

# Consolidated Email Analysis Report

**Subject: DTMS All Hands with Jason McGregor**

## **Summary:**

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<mailto:Joel.Larkin@dell.com> > Subject: Go Live Announcement - Woolworths Distribution Centre hosting managed service As of 12:00am Sydney time, 27 October, 2024, we are officially live for Woolworths 1st pilot Distribution Centre "Heathwood Chilled & Frozen" in Queensland, Australia (HCFDC) – This is the first of many distribution centres across Australia. Victor del Prado Jr. Senior Manager, Service Delivery Dell Technologies | Professional, Managed & Field Services mobile +61452 450 299 Internal Use - Confidential From: McGregor, Jason <Jason.Mcgregor@dell.com <mailto:Jason.Mcgregor@dell.com> > Sent: Tuesday, 29 October 2024 1:25 AM To: Ho, Jillian <Jillian.Ho@dell.com <mailto:Jillian.Ho@dell.com> >; Balger, Raghavendra <Raghavendra.Balger@Dell.com <mailto:Raghavendra.Balger@Dell.com> >; Boddu, Ashok <Ashok\_Boddu@Dell.com <mailto:Ashok\_Boddu@Dell.com> >; Canty, MaryKate <MaryKate.Canty@dell.com <mailto:MaryKate.Canty@dell.com> >; Chopade, Milind <Milind.Chopade@dell.com <mailto:Milind.Chopade@dell.com> >; Draper, Michelle <Michelle.Draper@dell.com <mailto:Michelle.Draper@dell.com> >; Haayen, Tamara <Tamara.Haayen@dell.com <mailto:Tamara.Haayen@dell.com> >; Hariharan, Mahesh <Mahesh.Hariharan@dell.com <mailto:Mahesh.Hariharan@dell.com> >; Peek, Chad <Chad.PEEK@dell.com <mailto:Chad.PEEK@dell.com> >; Salazar Fernandez, Ana Laura <Ana\_laura\_Salazar\_fe@Dell.com <mailto:Ana\_laura\_Salazar\_fe@Dell.com> >; Andrion, Magdeline <Magdeline\_Andrion@Dell.com <mailto:Magdeline\_Andrion@Dell.com> >; Baker, Kevin <Kevin.Baker@dell.com <mailto:Kevin.Baker@dell.com> >; Blum, Douglas <Douglas.Blum@dell.com <mailto:Douglas.Blum@dell.com> >; Bondarenko, Vera <Vera.Bondarenko@dell.com <mailto:Vera.Bondarenko@dell.com> >; Buckendorf, Nicholas <Nicholas.Buckendorf@dell.com <mailto:Nicholas.Buckendorf@dell.com> >; Butler, Timothy (APEX) <Timothy.Butler@dell.com <mailto:Timothy.Butler@dell.com> >; Castillo, Antono <Antono\_Castillo@Dell.com <mailto:Antono\_Castillo@Dell.com> >; Dada, Varun <Varun.Dada@dell.com <mailto:Varun.Dada@dell.com> >; Davis, BrianJ (SAL San Jose) <Brian.J.Davis@dell.com <mailto:Brian.J.Davis@dell.com> >; Dell, Darren <Darren.Dell@dell.com <mailto:Darren.Dell@dell.com> >; Dray, Mary <Mary.Dray@dell.com <mailto:Mary.Dray@dell.com> >; DTMS\_Global\_Opportunity\_Analyst\_Team <IMS\_Global\_Opportunity\_Analyst\_Team@Dell.com <mailto:IMS\_Global\_Opportunity\_Analyst\_Team@Dell.com> >; Farr, David <David.Farr@dell.com <mailto:David.Farr@dell.com> >; Finn, Michael <Michael.Finn@dell.com <mailto:Michael.Finn@dell.com> >; Franco, Mike <Mike.Franco@dell.com <mailto:Mike.Franco@dell.com> >; Gaudlip, Christopher <Christopher.Gaudlip@dell.com <mailto:Christopher.Gaudlip@dell.com> >; Hariharan, Mahesh <Mahesh.Hariharan@dell.com <mailto:Mahesh.Hariharan@dell.com> >; Hegde, Pallavi - Dell Team <Pallavi.Hegde2@dellteam.com <mailto:Pallavi.Hegde2@dellteam.com> >; Holdsworth, Karen <Karen.Holdsworth@dell.com <mailto:Karen.Holdsworth@dell.com> >; Holt, Nicholas <N.Holt@Dell.com <mailto:N.Holt@Dell.com> >; Kantor, Robin <Robin.Kantor@Dell.com <mailto:Robin.Kantor@Dell.com> >; Keidel, Robert <Robert.Keidel@dell.com <mailto:Robert.Keidel@dell.com> >; Kennedy, James <J.Kennedy@dell.com <mailto:J.Kennedy@dell.com> >; Khanapuri, Muneeb Aadil <Muneebaadil.Khanapuri@dell.com <mailto:Muneebaadil.Khanapuri@dell.com> >; Krishnamurthy, Chandra <Chandrasekar.Krishnamurthy@dell.com <mailto:Chandrasekar.Krishnamurthy@dell.com> >; Leach, Colin <Colin.Leach@dell.com <mailto:Colin.Leach@dell.com> >; Merrick, Benjamin <Benjamin.Merrick@dell.com <mailto:Benjamin.Merrick@dell.com> >; Nagendra, Harsha <Harsha.Nagendra@dell.com <mailto:Harsha.Nagendra@dell.com> >; Narayanan, Murale <Murale.Narayanan@dell.com <mailto:Murale.Narayanan@dell.com> >; Notaro, Matthew <Matthew.Notaro@dell.com <mailto:Matthew.Notaro@dell.com> >; Okon, Uyi <Uyi.Okon@dell.com <mailto:Uyi.Okon@dell.com> >; Otto, Amy <Amy.Otto@dell.com <mailto:Amy.Otto@dell.com> >; Palange, Emily <Emily.Palange@dell.com <mailto:Emily.Palange@dell.com> >; Phelps, Joshua <Joshua.Phelps@dell.com <mailto:Joshua.Phelps@dell.com> >; Rahman, Ghouse <Ghouse.Rahman@dell.com <mailto:Ghouse.Rahman@dell.com> >; Raza, Ali <Ali.Raza@dell.com <mailto:Ali.Raza@dell.com> >; RennerPicardo, Daniel <Daniel\_Renner@Dell.com <mailto:Daniel\_Renner@Dell.com> >; Rensel, Matthew <Matthew.Rensel@Dell.com <mailto:Matthew.Rensel@Dell.com> >; Roberts, Jeffrey <Jeffrey.Roberts@dell.com

