

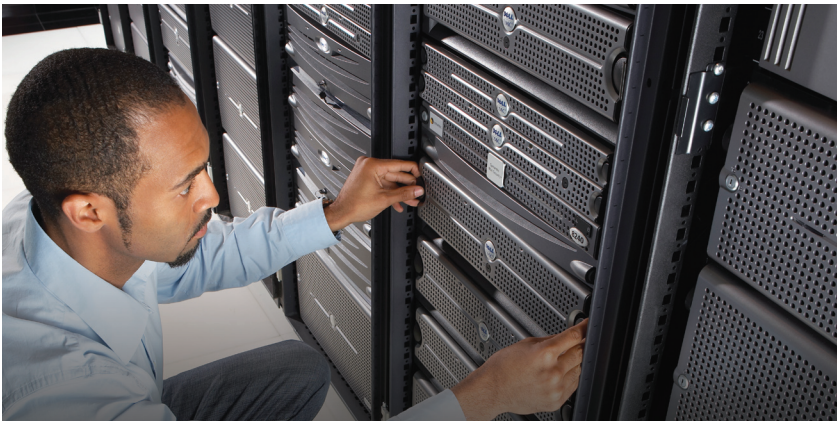
DELL SERVER AND STORAGE RACK & STACK SERVICES



Accelerate your new server and storage systems start up time.

Our Factory Rack and Stack Service Can Deliver the Efficiency You Need.

With our Server and Storage Rack and Stack Service, we can mount your server or storage systems into a rack at our factory prior to shipping. The rack arrives at your location completely assembled and ready to run. Your Dell technician can then simply connect your new Dell servers or storage to your infrastructure and can get it up and running much faster. As a result, your Dell technician is onsite for less time, so there is less disruption to your day to day business. And you gain the comfort of knowing the cluster will arrive mostly assembled, and pre-validated.



Factory Integration

Having your hardware installed and configured at one time, in one place, helps ensure standardization and high dependability and can provide installation of industry-standard hardware components and the appropriate drivers. These services include:

- Design, installation, cabling, and configuration of server clusters, networking equipment and internal storage.
- Configuration, installation and the customization of server cluster or storage to bring it online and operational.
- Installation of Dell OpenManage™ software.
- Brief product orientation session and configuration guide documenting the implementation.

Let Dell Services Manage the Logistics Associated with Deployment

Dell Services manages the entire process of deploying new server clusters and storage using proven delivery and staging processes to handle each phase, from order consolidation and pre-installation testing, through co-ordination of deployment resources with equipment delivery and removal of packaging, to final handover and project closure.

- **Schedule:** Uses Dell or customer tools to assist with scheduling deployments, whether simple or complex. We can improve efficiency and reduce risks by coordinating site readiness, using a T-minus readiness, with user pre-deployment tasks, efficient equipment delivery and staging, training, deployment tasks, sign-off and handover to operational support. Status reporting performs a vital role in scheduling, ensuring implementations remain on track and within budget.
- **Fully Deployed Systems:** You will have new server clusters and storage on which the correct image and applications have been loaded. And, much of that work is executed in our factory before these systems ship.
- **Delivery and staging:** Carefully planned delivery and staging, either on- or off-site, ensures efficiency of process and reduces failed installations, thereby keeping the project on schedule and reducing disruption. Storage problems can also be overcome, protecting your assets and ensuring business and environmental compliance through quarantine of assets, removal of packaging and environmental disposal or value recovery of below-specification systems.
- **Pilot and review:** An essential part of any deployment is testing of all elements of the agreed approach to reduce the risk of compromising a successful outcome for the project and to identify areas for improvement. Our tried-and-tested approach is designed to ensure all areas are reviewed, with any lessons learned fed back to improve the approach and the likelihood of a successful outcome.
- **Deploy:** Wherever possible, deployment tools may be used to automate the process and reduce manual intervention. Where manual intervention is required, processes will be documented, tested and signed off to ensure consistency of approach. Consideration is given to minimize the interaction with and disruption to your IT staff while executing a deployment that meets your requirements. This may be within or outside normal working hours, and could be integrated with a formal training and communications program. Tools are available to assist with user and data migration if required.
- **Customer sign-off:** Customer experience is central to everything we do at Dell and it is vital to ensure the user experience is consistent. To achieve this, a formal sign-off is agreed upon and documented. This can be integrated with tailored satisfaction surveys to ensure your experience and comments are captured and fed back into the deployment program.
- **Formal handover:** The Dell project methodology is designed to ensure that handover criteria are set and agreed upon up front. This may include technical support documentation, user and asset information, and formal documentation for ongoing lifecycle support, as well as formal project closure and lessons-learned reports to ensure highlights and lowlights are available for consideration in future projects.

SIMPLIFY YOUR DEPLOYMENT AT [DELL.COM/Services](https://www.dell.com/services)

