and productivity of your support staff. Designed for support technicians, helpdesk specialists, senior-level technical personnel and IT managers, Premier Support provides fast access to the knowledge and solutions needed to help you proactively support your Dell systems and maximize uptime. Please note that all services provided on www.premiersupport.dell.com may not apply to Canadian customers.

Searchable Support FAQs and Tech Notes: Technical information for systems and components can be difficult to locate and distribute across hard copy and digital resources. Searchable support FAQs, Tech Notes, and detailed technical specifications and compatibility information are available online for every Dell system.

FileWatch and Dell Downloads: You want to be the first to know about a critical OS patch or firmware upgrade. Premier Support makes it easy to keep your systems up-to-date. FileWatch and Dell Downloads provide timely notification of, and easy access to, needed updates.

Precise System Configuration Information: Premier Support provides the precise configuration of any supported Dell system to expedite troubleshooting and parts orders.

Comprehensive Records for Inventory Management: Comprehensive records of service tag numbers and configurations simplify inventory management and auditing.

Dell Product	NBD	4-Hour Response	2-Hour Response or 6-Hour Repair	8-Hour Response
Latitude and Inspiron Notebook	X	n/a	n/a	n/a
Dimension Desktop	X	n/a	n/a	n/a
OptiPlex Desktop	X	X	n/a	n/a
Dell Precision Workstation	X	X	n/a	n/a
PowerEdge 1xx0, 3x0 & PowerEdge SC Series	X	X	n/a	n/a
PowerEdge 2xx0-8450	X	X	X	n/a
PowerVault (except PV701/705N-parts only)	X	X	X	n/a
Dell | EMC Storage Products	n/a	X	n/a	X
Printers	X	X	n/a	n/a

Legal Terms and Disclosures

IMPORTANT INFORMATION

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1. Terms of Guarantee: A passing grade on a certification exam for a specific hardware platform track (server, storage, or network switches) provides a minimum level of knowledge required for implementing, configuring, and managing the hardware and applicable software on that platform. Should you pass a certification exam for a specific track and find you are unable to perform with the level of knowledge you have achieved, Dell will gladly provide, for no additional charge, enrollment in the next available instructor-led course or courses for that track.

2. See Dell's limited warranty terms and the applicable Dell or third party Service Contract for service and warranty terms and conditions. Copies available on request or at www.dell.ca. Services may not be available in all areas. **CompleteCare coverage** only covers internal hardware components and does not cover peripheral devices, damage or loss caused by fire, theft, intentional acts, or by normal wear if the normal wear does not affect performance.

3. The Gold Technical Support Queue is designed to provide 2 minutes or less average speed of answer, provided the correct, toll-free gold Technical Support number is called by the customer. Hold times in the Gold Queue may be affected by multiple variables including, but not limited to: time of day, product release cycle, product recall occurrences and total number of Gold Technical Support customers.

4. Subject to the terms and conditions in the Dell 99.9% System Availability Program Agreement, Dell provides a limited guarantee that guarantees 99.9% uptime for the system during the guarantee term. For more details or copies please visit www.dell.ca.

5. Dell's **Next Business Day On-Site Service** may be provided by a third party contract with customer and may not be available in certain areas. TECHNICIAN WILL BE DISPATCHED, IF NECESSARY, FOLLOWING PHONE-BASED TROUBLESHOOTING. Dell must notify the service provider before 5:00 pm local customer time; otherwise it may take an additional business day. **4-Hour Response, 5x9, On-Site Parts and Labour Service** will place a technician, in most cases, at the customer site within 4 hours of dispatch. Technician may not arrive until the next business day if dispatched after 4:00

pm local customer time. This service is only available if you are located within a radius of 100 kilometers from a Dell stocking location. **4-Hour Response, 7x24, On-Site Parts and Labour Service** will place a technician, in most cases, at the customer site within 4 hours of dispatch. This service is only available if you are located within a radius of 100 kilometers from a Dell stocking location. **8-Hour Response, 7x24, On-Site Parts and Labour Service** will place a technician, in most cases, at the customer site within 8 hours of dispatch. This service is only available if you are located within a radius of 100 to 200 kilometers from a Dell stocking location. **2-Hour Response, 7x24, On-Site Parts and Labour Service** will place a technician, in most cases, at the customer site within 2 hours of dispatch. This service is only available if you are located within a radius of 50 kilometers from a Dell stocking location. 2-Hour Response/6-Hour Fix, 7x24, On-Site Parts and Labour Service will place a technician, in most cases, at the customer site within 2 hours and complete repair of your Dell-branded hardware product with six (6) hours after dispatch. This service is only available if you are located within a radius of 50 kilometers from a Dell stocking location.

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For more information please contact your Dell Service Representative.

Dell Canada Inc.
155 Gordon Baker Road
Suite 501
North York, Ontario
M2H 3N5

Phone: (416) 758-2100
Toll Free: 1-800-387-5752
Facsimile: (416) 758-2305

www.dell.ca