



Deployment Services

Key Benefits

- **Minimize disruptions.** Let Dell help you accelerate the integration and deployment of your company-wide systems with our experienced project management team, proven processes, tools, reporting and factory integration capabilities.
- **Improve efficiency.** Help save time and effort by bringing integration of Dell hardware, partner components, accessories and software into the factory process.
- **Complement IT staff.** Dell can manage every step of the process, helping to mitigate the risk and complexity inherent with a deployment. Our rigorous process is designed to allow you to better align your IT resources to address business goals rather than the ongoing maintenance of your IT environment.
- **Increase flexibility.** We offer end-to-end deployment services that enable you to selectively outsource the specific services that best meet your needs.
- **Enhance reliability.** Our Enterprise Command Centers are used to help facilitate the deployment process.

Simplify and speed up the deployment and utilization of new Dell systems.

Helping You Maximize Your IT Investment

Deploying and integrating new computer systems into the IT infrastructure can be extremely resource-intensive. While new systems can improve performance and increase user productivity, deploying them can be time-consuming and costly. Often, deployment involves complex tasks — such as migration of user data; integration of custom hardware, software and peripherals; installation; and disposal of obsolete or unnecessary computer equipment.

Complete Range of End-to-End Deployment Services

Dell Deployment Services can help you get an end-to-end solution for rapid deployment of large-scale desktop, server and storage transitions. Our comprehensive suite of services and deployment tools span the full range of deployment needs, including planning, asset discovery, image development and management, factory integration, installation, data migration and recycling services for desktops, notebooks, servers and storage. And because our services are modular, you can pick and choose the specific services that best meet your IT and organizational needs.



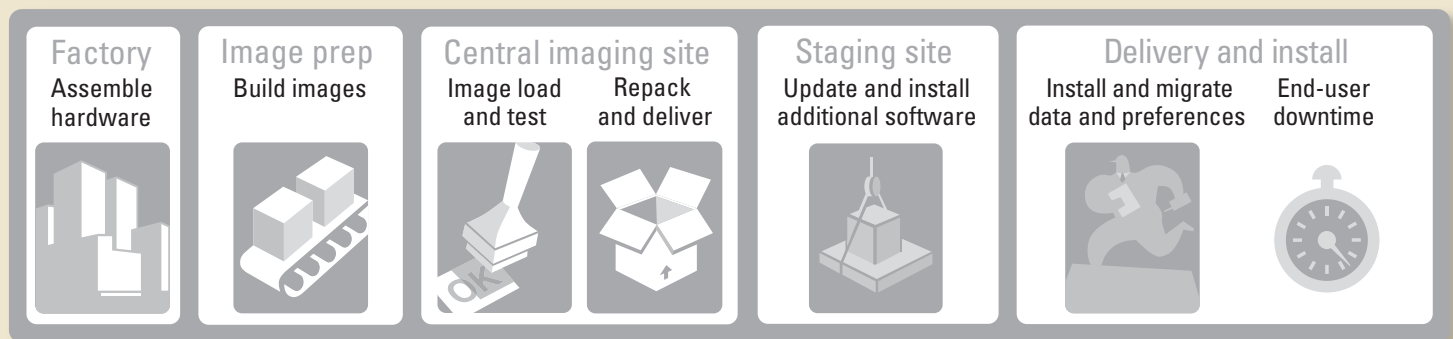
Asset Discovery

Take the guesswork out of determining your current software for Dell Precision™ workstations, OptiPlex™ desktops or Latitude™ notebooks with Asset Discovery Services. Dell can locate and identify your assets, define what applications are loaded and in use, and accurately determine your current systems utilization rates. In addition, Asset Discovery can help you manage your budget by allowing you to fully understand what assets you have and what you truly need.

Application Packaging

Let the deployment experts at Dell manage your time-consuming application loads. As part of our application packaging services, Dell can custom-load your software and applications, automatically, right in the Dell factory. Our automated factory-level approach leverages our highly repeatable processes in the standards-based .MSI format. The end result? You can maximize the speed and accuracy of application deployments while minimizing costs and optimizing productivity.

Typical internal deployment process



Multiple manual steps and hand-offs, end-to-end ... including packing, repacking and 2-3 shipments.

Dell deployment process

Moves approximately 30% of work into the Dell factory.

