



Service description

Remote Configuration of a Dell KACE K1000, Service Desk

Introduction to your service agreement

This service provides for the remote configuration of a single Dell KACE K1000-series appliance to perform the services as defined below in this service description (the "Service" or "Services"). The duration of this training is eight hours, to be broken into two separate four hour segments at times mutually agreed upon by Dell and the Customer. This Service allows Dell Customers who have completed the physical installation of their K1000 to work remotely with Dell by phone and secure internet access (except where prohibited by law).

A Dell representative will contact the Customer to schedule this Service, allowing for at least a ten business day lead time prior to the start of the Service, based upon a mutually agreed to resource availability. This Service will be provided during normal Dell business hours Monday through Friday (8:00am to 6:00pm Customer local time) unless specified otherwise in Appendix B. Any services beyond normal Dell business hours will be reflected on the Customer's invoice. No service activities shall take place during local, state and/or country holidays unless other arrangements have been made through the sales team and the Dell project coordinator.

This Service Description ("Service Description") is entered among you the customer ("you" or "Customer") and the Dell entity identified on your invoice for the purchase of this Service. This Service is provided in connection with Customer's separate signed master services agreement with Dell that explicitly authorizes the sale of this Service (as defined herein) or, in the absence of such agreement, Dell's terms of sale applicable to commercial customers, which is available at www.Dell.com/terms (you can access this at www.Dell.com/terms in the United States) or your local Dell.com website and incorporated by reference in its entirety herein.

By placing your order for the Services, utilizing the Services or associated software, or by clicking/checking the "I Agree" button or box on the Dell.com website in connection with your purchase or within a Dell software interface you agree to be bound by this Service Description and the agreements incorporated by reference herein. If you are entering this Service Description on behalf of a company or other legal entity you represent that you have authority to bind such entity to this Service Description, which case "you" or "Customer" shall refer to such entity.

The scope of your Service agreement

Service SKUs

See Appendix A

The key Service steps include

- **Service Desk:**
 1. Create up to three categories and sub-categories.
 2. Define up to three ticket assignment workflows.
 3. Define up to three ticket escalation workflows
 4. Create up to five custom fields.
 5. Create up to two custom ticket reports.
- **Project closeout:**
 1. Conduct a brief product orientation session and review the associated documentation with the Customer. This overview does not replace any available Customer education courses for this product.
 2. Obtain Customer acknowledgment of the Services performed.

Excluded Services

- Installation of any software or operating system ("OS") on any host(s).
- Physical installation of any hardware or software.
- Installation, set-up or configuration of Active Directory®, mail servers, network devices and other third party applications.
- Use of KACE products in conjunction with unsupported versions of operating systems, service packs, web browsers and other third party products.
- Configuration and administration of third party virtual infrastructure servers running a V-KBOX.
- Importing of legacy help desk data.
- Any activities other than those specifically noted in this Service Description.

Service specific Customer responsibilities

- Ensure the desired configuration meets the vendor's minimum system requirements for hardware and software configuration (such as Service pack/kernel and BIOS).
- Ensure that telephone and high-speed secure internet access for communication to Dell are available in the installation area.
- Provide proper network connectivity for the remote management feature, as needed.
- Make at least one technical contact, with system administration responsibilities, available as a resource to Dell during the performance of this Service.
- Alignment of disks.
- Acquire proper equipment for the desired hardware and software configuration
- Ensure all affected systems are racked, cabled and error free prior to scheduling the Service.



Terms and conditions about your Service

1 Supported products

This Service is available on select Dell Supported Products such as, OptiPlex™, Latitude™, Precision™, Vostro™, PowerEdge™, PowerEdge SC™, PowerVault™, PowerConnect™, Dell EqualLogic™, Dell | EMC Storage Systems™, Dell Compellent, and select Dell printers, which are purchased in a standard configuration. Supported Products are added regularly so please contact your Dell sales representative to for the most up-to-date list of which Services are available on your Dell products.

