

**DELL**EMC

**DELL**EMC  
PARTNER  
PROGRAM

# Partner Sales Academy

Simple.Predictable.Profitable.™

 **Microsoft**

Windows Server 2016: Power your business.

 **Windows 10**

Windows Hello: you are the password.

# Usługi Dell dla urzędzeń klienckich oraz innowacyjne zarządzanie sprzętem w usłudze PCaaS

Joanna Fałęcik, CEE Channel Services Sales Executive

Warszawa, 15 stycznia 2019



# Services is top of mind in every stage of the buying cycle Critical to our customers and partners.

**#1** criteria  
in selecting  
data center  
infrastructure

Source: © 2016  
InstaPoll Research

**#2** most viewed  
content on  
vendor  
websites

Source: © 2017 Forrester

Top “explore”  
stage topic for  
in-person sales  
conversations

Source: © 2017 Forrester

# Global scale and skill

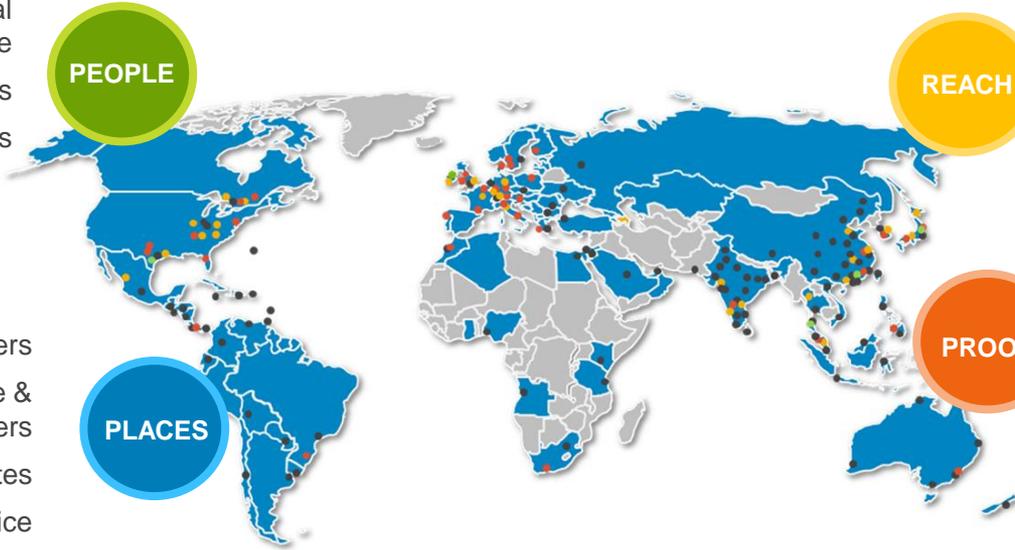
Accelerating technology adoption and maximizing productivity through global scale and skill

- **Broad & deep** technical expertise
  - **55+** languages
- **Industry** certifications

PEOPLE

- **6** Global Command Centers
- **12** Centers of Excellence & Joint Solution Centers
- **87** technical support sites
  - **2200** carry-in service

PLACES



REACH

- **15.5M+** dispatches
- **Core to edge** coverage
- **1035** parts distribution centers

PROOF

- **Temkin Group** CE Excellence
- **TSIA** STAR awards
- **Microsoft** Deployment Partner of the Year

