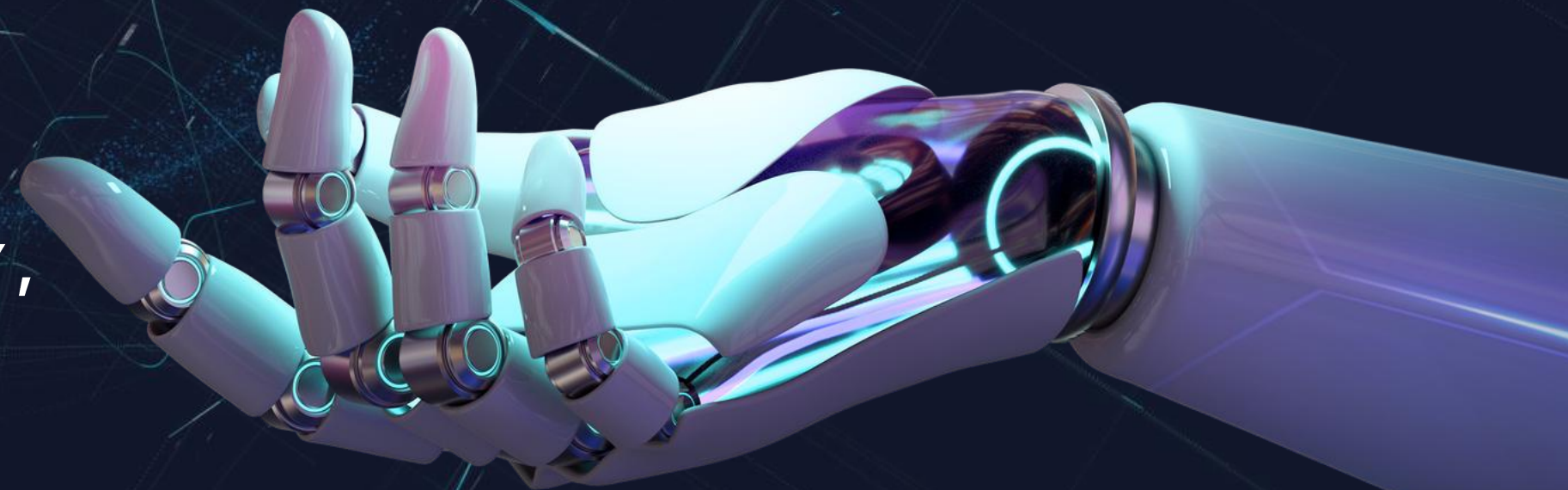


Optimizing Dell's Shift to a Subscription- Based Model

PRESENTED BY EITAN TOUBIA, DHEERAJ SHETTY,
MARIAM SOULEYMAN, AND PETER SARPONG



Agenda

1. Business Case Overview

4. Functional and Data Requirements

3. Current Process
vs
Target Process

5. Key Benefits
and Outcomes

2. Scope of Work

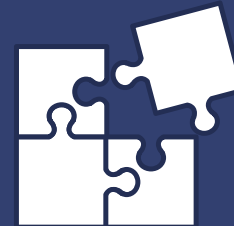
6. Conclusion and Q&A





Business Case

Overview



Challenges:

- Transitioning to a subscription-based model to compete with AWS, Azure, and Google Cloud.
- Manual quoting, invoicing, and vendor management lead to inefficiencies, delays, and errors.
- Payment mismatches and invoicing delays strain vendor relationships.



Impact:

- Errors in multimillion-dollar deals jeopardize revenue.
- Operational inefficiencies reduce responsiveness and competitiveness.



Benefits:

- Enhance efficiency through automation and improved traceability.
- Strengthen vendor and client relationships for sustained success.