Each Supported Product is tagged with a serial number (the "Service Tag"). A separate service agreement must be purchased by the Customer for each Supported Product. For example, a printer purchased with a laptop system is not covered by the laptop system's service contract: the printer and the laptop will each need their own service contract. Please refer to the Service Tag on your Supported Product when contacting Dell for this Service.

2 Term of service

A This Agreement commences on the date you place your order and continues through the Term of Service. The "Term of Service" begins on the purchase date and extends for the term indicated on the Order Form. The number of systems, licenses, installations, deployments, managed end points or end-users for which Customer has purchased any one or more Services (defined below), the rate or price, and the applicable Term of Service for each is indicated on Customer's order form or other mutually-agreed upon form of invoice, order acknowledgment or purchase order (collectively, "Order Form"). Purchases of Services under this Agreement shall be solely for Customer's own internal use and not for resale or service bureau purposes.

3 Customer responsibilities

A **Authority to grant access.** Customer represents and warrants that it has obtained permission for both Customer and Dell to access and use the Supported Product, the data on it, and all hardware and software components included in it, for the purpose of providing these Services. If Customer does not already have that permission, it is Customer's responsibility to obtain it, at Customer's expense, before Customer asks Dell to perform these Services.

B **Cooperate with phone analyst and on-site technician.** Customer agrees to cooperate with and follow the instructions given by Dell phone analyst and its on-site technicians. Experience shows that most system problems and errors can be corrected over the phone as a result of close cooperation between the user and the analyst or technician.

C **On-site obligations.** Where Services require on-site performance, Customer must provide free, safe and sufficient access to Customer's facilities and the Supported Product(s). Sufficient access includes ample working space, electricity, and a local telephone line. A monitor or display, a mouse (or pointing device), and keyboard must also be provided (at no cost to Dell), if the system does not already include these items.

D **Maintain software and serviced releases.** Customer must maintain software and Supported Product(s) at Dell-specified minimum release levels or configurations as specified on PowerLink for Dell | EMC Storage or EqualLogic™, or as specified on www.support.dell.com for additional Supported Products. Customer must also ensure installation of remedial replacement parts, patches, software updates or subsequent releases as directed by Dell in order to keep the Supported Product(s) eligible for this Service.



E Data backup. Complete a backup of all existing data and programs on all affected systems prior to the delivery of this Service by Dell. DELL WILL HAVE NO LIABILITY FOR LOSS OR RECOVERY OF DATA OR PROGRAMS or loss of use of system(s) arising out of this Service or related support activities or any act or omission, including negligence, by Dell or a third-party service provider.

- Customer refuses to cooperate with the assisting analyst or on-site technician; or
- Customer fails to abide by all of the terms and conditions set forth in this Service Description.

4 Important additional information

A Payment for hardware purchased with installation & deployment services.

Unless otherwise agreed to in writing, payment for hardware shall in no case be contingent upon performance or delivery of installation or deployment services purchased with such hardware.

B Commercially reasonable limits to scope of service. Dell may refuse to provide Services if, in its opinion, providing the Services creates an unreasonable risk to Dell or Dell's Service providers or is beyond the scope of Services. Dell is not liable for any failure or delay in performance due to any cause beyond its control. Service extends only to uses for which the Supported Product was designed.

C Optional services. Optional services (including point-of-need support, installation, consulting, managed, and professional, support or training services) may be available for purchase from Dell and will vary by Customer location. Optional services may require a separate agreement with Dell. In the absence of such agreement, optional services are provided pursuant to this Agreement.

D Assignment. Dell may assign this Service and/or Service Description to qualified third party service providers.