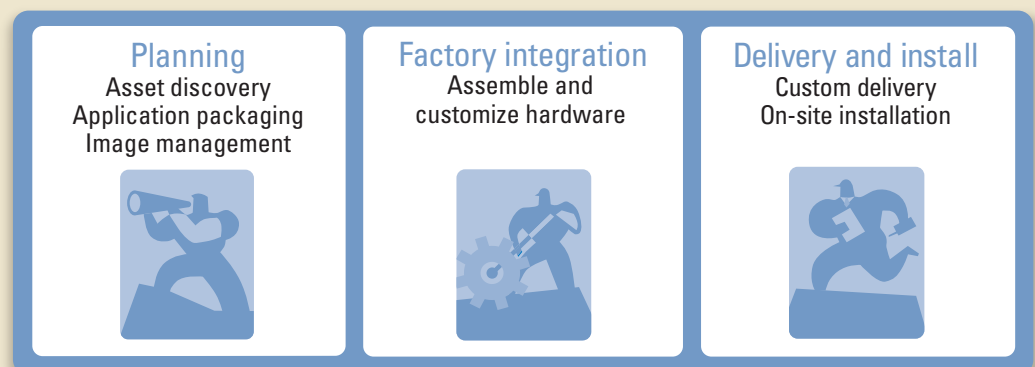




Image Management

Simplify deployment by out-tasking the tedious work of developing, validating and maintaining images of new systems. With Dell Image Management Services, images are loaded, fully tested and configured to your specifications — all at the Dell factory on all OptiPlex desktops, Latitude notebooks, Dell Precision workstations and PowerEdge™ servers. We offer a variety of image management options to choose from, including cross-platform image builds, patch management and ongoing image maintenance. Plus, we can help safeguard your image for secure backup. In addition, Dell offers other image management tools, such as Multi-Platform Imaging Technology — a Dell-patented process for cross-platform, hardware-independent custom image building for your Dell OptiPlex, Latitude, Dell Precision and PowerEdge systems.

Custom Factory Integration

As a pioneer of image management operations, Dell offers Custom Factory Integration (CFI) Services to help accelerate your system deployments on OptiPlex, Latitude, Dell Precision and PowerEdge systems. You can work with Dell deployment experts to custom-integrate systems — including hardware, images, applications, peripherals, asset tags, custom labels and more — based on the distinct IT needs of your

organization. It's all done during the initial system build in one seamless process. As part of our CFI Services, we can perform a wide range of integration tasks, including:

- Installing hardware, images and applications.
- Creating and applying asset tags and custom labels.
- Pre-installing and cabling your servers and storage into your Dell rack and shipping it preconfigured to your site.
- Building custom asset reports.
- Consolidating peripherals, documentation and other items in the same box as your system.

Custom Delivery

Having your hardware arrive at the right place and time is critical to the deployment process. As part of Dell custom delivery services, you predetermine the delivery to an exact location at a preset time, including after business hours. So you can have IT resources in place when you need them — on the exact day you plan to get your new systems up and running. With such precision, you can confidently schedule your deployment and staff IT resources. Plus, Dell custom delivery can also handle the complex logistics of worldwide shipping.



Installation

Dell provides streamlined installation services, so you can choose the specific package that quickly gets new systems in and old systems out of the workspace. From standard package services to highly customized engagements with dedicated program and project managers, Dell can work with your team to recommend the right installation services.

Asset Recovery

Properly disposing of obsolete computer equipment is an ongoing problem for many organizations. In today's age of data security, proper measures must be followed to ensure that sensitive information does not fall into the wrong hands. In addition, storing obsolete equipment can be costly. To help overcome these challenges, Dell provides a comprehensive suite of Asset Recovery and Recycling Services to help you manage the disposal, recycling or donation of computer equipment. With help from Dell, you can:

- Protect sensitive data.
- Achieve compliance with EPA guidelines for recycling.
- Reduce storage costs.

Did you know?

- **Every year, Dell installs more than 3 million client systems.**
- **In the last year, Dell has custom-integrated 5.5 million units in Dell factories around the globe.**
- **Dell has packaged 50,000 applications for automated installations.**
- **Over 90% of Dell client customers would repurchase Dell Deployment Services.**

“Dell Services professionals racked, stacked and cabled all of the equipment, and they loaded Linux® on all of the servers. When you make a large investment in an infrastructure, you don’t want the equipment sitting around for weeks, so we used Dell Services to speed the implementation.”

– Steve Swanson, Chief Information Officer,
Budco, February 2006



Dell Data Direct

Transitioning end users from one system to the next can be more streamlined than ever before. With Dell Data Direct, you can use automated migration tools to fully automate the migration of user data and personal settings from the user's current PC to the user's new PC. This unique tool can help reduce the time end users spend re-entering personal settings during system start-up.

Save Time and Money with Automated Deployment

Gartner reports: "Overall, we estimate the cost of deploying a PC using automated means to be \$304. This cost is still significantly higher than most people would expect, but it represents a 65 percent savings compared with the \$882 cost of doing it manually."¹

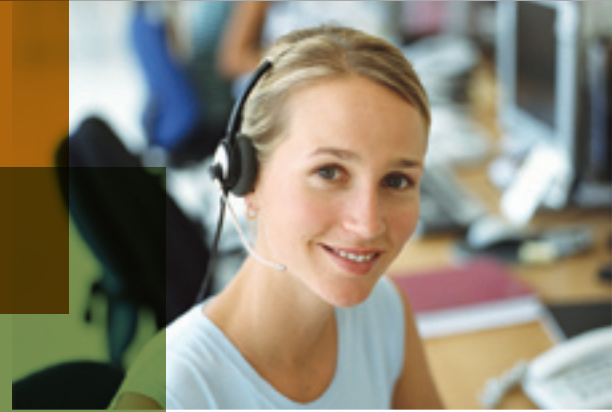
Dell's deployment process can help you implement more efficient, cost-effective deployments through:

- Imaging best practices.
- Application packaging.
- Automation of application deployment.
- Automation of data settings and data migration.