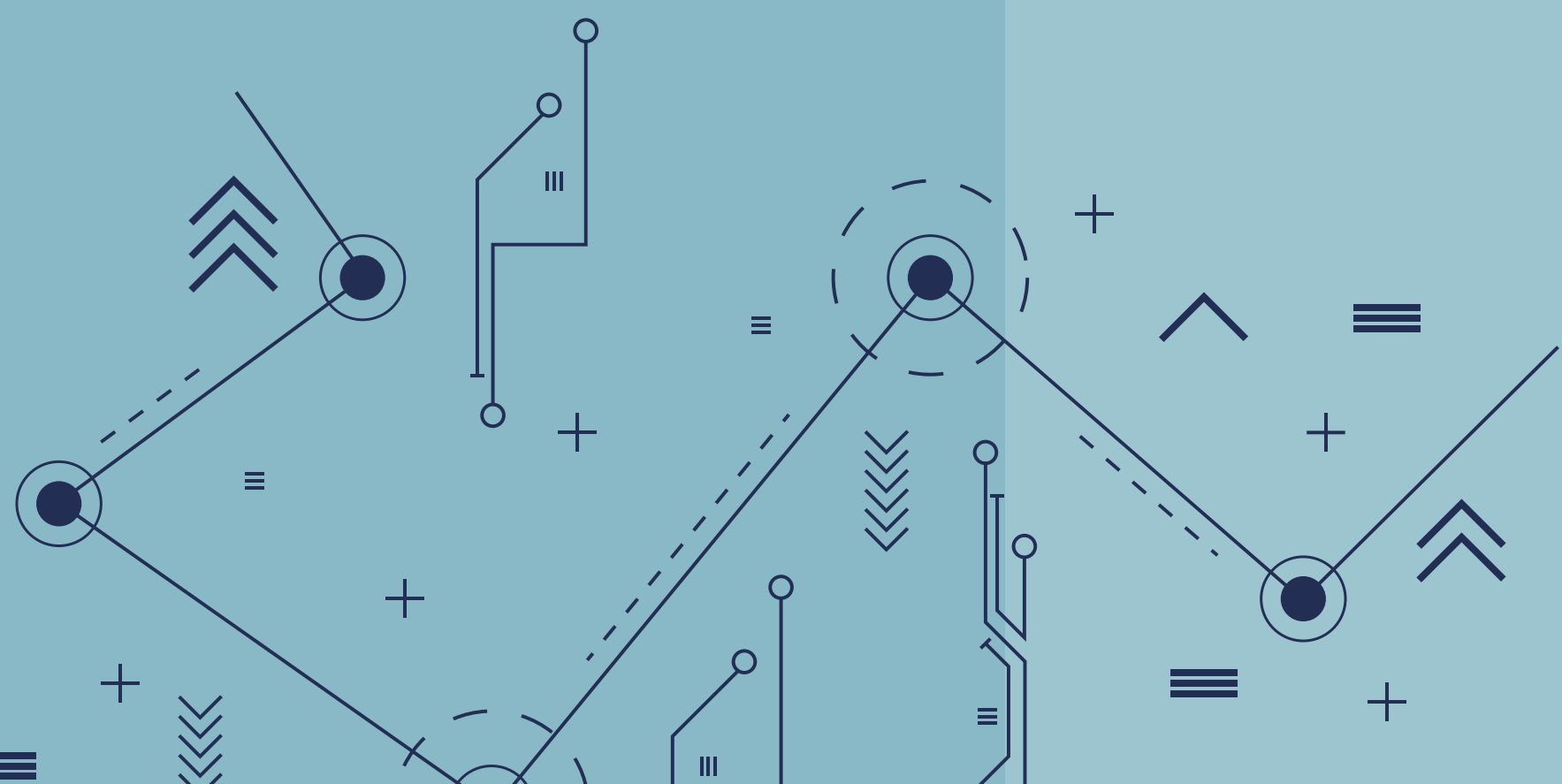
Scope of Work

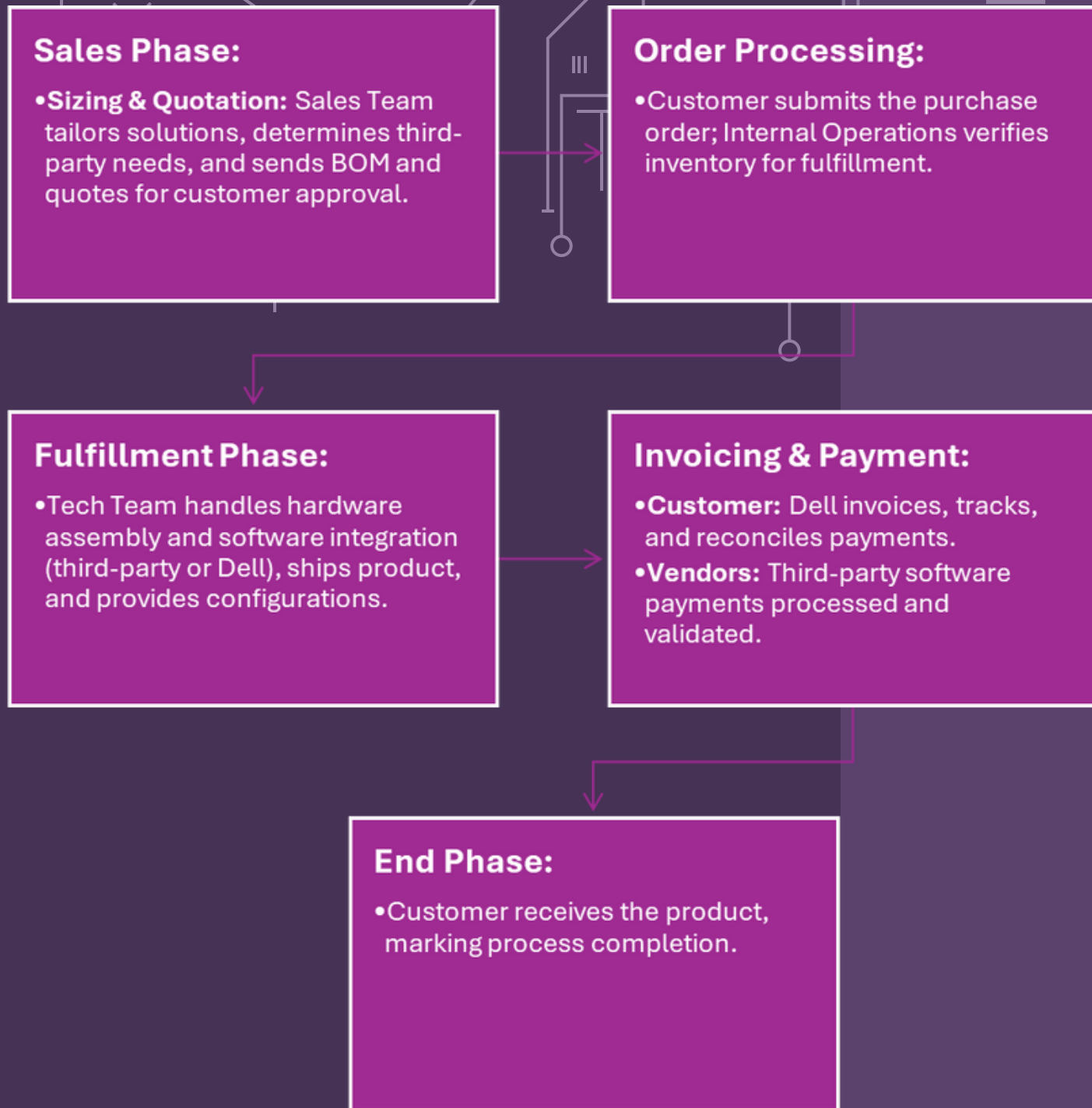
Objective:

Optimize and automate key business processes to enhance operational efficiency and ensure traceability in payments and quotes.

Core Goal:

Establish **trackability** between Payments and Quotes to ensure smooth client relationship management and end-to-end process integrity.





Dell's Current Process

Key Phases:

- Sales: Manual sizing of client needs and configuration of solutions.
- Quoting: Delays due to manual data handling and dependency on third-party vendors.
- Fulfillment: Bottlenecks in third-party coordination.
- Payment: Errors in invoicing and reconciliation increase complexity.

Issues Identified:

- Lack of automation leads to inefficiencies at all stages.
- Delayed responses impact client and vendor trust.



