



Services

Business Process Services

Transforming end-to-end
performance to enhance
enterprise efficiency

Respond to the changing business environment with speed and agility

Reduce inefficiency, cut costs, and enhance competitiveness by leveraging Dell's Business Process expertise, leading automation technology, and global workforce. Choose from business services, including finance and accounting, CRM, process improvement consulting, and training.

Cost efficiency is just the beginning

Improving business processes is about more than just controlling costs. Imagine how your business operations could be transformed by combining leading edge technology solutions, worldwide talent, and greater efficiency. Think how process improvements could yield more resources for your organization to invest in strategic initiatives. Visualize the added traction your enterprise can earn through strategic process reengineering that better delivers your products and services. Picture the loyalty and competitive advantages you can gain by redesigning customer services.

Transform everyday business processes

Operational performance gains from standardized processes, streamlined workflow methodologies, and best practices governance can boost quality, speed-per-transaction, and customer satisfaction. Engaging with an experienced service provider to successfully reengineer and transform routine business processes can drive results that lead to significant competitive benefits which help your organization grow.

To help customers improve performance and increase cost efficiencies, Dell Services provides just the right level of consulting, implementation, and managed services through a blend of people, processes, and supporting technologies. Our Business Process Services (BPS) group is a global network of technology centers and people who provide sourcing options that meet your unique needs and goals.

Flexible service options

To provide customers with the services they need, Dell doesn't take a "one size fits all" approach. Our complete range of offerings — from consulting to applications to infrastructure management — allow flexibility in configuring a solution for your specific situation. When you work with Dell Services, you not only get a proven leader in technology solutions and business process services, you also get a team of professionals who will work side-by-side with your organization.

- Need a flexible solution for managing invoicing and receivables? *Dell can do that.*
- Need a fresh management approach that helps improve productivity, increase workforce retention, and drive new business? *Put the Dell team to the test.*
- Need help upgrading your supporting infrastructure to increase processing efficiency? *Let Dell handle it.*
- Have a technical design project that requires specialized skills? *Dell can help.*
- Need to improve the revenue cycle operations of your hospital or physician practice? *Leave it to Dell.*

Mount Sinai: Caring for the community

Mount Sinai, a not-for-profit hospital, needed to improve its revenue cycle as its accounts receivables were in arrears and billing and administrative processes weren't capturing all of the fees owed to it. This hindered the hospital from focusing on its number one goal: Caring for the community. That's when it turned to Dell Services for help. With extensive experience in helping hospitals optimize revenue cycles and prevent billing leakage, we put a team in place to examine its financial processes and patient billing systems and find areas where we could create more efficiency and greater revenues. **The result?** Open accounts were reduced by over 40 percent and incremental cash flow increased by more than \$29 million, all of which lifted the spirits of the community around it.



Immediate advantages — Long-term results

There are many distinct advantages for your enterprise success, your employees, and your customers when you work with Dell Services:

- **Economies of scale.** To reduce costs, we use high-efficiency delivery methodologies developed through our work with multiple customers, and we build strategic alliances with other technology companies based on volume.
- **Efficient delivery.** To help ensure more predictable costs and results, we offer experienced resources from cost-advantaged locations both globally and near-shore to deliver follow-the-sun services through standardized processes.
- **Large talent pool.** Whatever you need, chances are we have done something similar and can use shared knowledge and training from a broad scope of resources.
- **Best practice methodologies.** Ensure you have the best possible approaches from a range of company experiences.
- **Scale up or down as business needs change.** Flexible support options mean you don't have to maintain permanent infrastructure.
- **Proprietary workflow, knowledge management, and process-specific intellectual property.** Allows better coordination and focus on business process transformation.
- **Reliable and predictable levels of service.** Disciplined and systematic approaches help eliminate guesswork and risk.
- **Specialized skill sets.** When you have a unique business or process need, we can pull in the right resources to help enable success.