"If we had handled the rollout on our own, because of our limited resources, we would have definitely needed a year to complete the job. We chose Dell Services because this allowed us to complete the project in a timely fashion."

– Ingo Habrecht,
IT Manager, ITT,
Germany, July 2006



Additional Services from Deployment Experts at Dell

Storage implementation services

Dell's Enterprise installation services include all Dell/EMC, PowerVault™ Fibre Channel and SCSI storage products, plus Dell OpenManage™ configuration and management software. Services include:

- SAN implementation, conversions and upgrades
- PowerVault Installation Services
- Clustering
- Switch configurations
- Replication software

High-performance computing clusters (HPCC)

Need help implementing your high-performance computing cluster solutions? Dell can tailor a solution that meets your specific needs. Deliverables include:

- Full solution project management
- Detailed planning and design documentation
- Hardware configuration
- Complete solution implementation
- Product orientation

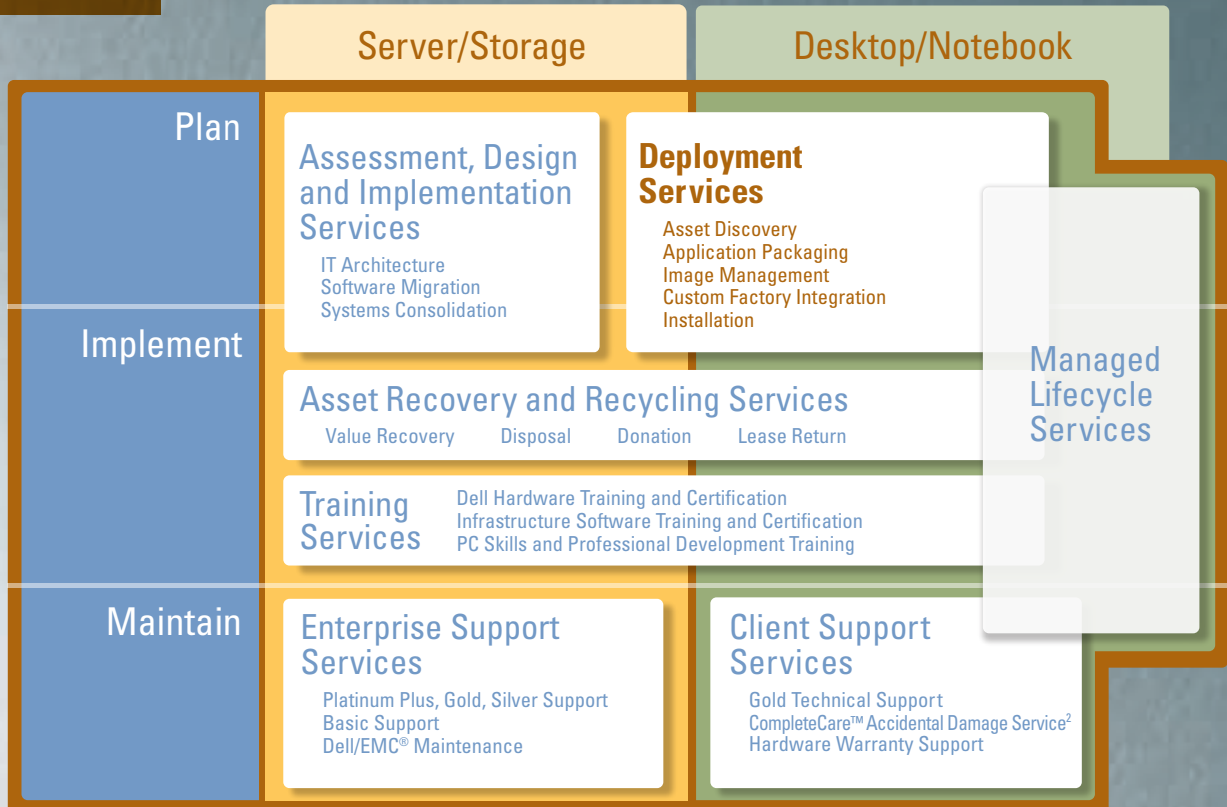
Backup readiness

Let Dell design and implement a backup readiness solution that utilizes the latest hardware and software from Dell and industry-leading solution partners. Services include:

- End-to-end backup readiness design
- Installation, configuration and testing
- Planning and implementation support

A Complete Portfolio of Service Suites

In addition to Deployment Services, Dell offers a comprehensive portfolio of services to help you address the full lifecycle of your IT infrastructure — from planning to implementation to maintenance — all organized within seven service suites. To learn more, click on the individual suites within the following chart.



For More Information

To learn more about Deployment Services or any of the services in Dell's comprehensive portfolio, please contact your sales representative or visit www.dell.com/services.

¹ Gartner, "Saving Money on PC Deployment." Michael A. Silver. December 8, 2005.

² CompleteCare service excludes theft, loss and damage due to fire, flood or other acts of nature, or intentional damage. CompleteCare is not available in all states. Customer may be required to return unit to Dell. For complete details, visit www.dell.com/servicecontracts.

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