Dell Process Redefined



Proposed
Improvements:



Centralized Data Management:

Consolidate quotes and payments into a single database.

Automate matching and recording for accuracy and faster responses.



Automated Payment Processing:

Eliminate manual errors with automated entries and confirmations.

Provide real-time payment status visibility and notifications.

Enhance client relationships through transparency and efficiency.



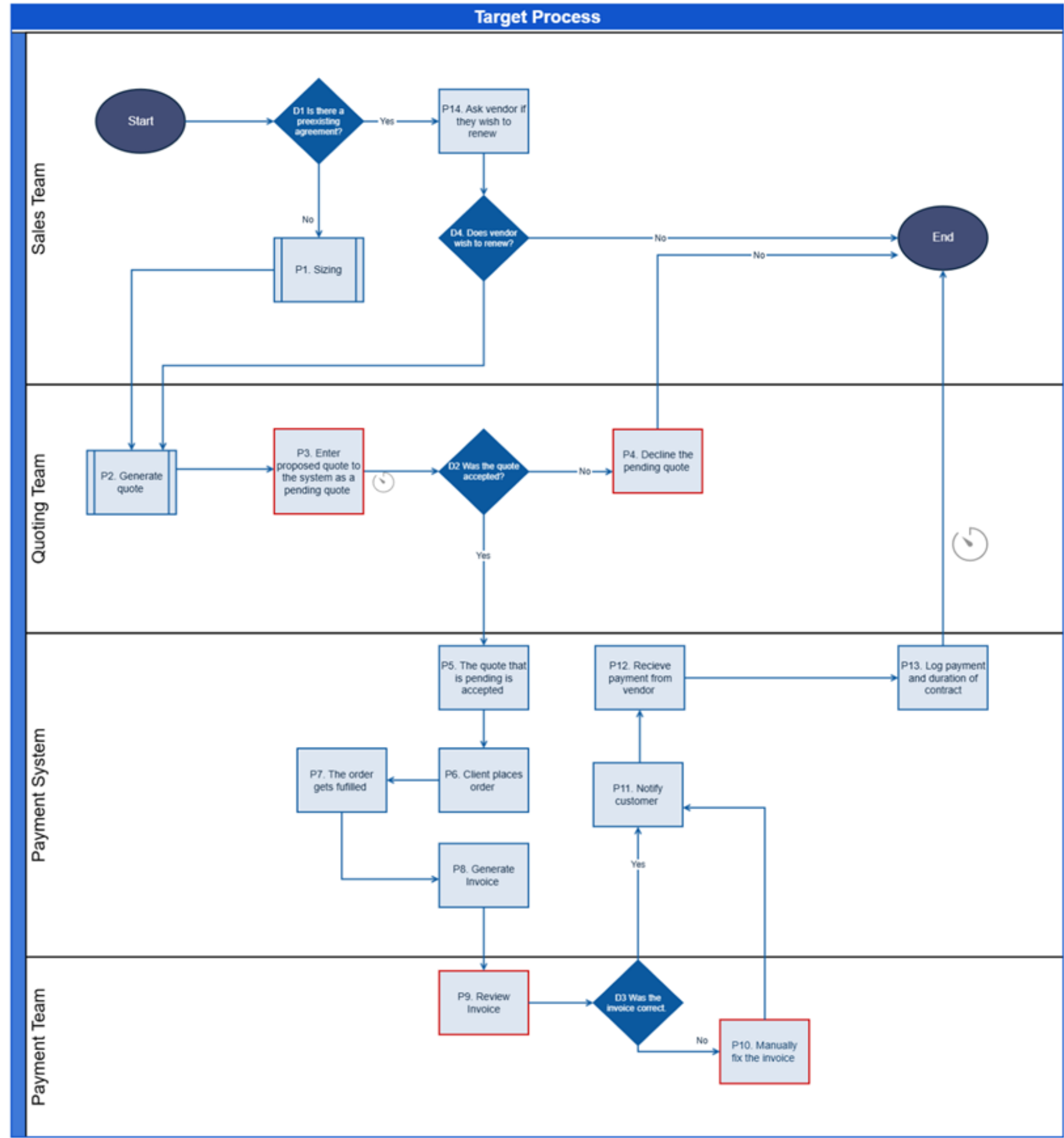
Streamlined Quoting Workflow:



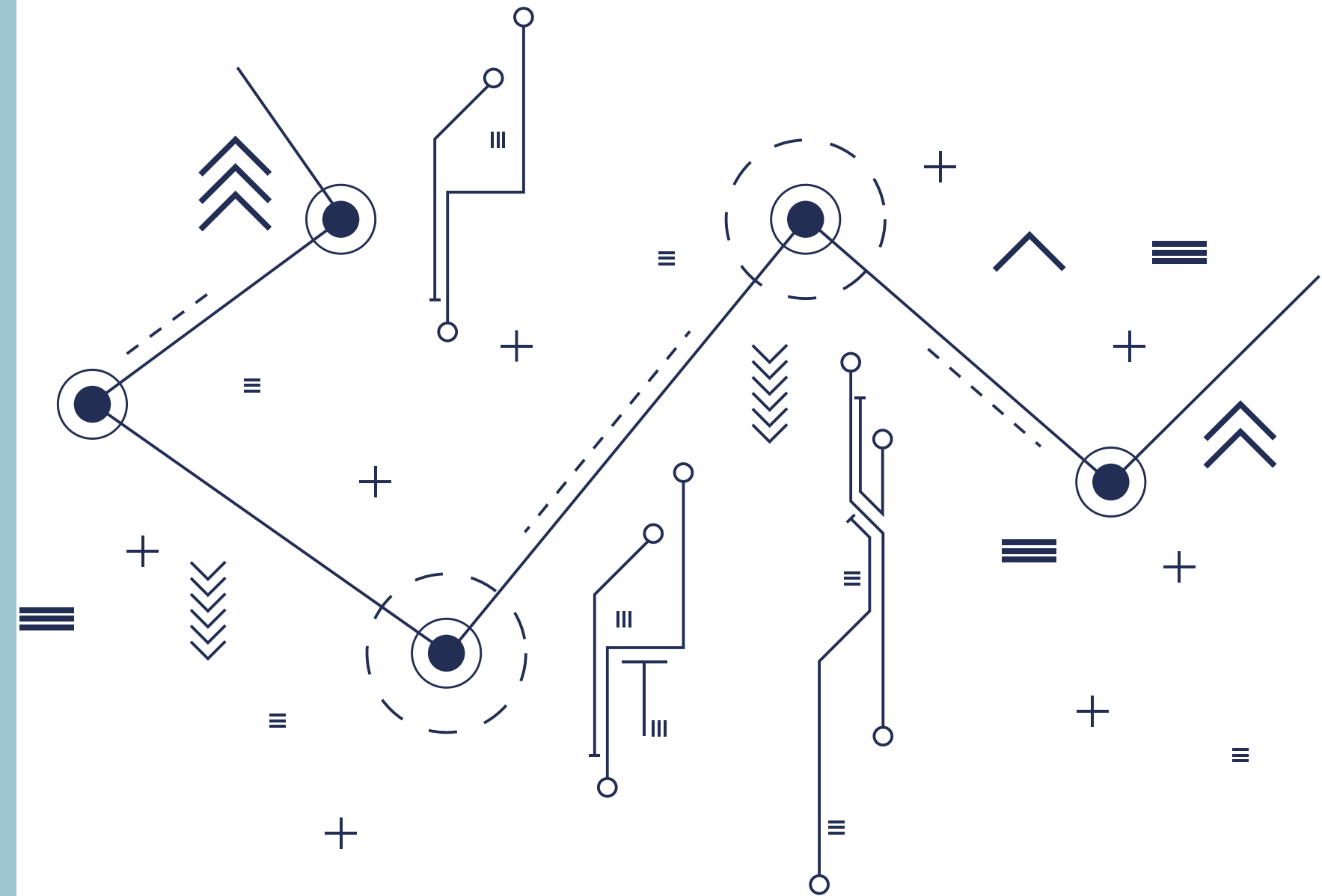
Tailored Partnership Paths:

New Partnerships: Log quotes, track acceptances, and streamline invoicing and payment logging.

