DELL Services

Federal Government Services

Enhancing Government Operations During Challenging Times

There is an air of change moving through our nation's capital. Federal agencies face global and technological challenges as never before and have been tasked with rebuilding our national economy, while at the same time, having to accomplish more with less. The new Administration is committed to using information technology as an enabler to transform government services to be more responsive, transparent, and accountable.

In this rapidly changing environment where every operational decision matters and scrutiny is higher than ever, agency leaders need service providers they can trust. They need a financially stable provider that is agile and responsive, yet has the experience and capabilities needed to successfully drive innovation and produce reliable, measurable results.

A Proven, Trusted Service Provider

Founded more than 20 years ago, Perot Systems Government Services, now Dell Services Federal Government, has helped thousands of companies and organizations — including more than 30 federal agencies — use information technology and business process solutions to improve performance and reduce costs.

We're modest in our approach, but proud of the innovation and thought leadership we deliver to our customers every day. We've earned a reputation for excellence based on strong values and principles. With a talented team of global professionals, we are big enough to handle any sized challenge or opportunity that comes our way, yet agile enough that every account and mission matters.

Our foundation for success is simple:

We adjust to the customer's mission with flexible, innovative, and cost-efficient services.

- We invest in our customer's success through performance-based contracting and a tradition of service that is built on a deep commitment to operational excellence.
- We want every American to get the best value they can for every dollar the government spends. Let us show you how we will invest in your success.

Our Company

- We serve customers worldwide in the government, healthcare, and commercial sectors
- We support 1.4 million servers and storage systems
- We support 12.8 million PCs and manage more than 2.5 million PCs
- Our team members are highly educated and experienced in technology, engineering, business, finance, and healthcare
- Our people have security clearances at all levels

Commitment to Excellence

- ITIL Standards Leadership
- CMMI Maturity Level 3 Rating
- ISO 9001: 2008 Certification
- Dell Services Federal Government is part of a larger organization that has achieved ISO 20000 certification

Dell Services Federal Government

An Industry Leader

- Strong Positive rating (the highest possible) in MarketScope Data Center Outsourcing, North America, 2010*
- Leader in Magic Quadrant for Desktop Outsourcing Services, North America, 2009*
- Leader in Magic Quadrant for Help Desk Outsourcing, North America, 2009*
- 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.*)
- Earned #11 ranking in the 2010 Washington Technology list of Top 100 Government Contractors
- Ranked #1 by KLAS in the February, 2009 Specialty Report for Market Segment - Clinical Implementation Principal**
- Ranked #1 for Extended Business Office in the "2009 Top 20 Best in KLAS Awards: Software & Professional Services" report***

Contract Vehicles

- GSA Schedules:
- GSA Corporate
- GSA PES
- GSA FABS
- GSA Alliant
- OPM TMA
- TIPSS-3 – Treasury
- DHS EAGLE:
- Functional Categories 1, 2, & 4
- MARMC – NAVY
- NAVSEA Seaport-e
- Army ITES-2S
- VA VCS

Delivering World-Class Solutions: Driving Measurable Results

Dell Services Federal Government offers a full range of services and solutions that support your mission and business imperatives.

Consulting Services	• Identify strategies for business transformation • Implement new solutions to improve system performance • Maximize applications efficiency • Control costs • Plan and manage environmental compliance and safety programs
Infrastructure Services	• Consolidate IT systems • Modernize the enterprise • Interface more efficiently with other agencies • Improve system reliability • Increase end user satisfaction
Applications Solutions	• Reduce TCO • Expand functionality • Perform comprehensive testing and evaluation • Support, upgrade, and migrate legacy applications • Standardize and consolidate
Business Process Solutions	• Provide surge-enabled back office support • Offer flexible staffing in days, if not hours • Implement automated processes to increase accuracy and streamline operations • Deliver scalable administrative support, processing capabilities, financial transaction assistance, or temporary staff augmentation

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

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