



Dell Services and Support for OEM Solutions



Achieve your vision of success and support business growth with end-to-end capabilities

We know you have no room for error so we listen to your needs and put our domain knowledge and expertise to work for you.

Imagine if you didn't have to worry about continuous change management and an increasingly complex supply chain to bring your products to market around the world. Imagine drastically reducing time to market, improving the end user experience and decreasing management costs. Imagine having consistent, high-quality products and a trusted partner you can count on for questions and counsel, one that didn't automatically lock you into a specific solution or a long-term contract. Imagine if you could balance innovation with execution to run your business better and be more competitive. Imagine no longer.

Customize your solutions with Dell's services and support for Original Equipment Manufacturers (OEMs). We can help you achieve a reality where:

- You can focus on rapid innovation
- Your products get to market faster
- You choose the right solutions and level of support for your specific problems
- Projects are planned and scoped to measurable results

Reduce complexity and lower costs with solutions developed and delivered specifically for your organization, your solutions and your customers. As a result, you can focus on the strategic needs of your business.

Application Services

Reduce costs and improve productivity from a full spectrum of discrete-to-complete Application Services including modernization, development, integration, testing, and maintenance.

Business Process Services

Reduce inefficiency, cut costs, and enhance competitiveness by leveraging Dell's expertise, leading automation technology, and global workforce.

- **Engineering Services**—Refine a current product or design and launch new products on time and within budget, using a team of highly skilled engineers from Dell. Our engineering services range from custom design of Dell hardware to complex, hardware-agnostic engineering outsourcing.

Infrastructure Services

Address your and your customers' infrastructure challenges, boost employee productivity, and align your talent to high-value projects with Dell's automated, market-leading tools and global workforce.

- **Cloud Services**—Increase the efficiency of your software delivery by combining Dell's deep industry knowledge, experienced consultants and efficient processes with cloud computing's ease of management and low cost of deployment to your end users.
- **Configuration and Fulfillment Services**—Receive the systems you need, already built to your specification during the manufacturing process. Choose from solutions for every stage of the configuration and delivery process including image management, hardware customization and consolidation & staging.

Consulting Services

Transform your business and make it run better by implementing the right supply chain, process re-engineering or organizational change management initiatives to address your critical challenges.

Support Services

Protect your solutions with our flexible suite of support services delivered to you via our globally-owned, standardized support infrastructure. Tailor the right amount of parts and labor support services for your needs.

- **ProSupport for OEM**—In addition to the 90-day warranty extension that you get on OEM-ready models at no additional cost, you can also select the speed of response, the level of protection and the amount of proactive support required to meet the needs of your customer base.



We can help you achieve your goals like we have helped thousands of other customers. We will work with you to:

Create opportunities: As your business needs change, our agile and flexible approach evolves to ensure you are not locked into last year's agenda—allowing you to focus on the activities that are most strategic for your business.

Optimize existing investments: We help you seize competitive advantages by making what you already have in place work better for your organization and your customers.

Sustain success: To help ensure both immediate tactical and long-term strategic results for your organization, we use disciplined industry processes and our own proven service frameworks.

Integrate your supply chain: To improve alignment with channel partners, we make sure you have the best production environment with technologies and processes that drive results.

Achieving results for our customers drives everything we do. Here are just a few examples:*

- A large technology company expanded its security solution business into 12 new geographic regions and reduced repair time by weeks with our global integration and fulfillment services and worldwide support infrastructure.
- A technology provider halved the time to market for one of its new workstation solutions through our customization services.
- A self-service kiosk provider reduced system downtime by 50 percent and delivered a 45 percent improvement in field service response time to their customers.

Experience that drives results.

You can count on Dell OEM Solutions to help move you forward by reducing complexity, lowering costs, and conquering inefficiencies. We are committed to making business solutions work harder for you. We're redefining services and support by making them easier to access and simpler to manage. Most importantly, we align our strategies to your success regardless of what hardware you use.

- To design solution sets ideal for your exact requirements, our team takes a holistic view of your product and business objectives.
- To help your enterprise compete successfully, we use technical expertise, industry standards, and best practices.
- To reduce your supply chain complexity, we serve our global customer base by leveraging proven delivery methods, local talent, and in-depth domain knowledge.
- To improve ROI, we can help you complete an immediate project or become a long-term strategic partner as dedicated to your organization's success as you are.
- To improve results, we provide secure solutions and disciplined execution.

Transform enterprise efficiency with technology tools and business processes that streamline operations, improve decision making, and build a competitive edge.

For more information about any of our service and support offerings, please contact your Dell representative or visit dell.com/oemservices.

Applications | Business Process | Consulting | Infrastructure | Support

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* Each of the customer results shown above is from a published customer case study available online at <http://content.dell.com/us/en/enterprise/oem-industry-solutions-case-studies.aspx>

Fast Facts:

- Serving OEM customers for over 12 years
- End-to-End Services Portfolio
- 41,000 Employees Globally
- More than 35 engineers dedicated to Dell OEM worldwide
- Over 1,400 OEM customers globally in more than 40 industry verticals
- Active in approximately 90 countries
- 28 Delivery Hubs in North America, Europe, and Asia
- 60 Expert Tech Support Centers
- 7 Global Command Centers
- Globally standard program and project management methodology
- Over 12.8M Desktops/Notebooks Supported
- Over 1.4M Servers/Storage Systems Supported
- Multiple industry leading knowledge- and domain- based services
- Surveys by Technology Business Research have ranked Dell Services #1 for customer satisfaction among corporate IT users for the 31st time in the past 39 reporting periods over almost 10 years.
- Dell is #1 in Healthcare and #2 in hardware support in Education for IT Services worldwide, according to the latest IT services market share report by Gartner, Inc.¹

¹ Gartner, "IT Services Market Metrics Worldwide Market Share: Database" April 2010, Kathryn Hale, et al.

