Dell Services X-Image

X-Image, just one image to support all your client hardware.

Imaging Can Require Extensive Management.

Managing multiple platforms and associated transitions can be time-consuming and resource intensive. You need to meet the needs of many departments, each with their own applications and constantly stay up to date with the latest software patches.

Expert Image Development & Maintenance.

Dell provides a range of software image management solutions to support the full image lifecycle, designed to help increase stability and reduce deployment administration costs.
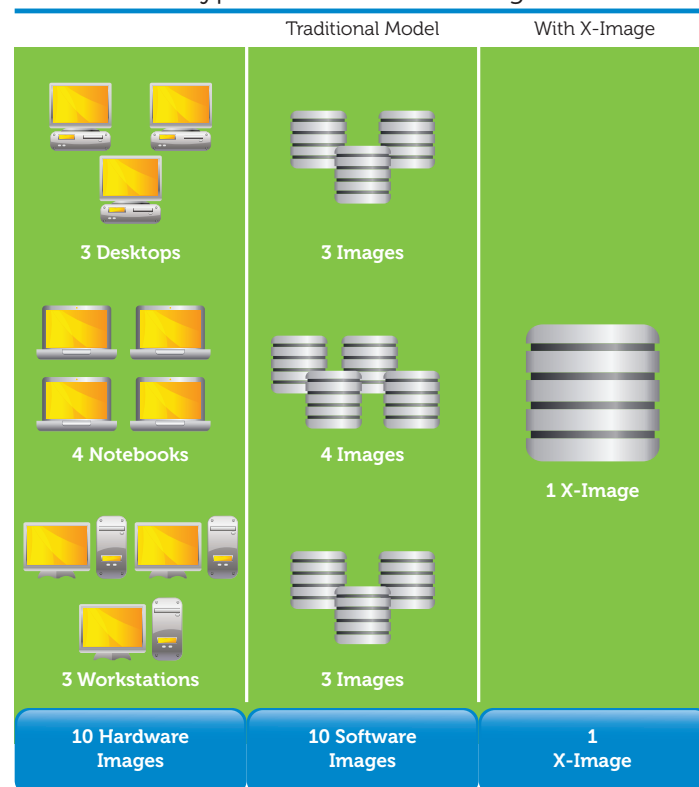
The X- Image solution goes even further and allows us to build one hardware independent image that works across all new* and legacy OptiPlex™, Latitude™ and Dell Precision™ systems as well as allowing inter-operation with legacy systems from other vendors. We can also maintain the image and deploy it on your new Dell systems through our Hardware Customization processes.

Dell developed X-Images can also be used in conjunction with in-house software deployment tools to automate redeployment of existing assets.

- **Reduce your costs:** Your Dell developed X-Image will work across OptiPlex, Latitude and Precision platforms, significantly reducing the number of client images you need to build and maintain

- **Increase flexibility:** X-Image will also support your legacy Dell and non-Dell systems providing even greater scope for image consolidation.

- **Improve productivity:** Moving to newer hardware platforms is no longer a problem. You just tell us which new Dell models you wish to purchase and we will update your image for you –no need to redevelop your image from scratch.

- **Maintain accountability & control:** Who better to build, maintain and deploy your software image than the company that knows your Dell systems best? You have one single point of contact for all your image management.

Before X-Image, the number of platforms in your environment was a critical factor in how many images you needed to create and manage. Now you can keep platform flexibility without the need for extensive ongoing image maintenance.

Typical Business Challenge

	Traditional Model	With X-Image
3 Desktops	3 Images	
4 Notebooks	4 Images	1 X-Image
3 Workstations	3 Images	
10 Hardware Images	10 Software Images	1 X-Image

There are two key components to the X-Image service. First, the initial image development. Second, the ongoing maintenance of the image.

Image Development

X-Image customers first work with Dell to develop and validate the base image. Dell then incorporates a hardware driver, library platform-independent "smartfile" into the base image and creates a Gold X-Image that allows you to launch the images across your environment. Dell also provides a maintenance image to accommodate future software changes without having to re-create the image from scratch.

With Dell X-Image, each single image is created for every Dell platform. The total number of images is reduced, meaning simpler creation and management, lower costs, and total accountability and access directly from Dell.

Annual Maintenance

The one constant in any business is change. With X-Image, scalability and flexibility are built in. With XImage's annual maintenance, Dell will provide driver and platform updates to make images compliant with changes to your existing platforms or any new platforms you intend to purchase.

Included are hardware changes driven by Dell:

- Notebook, desktop, and workstation model transitions (e.g. end of life transitions)
- Dell notebook, desktop, and workstation internal hardware driven changes (e.g. change to chipsets / internal hardware requiring new driver or software)

Not included are:

• Customer driven changes for non-Dell hardware

• Customer driven software or application changes

These changes would normally be incorporated into the four customer-initiated changes per year (see Software Support section).

Software support

X-Image allows for image updates to the maintenance image by your IT department. Your X-images are as flexible and scalable as possible and the support is painless. If you need additional onsite support, We can send a dedicated engineer to work one-on-one to update your images, meaning one less chore for your IT staff.

The annual maintenance includes as standard up to four customer-initiated changes per year including:

- Changes to operating system version or service pack levels
- Addition of new software applications
- Security related patches and updates
- Removal of software applications
- Updates and changes to software versions –configuration settings/changes

If you're buying new systems, remember:

Newly introduced systems must first be qualified with updated X-Image software that supports the new model, typically within 4 weeks of introduction.

For more information about solutions for your business or organization, contact your Dell account representative or visit dell.com.

Simplify your Image Management at dell.com