Dell End User Computing Services

Accelerate innovation and boost productivity.

Stay ahead of evolving business challenges.

Productivity, security, client application management— let us handle that for you.

Get on the fast track to increased productivity.

Advanced communications technologies and sophisticated end user devices can boost business productivity, enabling businesses to respond more effectively to the needs of their customers. While the prospects of increased worker flexibility and productivity are exciting, the transition to new technologies can stretch your IT department to its limits.

Get the most out of end user computing technologies.

Fortunately, you don't have to navigate these challenges alone. Set a course to advance and evolve your IT with Dell End User Computing Services.

The benefits of end user computing include:

- Accelerating innovation
- Helping enterprises improve relationships with their customers
- Increasing productivity
- Reducing IT hardware, software and management costs

We can help you realize these benefits—on time and on budget. Dell's consulting experts assess the strengths and weaknesses of your hardware, applications, systems and processes to determine what's needed to meet your company's end user business computing goals. We apply an integrated consulting approach that gets powerful end user technologies quickly and efficiently into your workers' or employees' hands while streamlining costs, reducing complexity and minimizing the risk of downtime.

Windows 7 Migration Services
Upgrade your workforce. Upgrade your success.

For many companies, migration to Microsoft Windows® 7 is imminent[1], but downtime, data loss and security risks don't have to be. Avoid the usual migration hazards and reduce your overall costs by partnering with Dell's Windows 7 migration experts.

Dell works with you to assess your organization's unique migration needs and design a custom deployment process that ensures rapid and seamless migration—for both your IT team and end users. Once you've successfully migrated to Windows 7, we work with you to optimize Windows 7 performance and build an efficient, business-focused enterprise. Throughout our long, strategic relationship with Microsoft, Dell has refined our deployment processes to ensure rapid enterprise adoption with fewer headaches.

Dell's Windows 7 Migration Services feature:
- Windows 7 readiness assessment to review hardware, image and application compatibility. The assessment also evaluates IT staff and end user skill sets and potential training requirements.
- Design services to assist you in developing standard images optimized for your organization.
- Application migration services that streamline migration and ensure compatibility with operating systems and other applications.
- Automated and repeatable deployment services centered on your precise business needs.

Mobility Services
The office is where the worker is.

Pervasive wireless connectivity and sophisticated hand-held devices provide workers with the flexibility to choose where, when and how they work. By embracing this trend you can increase productivity, improve customer service and reduce costs. This requires a strategy and roadmap to address key critical factors including management and support for applications, security and policies on mobile devices. Dell Enterprise Mobility Services empower you to confidently introduce, manage and support mobile solutions across your enterprise.

Our services assist at all stages of the mobility lifecycle—from

initial consulting to management. We also provide mobility solutions consulting, including mobile application development, device procurement, security and real-time cost control.

Our consultants will work with you to:
- Establish an enterprise mobile strategy and roadmap to help you build a business case.
- Evaluate, assess, design and implement mobile solutions using a standard, repeatable set of services based on your requirements.
- Implement secure, mobile technologies that deliver the most value to your organization.

Desktop Virtualization Services
Anytime. Anywhere. Any device computing.

Today's workers demand more flexibility than ever. They want access to their work applications and data remotely from their personal devices at home and on the go. These new remote and on-demand workforces require real-time computing provisioning and access to sophisticated applications while protecting valuable intellectual property and business information. In response, IT administrators must provide secure access to distributed data and ensure service levels for end users across the globe. They also face enormous pressure to incorporate new worker-preferred devices, all while working within budget and resource constraints.

Create the right balance of workforce flexibility, application support, data security and economies of scale to respond to market demand, wherever and whenever it occurs with Desktop Virtualization Services from Dell.

Dell combines deep analysis, customizable turnkey configurations and dedicated support—with a variety of management options—to provide a comprehensive and scalable desktop virtualization package.

Dell's Desktop Virtualization Services feature:
- An in-depth IT assessment that describes the potential savings you can achieve through desktop virtualization.
- A digital infrastructure footprint that lays the groundwork for the desktop virtualization options, whether managed by your team or ours—on your premises, or in our data centers.
- Pre-configured, tested and certified Integrated Solutions Stacks consisting of best-of-breed technologies, removing the burden of design and configuration.
- Custom-designed solutions to fit your organization.

Maximize returns on transforming your IT environment.

The constant progression of technology will help you reach new heights of productivity and business success. But this rapid evolution can also leave a complex IT infrastructure in its wake—driving up operating costs and hampering your ability to respond quickly to marketplace developments. How will you achieve your IT transformation goals when you're spending 60 to 70 percent of your time and budget just keeping the lights on?

Developed from proof-of-concept testing in our solution centers and backed by real-world experience in supporting a wide range of customer implementations, Dell's proven approach helps you:

- Understand the implications of new technologies.
- Assess your infrastructure to identify opportunities for improvement.
- Design a plan to address your organization's specific needs.
- Implement market-leading solutions that help you grow and thrive.
- Manage the complete functionality of the entire engagement.

We can help you be more efficient, focus on greater innovation and gain a competitive advantage by offering our own IT experiences as a Fortune 100 company, as well as:

- A single point of contact for hardware, software, service and support.
- Tested reference architectures that speed time to value.
- A fixed scope that delivers predictable outcomes within achievable timelines.
- A range of engagement and consumption models for almost any organization size or budget and through an IT agnostic approach no matter what hardware or software provider you select.

Maximize the value of your End User Computing investments today, and shape an efficient, effective and scalable infrastructure through our End User Computing services.

Your End User Computing Partner.

Dell End User Computing Services provides unwavering, industry-leading and proven streamlined processes to support, protect, update and empower your company's workforce.

- A knowledgeable and strategic partner for every aspect of end user computing.
- Insight and experience to help you minimize costs at every step— from implementation to maintenance costs.
- Streamlined implementations to minimize unwanted downtime, minimize security risks and enhance time to value.
- Tailored services to appropriately meet the needs of your business.

For more information, please contact your Dell representative or visit dell.com/services.

[1]Benjamin Gray, *Get Ready for Windows 7*, Forrester (April 6, 2009).