



Dell™ Services Image Consulting

Optimize IT management by outsourcing resource-intensive tasks to the experts at Dell.

A scalable, flexible way to improve IT efficiency

At Dell, we know how time and resource intensive today's image management has become. As your IT environment grows, so does the complexity and burden of ongoing image development and management. To help you meet these challenges head on, Dell offers a portfolio of services which covers a comprehensive range of image management needs — from fully customized on-site image management to static image development to automated cross-platform image build.

Optimize your image management process

Optimized images start with effective planning and design. Let our technology experts help you improve the creation, management and validation of your images across your IT infrastructure. As part of the Dell Image Assessment, we will evaluate your current image management process and provide a recommendation based on Dell's Image Optimization Model. With up-to-date information in hand, you will be empowered to create an image management process that can enable your organization to:

- Customize image management for your distinct business needs.
- Incorporate best practices into your image management protocol.
- Improve the technical design of your image by applying state of the art technology.
- Reduce deployment and support costs across your enterprise.
- Maximize the return on your technology investment.

For those who don't have the technical expertise to create and maintain their images, Dell provides imaging consultants to help integrate imaging on-site, according to your specifications. This helps ensure the image is right the first time to help you get a fully functional image ready for system deployment.

Static image development

As part of this service option, a Dell Image Management consultant custom builds images based on your pre-defined image specifications. This could include creating entirely new images for new hardware purchases or making major changes to your existing images. Our X-Image solution goes even further and allows us to build one hardware independent image that works across new and legacy OptiPlex™, Latitude™ and Dell Precision™ systems as well as allowing inter-operation with legacy systems from other vendors. Either way, the end result is a fully functional image that's ready for fast and efficient deployment — whether on your existing Dell hardware or on new Dell systems created and managed through the Dell Hardware Customization service.

Full custom image development

For organizations with complex image development needs that require a higher level of service, Dell offers customized image development. With this option, a highly trained Image Management consultant works on-site to design an image development solution that meets the distinct needs of your IT infrastructure and business.

Additional image management services

As part of our complete image development offering, Dell can help your IT staff with ongoing image maintenance — whether it includes specific changes to image loads on systems shipped from the factory or on-site management through your Dell consultant. Dell can help with:

- Changes to service pack levels.
- Security-related patches and updates.
- Software updates and changes.
- Addition or removal of software applications.
- Configuration settings and changes.

All managed by the IT experts at Dell

At Dell, our team of technology experts will manage the entire image development process — end to end. Your Dell consultant is your technical contact for image build questions, while your Dell project manager is your primary contact through the duration of your Hardware Customization engagement. Together, these two IT professionals can help you optimize system deployment and management, greatly simplify your hardware customization and service desk operations while maximizing your IT resources. If you are planning to upgrade to Windows 7® or any other platform or operating system, let the image experts at Dell help. We can manage the image transition from start to finish — with minimal disruption to productivity and uptime.