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### **Current Status:**

com> ----- Subject: Accepted: Virtual Chat Assistant - Demo From: /o=ExchangeLabs/ou=Exchange Administrative Group (FYDIBOHF23SPDLT)/cn=Recipients/cn=682d0a018a094feaa9460496ff4523c4-Nandhavigne Received: 2024-11-27 14:24:00+00:00 Body:

----- Subject: FW: Automated Outlook Email Analyzer for Incident Summaries From: /O=EXCHANGELABS/OU=EXCHANGE ADMINISTRATIVE GROUP (FYDIBOHF23SPDLT)/CN=RECIPIENTS/CN=682D0A018A094FEAA9460496FF4523C4-NA

NDHAVIGNE Received: 2024-11-19 11:41:00+00:00 Body: This was the status 2 months back Thanks & Regards, Nandhavignesh Ram Principal Engineer, Global Technical Delivery (Infra, Cloud & Apps) DELL Technologies | Professional, Managed & Field Services Mobile +91 8951903524 (India) Nandhavignesh\_Ram@Dell.

***Teams Involved:***

***The:***

- Service Enablement
- Service Integration
- Jillian Ho
- Technical Project Manager
- Dilip Chavali
- DMSP Monitoring
- Dan Slater
- Joel Larkin and David Baker
- DTMS Technical Leads
- David Baker
- Stephen Wiltshire
- Dennis Jian
- Rahul Dass
- Kanaiyalal Bhavanani
- Abhilash GB
- Brad Bates
- Aresh Sarkari
- DTMS Managers
- Nick Holt
- Peter Feros
- Helen Wood
- Nathan Palaniappan
- Ghouse Rahman
- Delivery Manager
- Alun Kelly
- Capacity manager
- Yogesh Padma
- Service Manager
- Paul George