>60K

Dell EMC & Partner  
Professionals

165 Countries

94%

Customer  
Satisfaction Rating

121M+ Systems Supported

# PC as a Service



# What is Dell PC as a Service?

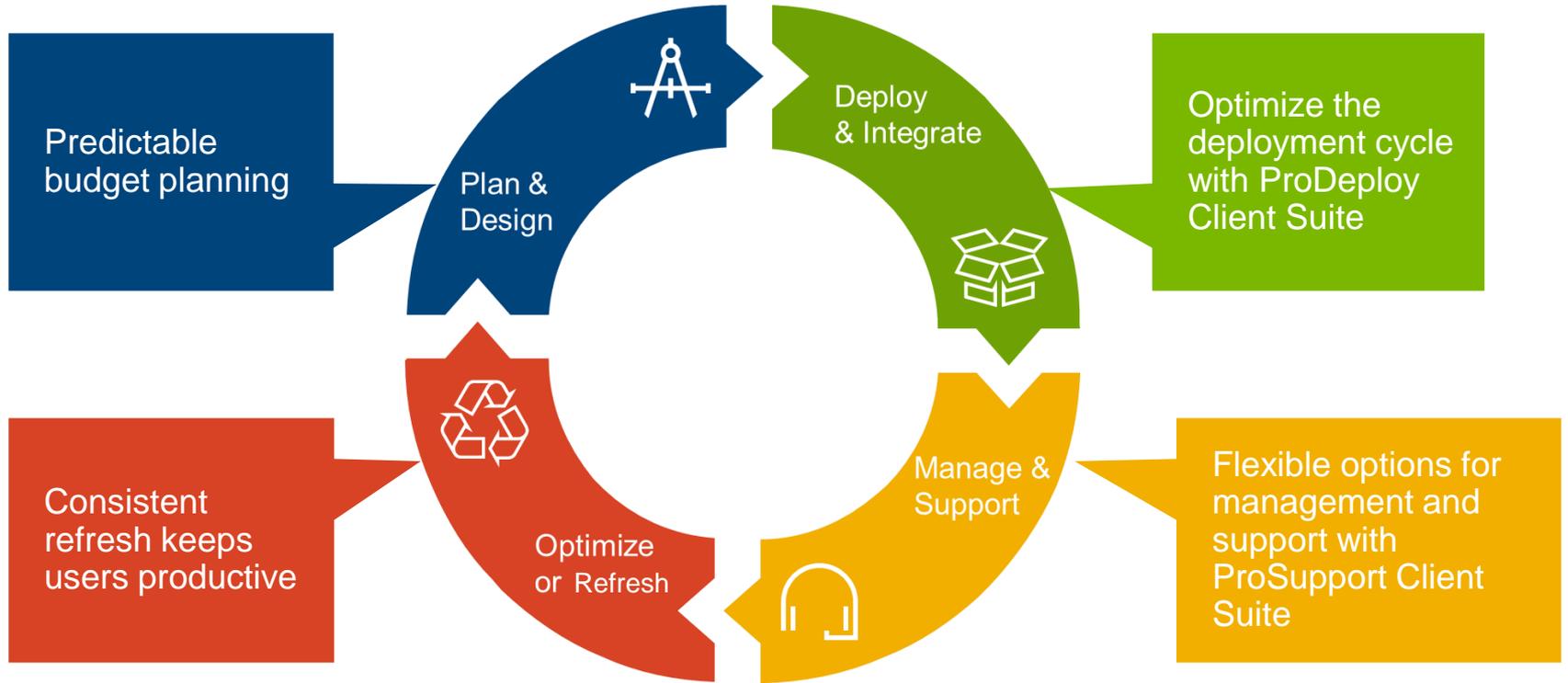
Dell PC as a Service combines hardware, software, lifecycle services and financing into one all-encompassing solution providing for a

**single, predictable price per seat per month**



# PC lifecycle services

Cost savings at every stage of the lifecycle



# Benefits of Dell PC as a Service

Reduce the daily burden and cost of PC lifecycle management with PC as a Service

Save up to  
**25%**

on PC lifecycle management  
with Dell PC as a Service<sup>1</sup>

- ✓ Predictable budget planning
- ✓ Reduced IT effort to manage computing needs
- ✓ Accelerated PC refresh keeps end-users in the most relevant technology
- ✓ Flexibility throughout the offer designed to fit your business needs
- ✓ Technology tailored to how your users want and need to work

<sup>1</sup> Based on Dell's PC Lifecycle Services Estimator tool developed by Forrester Consulting, commissioned by Dell and Intel®, May 2018. Estimated savings is calculated over 3 years and includes hardware, software, services and other resource adjustments across PC lifecycle management. For more information, visit: <https://tools.totaleconomicimpact.com/go/dell/pclifecycle/index.html>



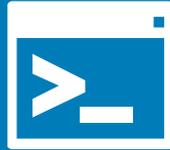
# Technology designed for the modern workforce

A broad range of business systems to fit your end user needs



## Hardware

- OptiPlex Desktops
- Latitude Laptops
- XPS Laptops
- Precision Workstations



## Software

- McAfee
- Dell Data Security Portfolio
- Workspace One
- Other factory loadable titles



## Attached Peripherals

- Monitors
- Docking stations
- All other peripherals and accessories



# Deployment services

Accelerate technology adoption with expert deployment designed for you

## 1 Deployment services

## 2 Support services

## 3 Asset recovery

**ProDeploy Client Suite:** Deploy PCs with greater speed and less effort. Our experts lead deployments from project management through planning, configuration and integration. Just choose the level of deployment that best meets your needs.

**Configuration Services:** