



Dell Configuration Services

Ready to go, out of the box



Dell Configuration Services

Maximize uptime, increase efficiency and ensure consistency

Today's workforce is exceptionally distributed and mobile. Maintaining a consistent IT environment under these conditions has never been more challenging. Whether you're adding new equipment to a data center or migrating end users to the newest laptops, upgrading to new systems can be a daunting task.

Your end users and IT staff can avoid excessive downtime due to system deployment as well as the spread of rogue hardware and software throughout your environment.

With Dell Configuration Services, your company receives fully functional systems shipped directly from the factory, ready for use by end users or for installation in your data center.

Dell Configuration Services Benefits

Reduce deployment time and costs

Ensure the consistency of your environment

Spend less time on imaging and more on business

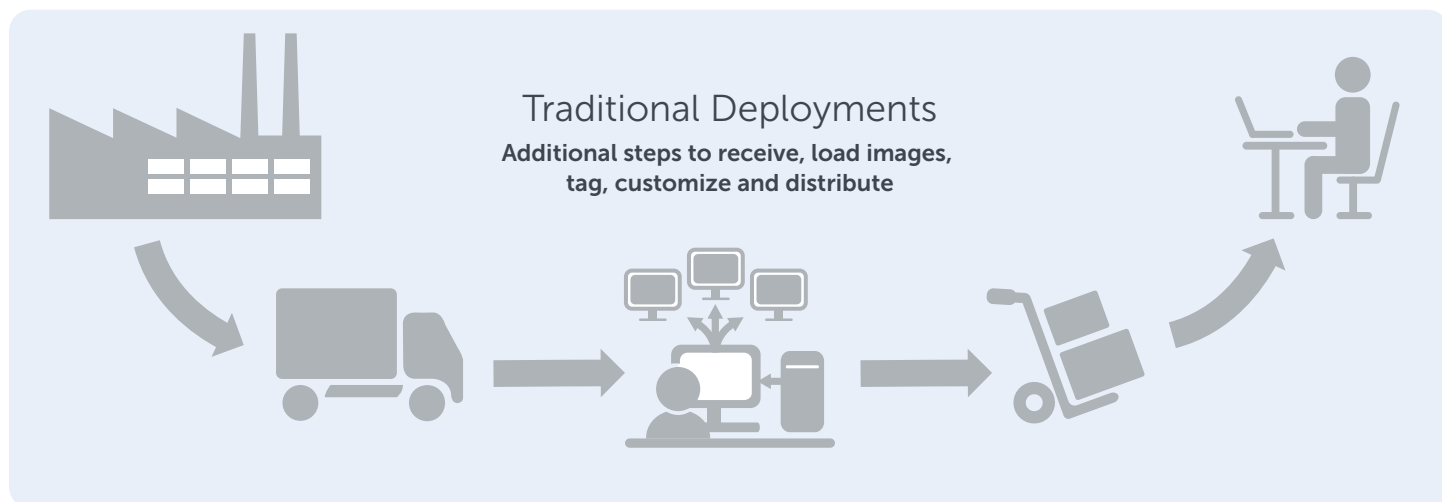
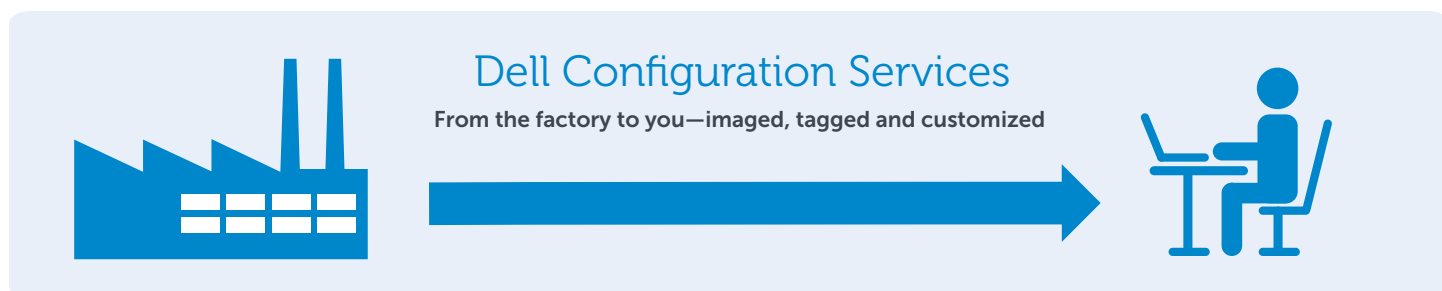
Keep an accurate record of the systems deployed throughout your environment

Focus on what matters most for your business

Simplify deployments and improve the end-user experience

You're challenged to keep end user productivity at high levels. At the same time, you need to reduce downtime during deployments and limit opportunities for non-standard hardware and software to make its way into your environment. Dell Configuration Services enables you to confront these challenges head on. We give you powerful tools, methods and support in bringing control and consistency to your environment.