- PMO team
- Amardeep Sandhu
- Chetan Dole
- Solution Principal
- Business Development
- ither Ali
- Adam Stevens
- Client Exec
- Andrew Percival
- Other helping hands
- Anthony Huynh
- Kayden Lee
- Gaurav Deshpande
- Offshore teams
- Sumukh Bharadwaj
- Sruthi Raveendran
- Naweena Rahul Muddada
- the WW HCI team
- WW OS team
- WW backup team and WW Cloud team
- If this is not a classic example of extraordinary team work
- I do not know what is
- Warm regards
- Jillian Ho Transition Manager
- APJ Dell Technologies
- Global Professional Services mobile
- 61424487148 jillian
- ho
- dell
- com <mailto:jillian.ho@dell.com>
- The Zenith Tower A
- Levels 1
- 5 821
- 843 Pacific Highway Chatswood NSW 2067 Australia Internal Use
- Confidential



- Subject
- FW
- Go Live Announcement
- Woolworths Distribution Centre hosting managed service From
- 
- O
- EXCHANGELABS
- OU
- EXCHANGE ADMINISTRATIVE GROUP
- FYDIBOHF23SPDLT
- CN
- RECIPIENTS
- CN
- D3B8E7BA1F3448EA8D8A389F726052F6
- DEL PRADO J Received
- 2024
- 10
- 29 04
- 36
- 59
- 501000
- 00
- 00 Body
- Congratulations to both Project and Operations Teams
- Well done to the HCFDC squad and this wouldn
- t have been possible if Operations was on fire
- In parallel to the DC Project were other parallel and demanding streams of work
- Gateway Cutovers
- Legacy and DPC
- decomms
- incidents and escalations
- the ever
- changing battlefield of change approvals with Woolworths
- process
- and on top of all these

- natural calamities
- and personal challenges
- I acknowledge this phase of the account is unprecedented and it hasn't been easy
- I heard and took in all your feedback and concerns as you come from a space of looking out for each other
- Yet
- despite it all
- you continue to deliver
- adapt
- and overcome
- I am sure
- we
- ve all personally grown from this exercise
- Once again
- a huge thank you from myself and the leaders
- We are lucky to have a team like ours
- Victor del Prado Jr
- Senior Manager
- Service Delivery Dell Technologies
- Professional
- Managed
- Field Services mobile
- 61452 450 299 Internal Use
- Confidential From
- McGregor
- Jason <Jason.Mcgregor@dell.com>
- Sent
- Tuesday
- 29 October 2024 1
- 25 AM To
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- Larkin
- Joel <Joel.Larkin@dell.com>
- Subject
- RE
- Go Live Announcement
- Woolworths Distribution Centre hosting managed service Congratulations team
- Once again you all have proven our value to Woolworths as their go to partner
- Lets show them that our solution and operation is much more reliable than public cloud so we can soak up the rest of their distribution centers
- Congratulations again
- Jason Internal Use
- Confidential From
- Ho



- Jillian <Jillian.Ho@dell.com <mailto:Jillian.Ho@dell.com>
- 
- Sent
- Sunday
- October 27
- 2024 11
- 15 PM To
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- Raghavendra <Raghavendra.Balger@Dell.com <mailto:Raghavendra.Balger@Dell.com>
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- Subject
- Go Live Announcement
- Woolworths Distribution Centre hosting managed service As of 12

- 00am Sydney time
- 27 October
- 2024
- we are officially live for Woolworths 1st pilot Distribution Centre
- Heathwood Chilled
- Frozen
- in Queensland
- Australia
- HCFDC
- 
- This is the first of many distribution centres across Australia
- Customer Background
- Summary of Deal
- Woolworths is one of our major Managed Service accounts since 2017
- but this is the first time we are in Distribution centre in addition to Data centres
- 
- Steady state scope includes hyper
- converged
- vSAN nodes
- Operating system
- Win and RHEL
- CMP automation
- Aria
- and backup
- Networker
- DDVE
- 
- One of the most critical applications of this customer is going back from AVS to this on
- prem solution to gain more stability for the upcoming Christmas seasons
- the success of this pilot means Dell will be able to increase our footprint in this account
- This has been one of the hardest projects I have done
- just to give you the context
- 
- This Service Enablement
- Design

- deploy and testing including Hardware delivered onsite all started and finished in 6 weeks
- 
- This is the first time this account use DMSP observability tools for monitoring
- so it was a new setup in a blink of an eye
- It is now successfully integrating with Woolworths ServiceWOW ITSM tool
- 
- The SE team encountered extra scrutiny with Change management from the Woolworths CAB due to
- Height and Awareness
- of Distribution centres
- every single task was done under CHG records
- 
- Numerous technical obstacles from insufficient link bandwidth to Identity management to 2
- day notice to migrate workloads
- which the team solve them one after another
- The