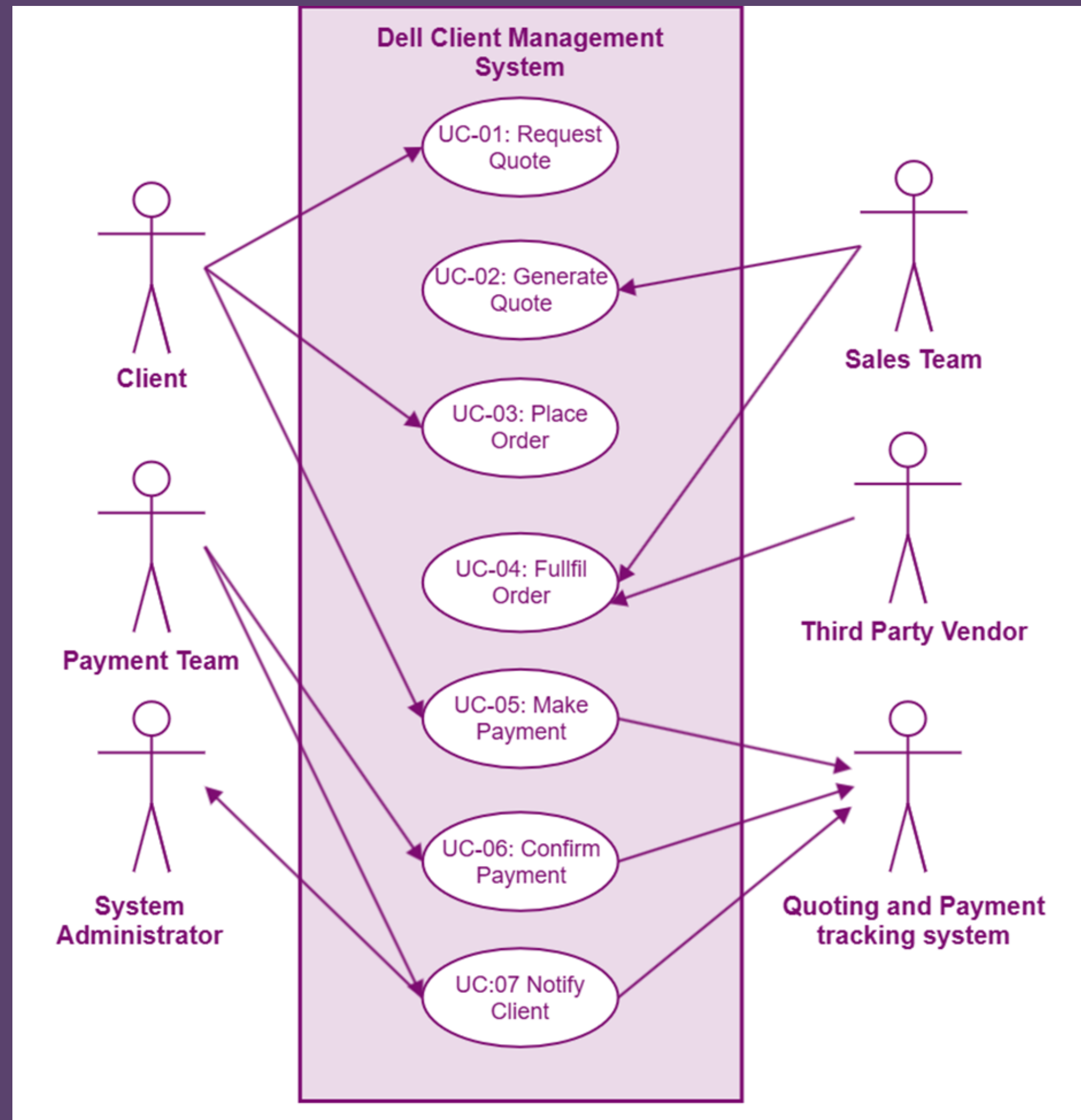
Renewals: Coordinate with vendors, renew contracts, or end partnerships efficiently.