Dell Configuration Services can help remove the complexity and frustration associated with deploying new equipment. Dell Configuration experts can install hardware components and software during the manufacturing process to ensure your systems are preconfigured and ready to go. You avoid excessive downtime in deploying new systems and can eliminate the risks and unnecessary complexity associated with supporting non-standard configurations in your environment.





Systems ready to run right out of the box

Let Dell Factory Imaging save you time

Let us load your corporate image on new systems so you don't have to. Imaging services help lessen the burden on your IT staff and can lower the cost of deploying end user systems in your environment. Your systems arrive pre-configured, freeing your IT staff from the time consuming tasks associated with configuring individual systems. By repeating this process with every new purchase, you are driving consistency in your organization and making your job easier.

Seamless integration with KACE, Microsoft SCCM and MDT

Systems management tools are a great way to build and maintain images and applications from the day a system is installed until the day it is retired. That continuity can begin before the PC even leaves the factory. We bring the advantages of factory integration to these systems management technologies. By running most of the sequencing tasks in our factory, we minimize the configuration tasks you need to perform at your site.

Leverage Dell technology and expertise to conquer imaging challenges

Every year, managing your company's images becomes more frustrating, not to mention more time consuming and costly. To help you maintain control, we offer industry leading technology and services—from a simple online tool that lets you manage images yourself to imaging specialists who provide onsite expertise.

Dell ImageDirect

Create, upload, manage and update your images in a secure, cloud-based environment. The ImageDirect online portal lets you configure your image and applications, and integrate both into your systems at point of manufacture.

Dell X-Image

Using X-Image, a Dell Services engineer works with you to create a single multi-platform image that can be applied to all your new and legacy OptiPlex™, Latitude™ and Dell Precision™ systems, as well as to systems from other vendors. We can even maintain the image and load it onto additional systems you order.

Time is valuable, we help you spend it wisely.

- Minimize employee downtime as PCs can be put to use faster.
- Reduce post-deployment support calls resulting from inconsistent deployment of images and applications.
- Avoid being diverted from the day-to-day operations your IT staff must maintain.

Image Consulting

For those who don't have the technical expertise to create and maintain their images, our imaging consultants can build an image from scratch, then integrate it with your new systems prior to shipping. This helps ensure the image is right the first time so you get a fully functional image ready for system deployment.





Protect the integrity of your business

Control what enters your environment

3rd party hardware & software integration

To help ensure continuity throughout your environment, we install images, 3rd party hardware and any custom software in the factory. With Dell Configuration Services, you'll be able to control hardware and software deployed throughout your environment. This improves your ability to limit the unauthorized adoption of 3rd party hardware and rogue applications—all of which can help simplify help desk support immediately after deployment as well as for the lifecycle of your PCs.

BIOS Customization

Our experts can customize settings for BIOS, jumper cables, ports, scripting and hard drive partitioning. Additionally, we can write a 10-character alphanumeric customer asset number into the system BIOS.

Online First Article

Dell Online First Article provides an exceptionally fast, efficient way to review and validate images, BIOS, and other hardware and software integration and configuration prior to fulfilling volume orders. You simply log into our portal to review your first article online. This saves time because you don't have to wait for an overnight package. It eliminates the cost of a beta product build. And you can give immediate feedback, to which we can respond more quickly.

Track and manage assets with precision

Imagine if you could achieve full visibility and maintain accurate records of the hardware and software assets that are present in your IT environment for their working life. You would be able to control and effectively manage the status of every item. Our Asset Tagging and Reporting services make identifying, tracking, securing, and recovering your computers easier and more affordable.



Asset tagging

The simplest way to track your hardware assets is by labeling them physically during manufacture. The silver vinyl label is printed as the system progresses through the manufacturing process, enabling capture of information relevant to that particular system.



Asset reporting

Our asset reporting helps you easily integrate new assets into your existing asset management systems. An asset report can be emailed daily, weekly or monthly and serves as a useful tracking tool for identifying all PCs shipped in the previous timeframe.

Get an additional level of security

Anti-theft labels can provide additional security as part of a layered security approach. They require substantial force to remove but if this is achieved, leave a 'tattoo' burned into the casing, making the system difficult to sell. Dell also provides labels with the added-value of a patented non-fade UV marker hidden in the layer beneath the stolen marker tattoo. The tattoo will contain a unique asset number that assists in the retrieval of any stolen systems that are located. Dell also registers systems on a secure database, which assists in the tracking and return of stolen systems.



Use your smartphone to scan this code to learn how
Dell Configuration Services can help your organization

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