### ***Tasks and Responsibilities:***

### ***Change Numbers and Related Tasks:***

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## **Key Details:**

### **Change:**

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• <<https://aka.ms/JoinTeamsMeeting?omkt=en-US>> Join the meeting now <[https://teams.microsoft.com/l/meetup-join/19%3ameeting\\_MTVIMTYyMmYtYWl3ZS00YTNkLWFiMjUtZmRIM2MxZjkwMzc3%40thread.v2/0?context=%7b%22Tid%22%3a%22945c199a-83a2-4e80-9f8c-5a91be5752dd%22%2c%22Oid%22%3a%22ce355ba0-d3c1-45be-be00-9071f7c96eaf%22%7d](https://teams.microsoft.com/l/meetup-join/19%3ameeting_MTVIMTYyMmYtYWl3ZS00YTNkLWFiMjUtZmRIM2MxZjkwMzc3%40thread.v2/0?context=%7b%22Tid%22%3a%22945c199a-83a2-4e80-9f8c-5a91be5752dd%22%2c%22Oid%22%3a%22ce355ba0-d3c1-45be-be00-9071f7c96eaf%22%7d)> Meeting ID: 224 411 477 315 Passcode: goeWxB ----- Subject: DTMS AI Shark Tank - "FINALE" From: /O=EXCHANGELABS/OU=EXCHANGE ADMINISTRATIVE GROUP (FYDIBOHF23SPDLT)/CN=RECIPIENTS/CN=E92535EF917540FB9AC00B51BA67B8F8-MANAGED SER Received: 2024-10-04 10:58:00.763000+00:00 Body: Join the meeting now <[https://teams.microsoft.com/l/meetup-join/19%3ameeting\\_MzRkOTc5MjgtNTY2Zi00MDExLTg3YjYtZjk2OWEzNGFkNmRi%40thread.v2/0?context=%7b%22Tid%22%3a%22945c199a-83a2-4e80-9f8c-5a91be5752dd%22%2c%22Oid%22%3a%22038c26c2-0878-4964-92da-f8f1a9fcf583%22%7d](https://teams.microsoft.com/l/meetup-join/19%3ameeting_MzRkOTc5MjgtNTY2Zi00MDExLTg3YjYtZjk2OWEzNGFkNmRi%40thread.v2/0?context=%7b%22Tid%22%3a%22945c199a-83a2-4e80-9f8c-5a91be5752dd%22%2c%22Oid%22%3a%22038c26c2-0878-4964-92da-f8f1a9fcf583%22%7d)> Meeting ID: 287 263 291 758 Passcode: K6eVRQ ----- Subject: AI-Powered Cross-Platform Data Management Solution From: /O=EXCHANGELABS/OU=EXCHANGE ADMINISTRATIVE GROUP (FYDIBOHF23SPDLT)/CN=RECIPIENTS/CN=72D00F2E434B4CA1A0342140BC8CC1E9-KUMAR, KAKO Received: 2024-11-26 13:10:55.381000+00:00 Body: Hello Murale , Please find the attached problem statement .

• Kakollu Kumar Principal Site Reliability Engineer Modern Cloud & Application Services Dell Technologies | Managed Services ' Mobile: +919916662661 \* Kakollu.Kumar@dell.com Internal Use - Confidential ----- Subject: RE: HCFDC WMS Replatform - Customer Appreciation From: /O=EXCHANGELABS/OU=EXCHANGE ADMINISTRATIVE



GROUP (FYDIBOHF23SPDLT)/CN=RECIPIENTS/CN=BAA479B160F7456AAAAA6DF632299212-MC GREGOR, J Received: 2024-10-28 19:57:09.592000+00:00 Body: Brilliant to see!

• ----- Subject: RE: HCFDC WMS Replatform - Customer Appreciation From: /O=EXCHANGELABS/OU=EXCHANGE ADMINISTRATIVE GROUP (FYDIBOHF23SPDLT)/CN=RECIPIENTS/CN=B597650315F447559CEED9A67D3489F5-KRISHNAMU RT Received: 2024-10-28 16:33:44.692000+00:00 Body: Great feedback from a very important customer.