Generation 2.0 approaches drive results

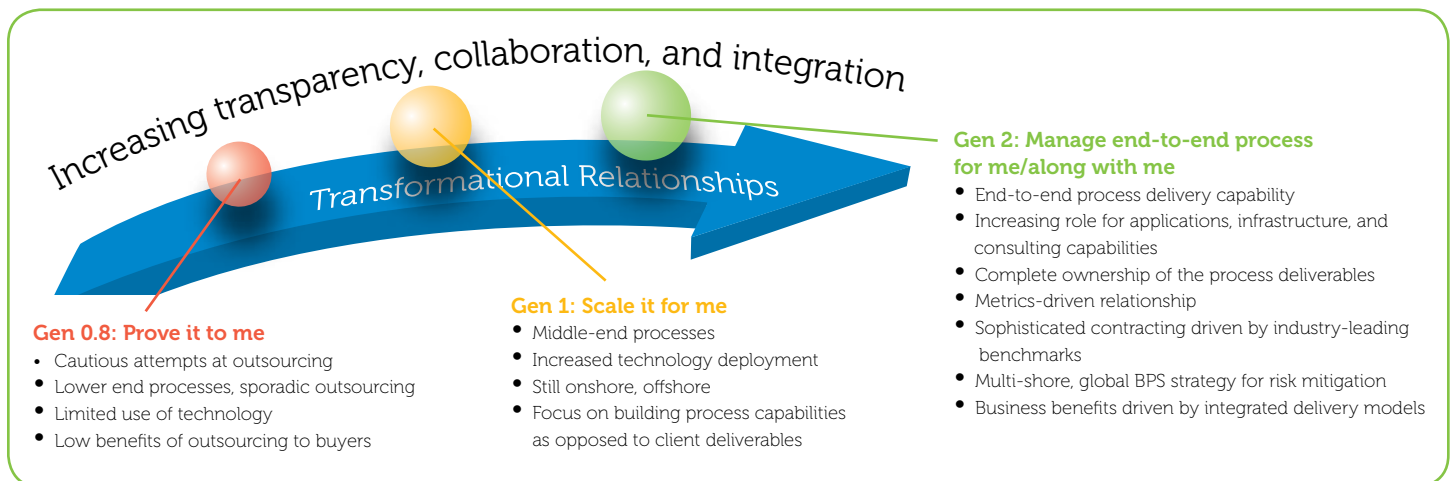
Generation 2.0 Business Process Services make the transition from fragmented services focused solely on meeting SLAs to an entirely new level of service delivery designed to manage and support complete end-to-end requirements. Customers benefit from significant efficiency enhancements and cost reductions. In addition, since successfully choosing and using applications often holds the key to business process success, our strong applications management and development capabilities help customers realize the full potential of integrated services.

Business Process Transformation

For customers looking to move their organization to the next level, the critical question is oftentimes: "Does the service provider I am considering have all of the capabilities needed to help me exceed industry benchmarks for quality, cost, and performance?" *Dell does.*

Merging consulting, technology, and BPS capabilities, Dell can deliver the power and expertise needed to reengineer and connect divergent processes while optimizing workflow and knowledge transfer. Dell understands the widely varying complexities of business process transformation, which include, but are not limited to:

- Identifying and defining scope
- Setting clear, industry-leading service levels
- Establishing and measuring baseline metrics
- Setting up a governance process
- Managing organizational change
- Leading continuous improvement initiatives



Dell Delivers Business Process Services for Your Industry

Dell provides customized business process services for a variety of customer needs with special emphasis on Healthcare, Government, Manufacturing, Financial Services, and Insurance.

Healthcare: Revenue Cycle Solutions

Optimize your revenue cycle from start to finish

From patient access, to full-cycle A/R management, to Health Information Management, Dell works side-by-side with each customer to achieve sustainable results. For more than 20 years, Dell Services has improved revenue cycle performance for hospitals and healthcare providers. In the past seven years, we have collected more than \$15 billion and resolved more than \$50 billion in healthcare revenues for nearly 500 customers. Whether your need is a short-term customized project or long-term revenue cycle transformation need, our proven solutions blend a combination of people, processes, and technology to deliver greater efficiencies to your business operations. With vast experience implementing a full range of business process services designed to increase healthcare accounts receivable yield, Dell is the revenue cycle solutions vendor of choice for healthcare providers throughout the world, delivering:

- Patient Access Transformation
- Revenue Cycle Transformation
- Onsite Cash Recovery Projects
- Billing and Collections
- Audit, Recovery, and Optimization
- Computer Conversion Solutions
- Interim Staffing Solutions
- Extended Business Office Programs
- Health Information Management (HIM)

Fact: Our company is ranked #1 in the category of Extended Business Office in the November 2009 KLAS report, "Revenue Cycle Services: From the Extended Business Office to Transformational Services." ©2009 KLAS Enterprises, LLC. All rights reserved, www.KLASresearch.com.