Our Process Visualized

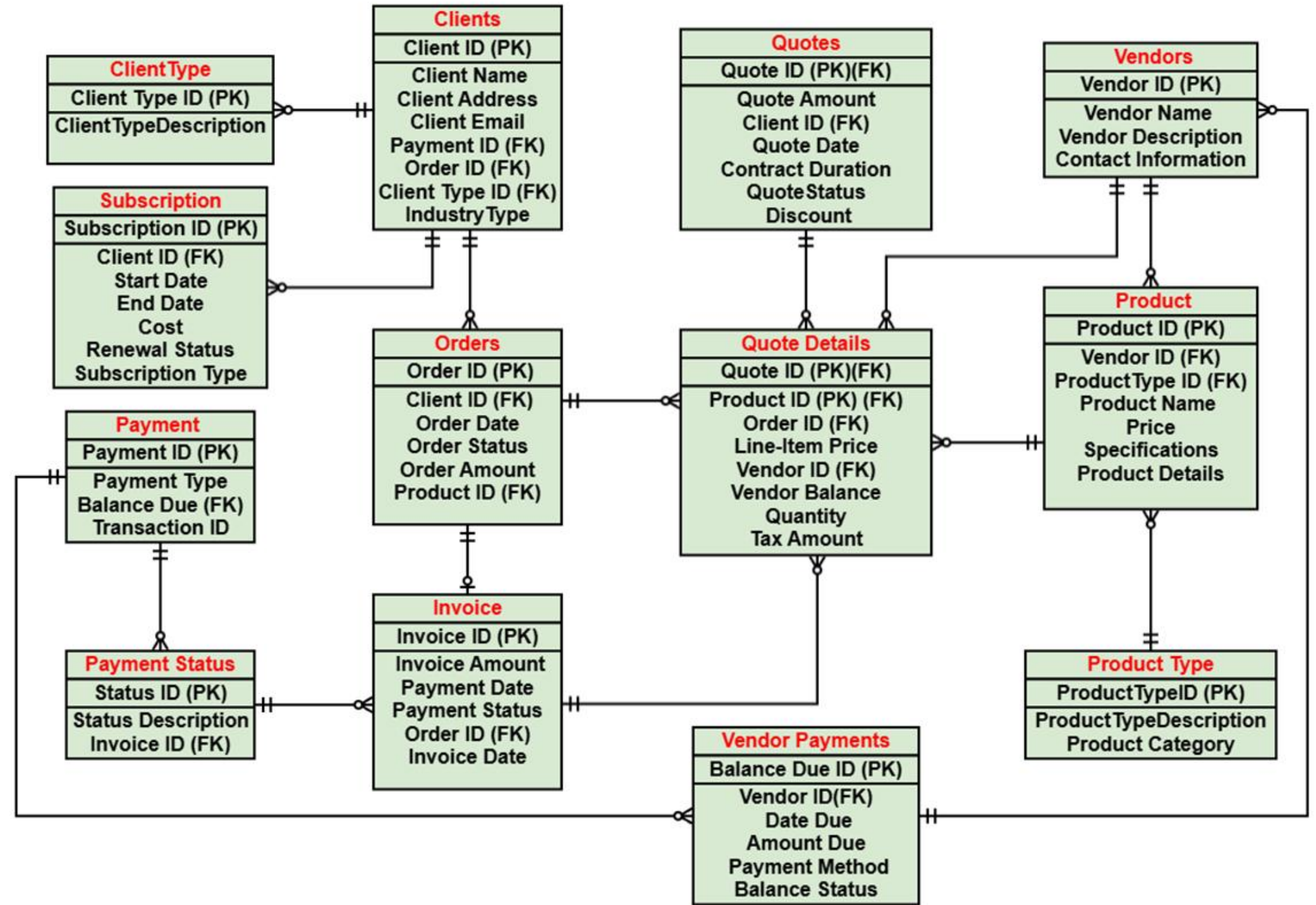
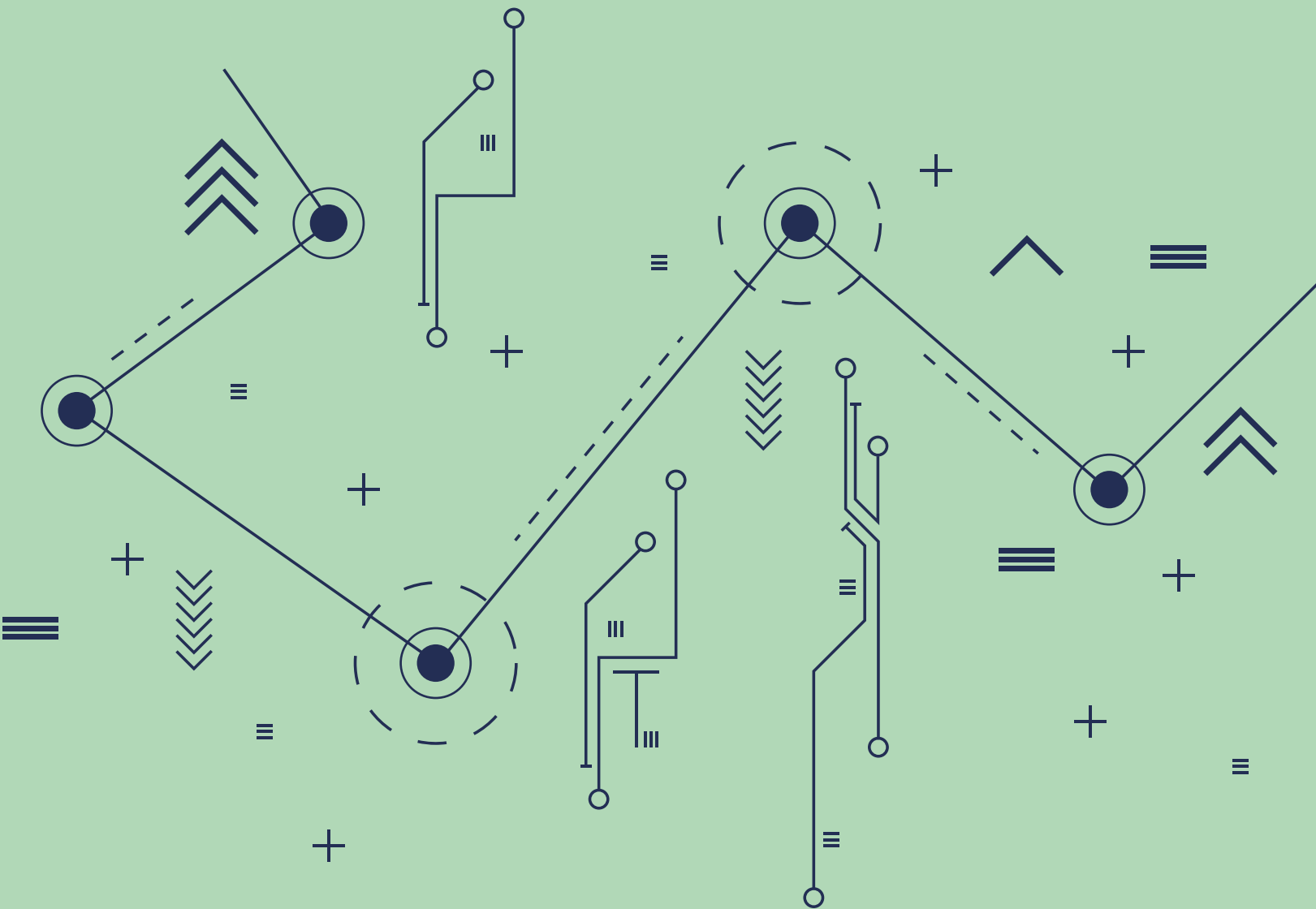


Functional Requirements





Data Model





Conclusion

By implementing the proposed processes and data model, Dell can effectively manage payments and quotes, addressing inefficiencies and enhancing operational excellence. These improvements position Dell to succeed in the competitive subscription-based market.



Q and A

ASK AWAY!



Thank you!