• ----- Subject: RE: HCFDC WMS Replatform - Customer Appreciation From: /O=EXCHANGELABS/OU=EXCHANGE ADMINISTRATIVE GROUP (FYDIBOHF23SPDLT)/CN=RECIPIENTS/CN=F79E371CDD40494AB985BE349996005C-SARAVANAN \_T Received: 2024-10-28 16:08:10.301000+00:00 Body: Acknowledgement of the our efforts and hard work is what keeps us going....awesome feedback from our customer.

• ----- Subject: RE: HCFDC WMS Replatform - Customer Appreciation From: /O=EXCHANGELABS/OU=EXCHANGE ADMINISTRATIVE GROUP (FYDIBOHF23SPDLT)/CN=RECIPIENTS/CN=ED4E103E4B3B45BDB7CF332B6FDA8ACC-FEROS, PETE Received: 2024-10-28 10:44:54.169000+00:00 Body: Congratulations Alun and Team, high praise indeed from Pat.

• ----- Subject: RE: HCFDC WMS Replatform - Customer Appreciation From: /O=EXCHANGELABS/OU=EXCHANGE ADMINISTRATIVE GROUP (FYDIBOHF23SPDLT)/CN=RECIPIENTS/CN=2C5493DD30C54CEA845AC8ED893034B0-HOLT, NICHOL Received: 2024-10-28 10:44:14.589000+00:00 Body: Team Great work yet again.

• ----- Subject: HCFDC WMS Replatform - Customer Appreciation From: /O=EXCHANGELABS/OU=EXCHANGE ADMINISTRATIVE GROUP (FYDIBOHF23SPDLT)/CN=RECIPIENTS/CN=668BCEEAF6164D09A99B99DC00EED8A6-KELLY, ALUN Received: 2024-10-28 10:41:43.882000+00:00 Body: Hi Team We have just received the below appreciation from Pat Misciagna, (Woolworths Service, Operations, an Infrastructure Director).

• Smitha Sankaran Manager, Global Technical Delivery (Infra, Cloud & Apps) DELL Technologies | Global Professional Services Mobile +91 9880276080 (India) smitha\_sankaran@dell.com <mailto:Murale.Narayanan@Dell.com> PTO : Internal Use - Confidential

----- Subject: RE: Thammaiahppa, Naveen shared "UltraPC" with you From: /O=EXCHANGELABS/OU=EXCHANGE ADMINISTRATIVE GROUP (FYDIBOHF23SPDLT)/CN=RECIPIENTS/CN=60AB6CA10FE94C43B74CC6FF01016437-NARAYANAN, Received: 2024-10-08 00:41:42.982000+00:00 Body: Agreed, they are copied on the email.

• <<https://centralusr-notifyp.svc.ms:443/api/v2/tracking/method/View?mi=ISXPajJ6UCKkHrt9-koyA>> ----- Subject: RE: Thammaiahppa, Naveen shared "UltraPC" with you From: /O=EXCHANGELABS/OU=EXCHANGE ADMINISTRATIVE GROUP (FYDIBOHF23SPDLT)/CN=RECIPIENTS/CN=234B4A535AA44AF882BA73E472A42E7E-SUVARNA, AM Received: 2024-10-07 10:07:57.387000+00:00 Body: Hi Murale, The agenda for tomorrow is already set and we have 3 use cases that we have prepared the teams and planned to present with about 20 mins each.

• <<https://centralusr-notifyp.svc.ms:443/api/v2/tracking/method/View?mi=ISXPajJ6UCKkHrt9-koyA>> ----- Subject: FW: Thammaiahppa, Naveen shared "UltraPC" with you From: /O=EXCHANGELABS/OU=EXCHANGE ADMINISTRATIVE GROUP (FYDIBOHF23SPDLT)/CN=RECIPIENTS/CN=60AB6CA10FE94C43B74CC6FF01016437-NARAYANAN, Received: 2024-10-06 23:23:40.919000+00:00 Body: Amit and Sarva – The team worked on ideation for the Shark Tank initiative (Disk Failures).

• <<https://centralusr-notifyp.svc.ms:443/api/v2/tracking/method/View?mi=ISXPajJ6UCKkHrt9-koyA>> ----- Subject: RE: Thammaiahppa, Naveen

shared "UltraPC" with you From: /O=EXCHANGELABS/OU=EXCHANGE ADMINISTRATIVE GROUP (FYDIBOHF23SPDLT)/CN=RECIPIENTS/CN=60AB6CA10FE94C43B74CC6FF01016437-NARAYAN AN, Received: 2024-10-06 23:21:36.183000+00:00 Body: Folks – I am in US and could not meet you last week.