E Cancellation. Dell may cancel this Service at any time during the Service term for any of the following reasons:

- Customer fails to pay the total price for this Service in accordance with the invoice terms;

If Dell cancels this Service, Dell will send Customer written notice of cancellation at the address indicated on Customer's invoice. The notice will include the reason for cancellation and the effective date of cancellation, which will be not less than ten (10) days from the date Dell sends notice of cancellation to Customer, unless state law requires other cancellation provisions that may not be varied by agreement. IF DELL CANCELS THIS SERVICE PURSUANT TO THIS PARAGRAPH, CUSTOMER SHALL NOT BE ENTITLED TO ANY REFUND OF FEES PAID OR DUE TO DELL.

F Geographic limitations & relocation. This Service will be delivered to the site(s) indicated on the Customer's invoice. This Service is not available at all locations. Service options, including service levels, technical support hours and onsite response times will vary by geography and certain options may not be available for purchase in Customer's location. Dell's obligation to supply the Services to relocated Supported Products is subject to local service availability and may be subject to additional fees, and to inspection and recertification of the relocated Supported Products at Dell's then current time and materials consulting rates. Customer will provide Dell with sufficient and safe access to Customer's facilities at no cost to Dell for Dell to fulfill Dell's obligations.

G Transfer of service. Subject to the limitations set forth in this Service Description, Customer may transfer this Service to a third party who purchases Customer's entire Supported Product before the expiration of the then-current service term, provided Customer is the original purchaser of the Supported Product and this Service, or Customer



purchased the Supported Product and this Service from its original owner (or a previous transferee) and complied with all the transfer procedures available at www.support.dell.com. A transfer fee may apply. Please note that if Customer or Customer's transferee moves the Supported Product to a geographic location in which this Service is not available (or is not available at the same

price) as Customer paid for this Service, Customer may not have coverage or may incur an additional charge to maintain the same categories of support coverage at the new location. If Customer chooses not to pay such additional charges, Customer's Service may be automatically changed to categories of support which are available at such price or a lesser price in such new location with no refund available.

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

Availability varies by country. To learn more, customers and Dell Channel Partners should contact your sales representative for more information.

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Appendix A

Service SKUs

US SKU

SKU	Description	Partner
934-0039	Remote Configuration of a Dell KACE K1000, Service Desk (to schedule, email US_Remote_Services@dell.com)	EEC

BZ SKU

SKU	Description	Partner
995-0189	Remote Configuration of a Dell KACE K1000, Service Desk (to schedule, email AI_EEC_Remote_Services@dell.com)	EEC

LA SKU

SKU	Description	Partner
967-0716	Remote Configuration of a Dell KACE K1000, Service Desk (to schedule, email AI_EEC_Remote_Services@dell.com)	EEC

EMEA SKU

SKU	Description	Partner
683-16767	Remote Configuration of a Dell KACE K1000, Service Desk (to schedule, email EMEA_Remote_Services_Scheduling@Dell.com)	EEC

APJ POS SKU

SKU	Description	Partner
683-17476	Remote Configuration of a Dell KACE K1000, Service Desk (to schedule, email ANZ_Remote_Services@dell.com)	EEC

APJ APOS SKU

SKU	Description	Partner
683-17493	Remote Configuration of a Dell KACE K1000, Service Desk (to schedule, email ANZ_Remote_Services@dell.com)	EEC



Appendix B

Exceptions to Dell business hours

Country	Dell business hours
St. Kitts, St. Lucia, St. Vincent, Trinidad, Virgin Islands, Rest of English speaking Caribbean	7:00 AM to 4:00 PM
Barbados, Bahamas, Belize, Costa Rica, El Salvador, Grand Cayman, Guatemala, Honduras, Jamaica, Panama, Puerto Rico, Rep. Dominicana, Suriname, Turks and Caicos	8:00 AM to 5:00 PM
Australia, Bermuda, China, Haiti, Hong Kong, Japan, Korea, Malaysia, Netherland Antilles, New Zealand, Singapore, Taiwan, Thailand	9:00 AM to 5:00 PM
Argentina, India, Paraguay, Uruguay	9:00 AM to 6:00 PM
Bolivia, Chile	9:00 AM to 7:00 PM