Physician Services

Deliver enhanced patient care through integrated technology

Empowering physicians to increase their mobility and clinical care delivery while improving financial performance is a key business objective at Dell. We passionately support healthcare provider success through a comprehensive suite of business processes and technology services. We offer a full range of options — from comprehensive revenue cycle solutions, to



hosting, to platform management, to implementing Electronic Medical Record (EMR) systems. Our high-value solutions enable private practice groups, academic faculty practices, and hospital-affiliated physician groups to achieve predictable, sustainable, and cost-beneficial results. To improve the overall patient and practice experience, we combine our physician practice expertise with revenue cycle management, clinical transformation, business process, and IT skill sets, delivering:

- Electronic Medical Records
- Electronic Practice Management
- Application Hosting
- Revenue Cycle Transformation
- Patient Access
- Medical Coding
- Billings and Collections
- Extended Business Office
- Health Information Exchange (HIE)

Fact: Dell is rated #1 for IT Services in the worldwide healthcare market, based on 2009 revenue. (Gartner IT Services Market Metrics Worldwide Market Share: Database; April 13, 2010.)

Health Plan Payer Services

The experience and scope of services you need to succeed

Nearly 100 payer organizations supporting more than 44 million members are achieving measurable and sustainable results through unique Dell methodologies and solutions that have become the foundation of our success. Dell Services has earned a reputation in the industry as a specialist in business process services that include supporting single administrative functions all the way up to full management of multiple end-to-end process work streams, as well as staffing service options and project-based assistance. In addition, our Xcelys™ health plan administration software offers a high-efficiency application platform to streamline workflow. Our solutions help improve processes, reduce administrative expenses, increase member satisfaction, and free up resources so your enterprise can focus on core competencies. We provide:

- End-to-end Managed Services or Single Function Solutions
- Claims and Policy Administration
- Staffing Services
- Business Administration Support
- Call Center Support
- Application and Integration Services
- Infrastructure Services
- ASP Hosting Services

Fact: In 2008, Perot Systems (now Dell Services) and Harvard Pilgrim were named by the Outsourcing Center as the “Best Partnership” in the distinguished 2008 Outsourcing Excellence Awards. We provide multiple services for Harvard Pilgrim, including Business Process Services.

Policy Administration for Life and Annuity Insurers

Supporting insurance providers

Today’s economic climate is causing unprecedented challenges for the insurance industry. Companies face a changing competitive landscape, along with decreasing margins, changing regulatory requirements, and a need for superior customer service. Dell Services understands how these challenges affect your organization, which is why our business process services focus on delivering capabilities that provide immediate benefits and sustain long-term results. In addition, our LifeSys™ application solution is a powerful tool for processing policies from initial new business submission to claims. As you face today’s business challenges, we are focused on helping you reduce policy administration costs, improve service quality, accelerate time-to-market, and manage risk with solutions, including:

- Staffing Services
- Discrete Business Functions
- Full Policy Administration
- LifeSys™ Insurance Administration Solution that processes policies from initial new business submission to claims

Fact: We provide frontline business process services to more than 30 life insurance and annuity companies, and manage nearly 3 million insurance policies while handling 2 million calls from policy holders annually.



Financial Services

Efficiently reach your overall business goals

While most organizations use F&A processes that basically "get-the-job-done," there are often added efficiencies they could gain. At Dell, we can evaluate your general accounting, document management, and transaction processes to identify opportunities for improvements. We establish standard operating procedures and performance metrics combined with people, process, and technology synergies that help optimize financial service programs and best align them to meet your overall business goals. By implementing technology tools and security solutions that enhance system functionality, you see significant performance benefits, including greater transaction accuracy, improved cash flow, and lower processing costs. Our Financial Services expertise includes:

- General Accounting (including billing, A/R, A/P, budgeting, forecasting, reporting)
- Document Management Services
- Finance and Accounting Business Process Assessment
- Order-to-Cash Processing Solutions
- Procure-to-Pay Processing Solutions
- Enterprise Applications Selection and Optimization

Fact: We helped reduce billing department expenses by 40% annually for a major document management company.



Government Agencies

Raise productivity and do more with less

When your agency's mission requires you to produce more with fewer resources, you have to get it done differently and dynamically without sacrificing results. To help you establish and meet your objectives by optimizing resources and increasing efficiencies, Dell Services offers business process consulting and transformation services designed to achieve results. Many government agencies partner with Dell to achieve success through Dell's business process expertise for:

- Handling high transaction volumes
- Managing back-office process solutions
- Working through front-end processing
- Streamlining claims and encounter processing
- Improving records management
- Enhancing contact centers
- Maintaining services associated with revenue cycle management
- Business process reengineering
- Business process transformation

Fact: We serve more than 30 federal agencies and the Department of Defense.