• <<https://centralusr-notifyp.svc.ms:443/api/v2/tracking/method/View?mi=ISXPajJ6UCKkHrt9-koyA>>

----- Subject: RE: Go Live Announcement -

Woolworths Distribution Centre hosting managed service From: /O=EXCHANGELABS/OU=EXCHANGE ADMINISTRATIVE GROUP (FYDIBOHF23SPDLT)/CN=RECIPIENTS/CN=DE8C180B8DCE44799A2CBDE52F359CF3-SAVANTH, BR Received: 2024-10-29 10:27:07.182000+00:00 Body: Many Congratulations Victor, PMs & OPs team on HCFDC achievement!!

• In parallel to the DC Project were other parallel and demanding streams of work: Gateway Cutovers (Legacy and DPC), decomms, incidents and escalations, the ever-changing battlefield of change approvals with Woolworths' process, and on top of all these, natural calamities, and personal challenges.

• \* The SE team encountered extra scrutiny with Change management from the Woolworths CAB due to "Height and Awareness" of Distribution centres – every single task was done under CHG records.

• If this is not a classic example of extraordinary team work, I do not know what is ■ Warm regards, Jillian Ho Transition Manager, APJ Dell Technologies | Global Professional Services mobile +61424487148 jillian.ho@dell.com <<mailto:jillian.ho@dell.com>> The Zenith Tower A, Levels 1-5 821-843 Pacific Highway Chatswood NSW 2067 Australia Internal Use - Confidential

----- Subject: FW: Go Live Announcement -

Woolworths Distribution Centre hosting managed service From: /O=EXCHANGELABS/OU=EXCHANGE ADMINISTRATIVE GROUP (FYDIBOHF23SPDLT)/CN=RECIPIENTS/CN=D3B8E7BA1F3448EA8D8A389F726052F6-DEL PRADO J Received: 2024-10-29 04:36:59.501000+00:00 Body: Congratulations to both Project and Operations Teams!

• In parallel to the DC Project were other parallel and demanding streams of work: Gateway Cutovers (Legacy and DPC), decomms, incidents and escalations, the ever-changing battlefield of change approvals with Woolworths' process, and on top of all these, natural calamities, and personal challenges.

• \* The SE team encountered extra scrutiny with Change management from the Woolworths CAB due to "Height and Awareness" of Distribution centres – every single task was done under CHG records.

• If this is not a classic example of extraordinary team work, I do not know what is ■ Warm regards, Jillian Ho Transition Manager, APJ Dell Technologies | Global Professional Services mobile +61424487148 jillian.ho@dell.com <<mailto:jillian.ho@dell.com>> The Zenith Tower A, Levels 1-5 821-843 Pacific Highway Chatswood NSW 2067 Australia Internal Use - Confidential

----- Subject: RE: Thammaiahppa, Naveen

shared "UltraPC" with you From: /O=EXCHANGELABS/OU=EXCHANGE ADMINISTRATIVE GROUP (FYDIBOHF23SPDLT)/CN=RECIPIENTS/CN=99F52E546B0D4FFB88EAA99FA7905479-THAMMAIA HPP Received: 2024-10-06 20:47:10.486000+00:00 Body: Hi Murale, I have added research data to the presentation, such as annual fail rate (AFR) for disk drives and machine learning algorithm like S.M.A.R.T that the industry is leveraging.

• NLP used: 1. models--EleutherAI--gpt-neo-1.3B 2. models--EleutherAI--gpt-neo-2.7B 3. meta-llama/Llama-3.2-3B-Instruct ( B – Billion parameters) Thanks & Regards, Nandhavignesh Ram Principal Engineer, Global Technical Delivery (Infra, Cloud & Apps) DELL Technologies | Professional, Managed & Field Services Mobile +91 8951903524 (India) Nandhavignesh\_Ram@Dell.com <[mailto:Nandhavignesh\\_Ram@Dell.com](mailto:Nandhavignesh_Ram@Dell.com)> -----

Subject: Virtual Chat Assistant - Demo From: /O=EXCHANGELABS/OU=EXCHANGE

ADMINISTRATIVE GROUP (FYDIBOHF23SPDLT)/CN=RECIPIENTS/CN=60AB6CA10FE94C43B74C  
C6FF01016437-NARAYANAN, Received: 2024-11-27 12:40:26.524000+00:00 Body: Quick demo to  
Chandra - Internal AI Chat Bot -----

**Task:**

- I acknowledge the short turnaround time and the technical complexity of the task.
- I acknowledge the short turnaround time and the technical complexity of the task.
- I acknowledge the short turnaround time and the technical complexity of the task.
- I acknowledge the short turnaround time and the technical complexity of the task.
- I acknowledge the short turnaround time and the technical complexity of the task.
- I acknowledge the short turnaround time and the technical complexity of the task.
- Key features: \* Automatically fetch emails containing specific incident numbers(INC/CHG/RITM/CTASK etc..) \* Using NLP to extract key entities (people, dates, issues) and summarize conversations.

**Update:**

• ----- Subject: Automation Use cases -  
Awaiting updates From: /O=EXCHANGELABS/OU=EXCHANGE ADMINISTRATIVE GROUP (FYDIBOHF23SPDLT)/CN=RECIPIENTS/CN=53AFD0D7E5E64FF89378E7FA6EF333C4-SMITHA\_SANK  
Received: 2024-10-24 21:53:02.555000+00:00 Body: Hello Folks !

• Am reaching out to each of one of you with regards to an update on the automation stories that have been aligned to you .

• It's been a while we heard some updates on this , Can you let me know what the current status of it .

• <<https://centralusr-notifyp.svc.ms:443/api/v2/tracking/method/View?mi=ISXPajJ6UCKkHRt9-koyA>>

----- Subject: updated AI powered  
Cross-platform Automation PPT From: /O=EXCHANGELABS/OU=EXCHANGE ADMINISTRATIVE GROUP (FYDIBOHF23SPDLT)/CN=RECIPIENTS/CN=682D0A018A094FEAA9460496FF4523C4-NA  
NDHAVIGNE Received: 2024-11-28 12:02:00+00:00 Body: PFA Thanks & Regards, Nandhavignesh  
Ram Principal Engineer, Global Technical Delivery (Infra, Cloud & Apps) DELL Technologies |  
Professional, Managed & Field Services Mobile +91 8951903524 (India)  
Nandhavignesh\_Ram@Dell.com <[mailto:Nandhavignesh\\_Ram@Dell.com](mailto:Nandhavignesh_Ram@Dell.com)>

----- Subject: Accepted: Virtual Chat Assistant  
- Demo From: /o=ExchangeLabs/ou=Exchange Administrative Group  
(FYDIBOHF23SPDLT)/cn=Recipients/cn=682d0a018a094feaa9460496ff4523c4-Nandhavigne  
Received: 2024-11-27 14:24:00+00:00 Body:

----- Subject: FW: Automated Outlook Email  
Analyzer for Incident Summaries From: /O=EXCHANGELABS/OU=EXCHANGE ADMINISTRATIVE GROUP (FYDIBOHF23SPDLT)/CN=RECIPIENTS/CN=682D0A018A094FEAA9460496FF4523C4-NA  
NDHAVIGNE Received: 2024-11-19 11:41:00+00:00 Body: This was the status 2 months back Thanks  
& Regards, Nandhavignesh Ram Principal Engineer, Global Technical Delivery (Infra, Cloud & Apps)  
DELL Technologies | Professional, Managed & Field Services Mobile +91 8951903524 (India)  
Nandhavignesh\_Ram@Dell.com <[mailto:Nandhavignesh\\_Ram@Dell.com](mailto:Nandhavignesh_Ram@Dell.com)> From: Ram,  
Nandhavignesh Sent: Friday, September 27, 2024 9:36 AM To: Savanth, Brahmanand  
<[Brahmanand.Savanth@Dell.com](mailto:Brahmanand.Savanth@Dell.com)> Cc: Thammaiahppa, Naveen  
<[Naveen.Thammaiahppa@del.com](mailto:Naveen.Thammaiahppa@del.com)>; ChengappaKollimada, Karthik  
<[Karthik.Chengappakollimada@del.com](mailto:Karthik.Chengappakollimada@del.com)> Subject: Automated Outlook Email Analyzer for Incident  
Summaries Hi Brahma, The idea is to automate the process of analyzing emails related to incidents (or

INC/CHG/RITM/CTASK etc..) by fetching relevant conversations from Outlook, summarizing their content using AI, and generating a concise report.