Engineering Services Outsourcing

Gain a competitive edge with innovative services

To stay ahead of your competition, you need innovative thought leadership and the most up-to-date business tools available. By digging deeply into the projects and processes you need help to complete, Dell can deliver the aggressive advantages you need to get your products to market faster. In addition, our dynamic engineering resource models provide immediate cost efficiencies that can benefit bottom line results. These services help reduce time-to-value and drive greater agility to meet changing market needs and increase success for product launches. Dell Services has extensive experience across numerous industries, including: manufacturing, mechanical, electrical, aerospace, chemical, and industrial engineering. Dell will help you increase your engineering efficiencies and lower costs by delivering:

- Application and Sustainment Engineering
- Product Lifecycle Management
- Product Design and Development Process
- New Product Introduction (NPI)
- Product Support

Customer Relationship Management

Enhance your customer relationships, satisfaction, and retention

For any business engaged in sales or services, effective customer relationship management depends on trustworthy communications – and a quality call center. Yet, because of high employee turnover and inadequate technology tools, many call centers fail to meet the expectations of both management and customers. Dell can provide both the business services and human resources needed for effective customer relationship management. Plus, our business process expertise helps set up tools and routines to best handle the day-to-day tasks that often accompany customer service efforts and goals. This leaves your organization free to focus on strategic business-building capabilities while improving communication with customers to enhance brand loyalty and increase customer satisfaction through:

- Inbound and Outbound Contact Center Services
- Call Tracking and Database Management
- Customer Service Processes

Helping your enterprise thrive

By choosing Dell, you benefit from market-driven best practices designed to help:

- Reduce IT capital and total cost of ownership through enhanced business process tools and methodologies
- Reduce operating costs
- Optimize operations through consolidation, transformed processes, and enterprise-wide collaboration
- Improve data security

Setting standards across the industry

To consistently help establish benchmarks for service quality, availability, proficiency, and performance, we work hard to keep our services portfolio ahead of the industry curve while helping to reduce overall costs. Dell Business Process Services are at the innovation forefront of business process enablement, networking, information management, and security.

Business Process Consulting

Many enterprises would like to optimize and streamline business processes, but they are not sure where to start. They may not have access to the right resources or full knowledge of the best methodologies and tools to meet their goals.

Dell Can Help

To help improve efficiencies and control costs, we offer vast levels of experience gained from past and present engagements with both commercial enterprises and the public sector. With a focus toward meeting operating goals, your enterprise can benefit from Dell's cross-industry best practices to help assess the current state, then plan and implement end-to-end process efficiencies designed to optimize performance. So that all facets of your environment are aligned and performing as needed, our broad consultative perspective examines and refines process optimization as part of your applications and technology infrastructure environment.

The Dell Services Advantage

For more than 20 years, companies have relied on Dell Services to provide high-quality, right-sized business process services. For complete project and process lifecycle management across the enterprise, we offer end-to-end global business process services combined with supporting infrastructure solutions, full applications development and maintenance, and transformative business consulting. To enhance performance, increase productivity, and achieve compliance, we design and deploy solutions based on a variety of international standards and models, including: ISO, CMMI, ITIL, Six Sigma, and Lean Manufacturing.



Business Process Services:

Revenue Cycle Solutions (Healthcare)

- Patient Access Transformation
- Revenue Cycle Transformation
- Onsite Cash Recovery Projects
- Billing and Collections
- Audit, Recovery, and Optimization
- Computer Conversion Solutions
- Interim Staffing Solutions
- Extended Business Office Programs
- Health Information Management (HIM)

Physician Services

- Electronic Medical Records
- Electronic Practice Management
- Application Hosting
- Revenue Cycle Transformation
- Patient Access
- Medical Coding
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Health Plan Payer Solutions

- End-to-end Managed Services or Single Function Solutions
- Claims and Policy Administration
- Staffing Services
- Business Administration Support
- Call Center Support
- Application and Integration Services
- Infrastructure Services
- ASP Hosting Services

Life and Annuity Insurance Companies

- Staffing Services
- Discrete Business Functions
- Full Policy Administration
- LifeSys™ Insurance Administration Solution that processes policies from initial new business submission to claims

Government Office

- Front-end Services
- Claims and Encounter Processing
- Records Management
- Contact Centers
- Business Process Reengineering
- Business Process Transformation

Financial Services

- General Accounting (including billing, A/R, A/P, budgeting, forecasting, reporting)
- Document Management Services
- Finance and Accounting Business Process Assessment
- Order-to-Cash Processing Solutions
- Procure-to-Pay Processing Solutions
- Enterprise Applications Selection and Optimization

Engineering Services Outsourcing

- Manufacturing
- Mechanical
- Electrical
- Aerospace
- Chemical
- Industrial Engineering

Customer Relationship Management

- Inbound and Outbound Contact Center Services
- Call Tracking and Database Management
- Customer Service Processes

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

Applications Business Process Consulting Infrastructure Support

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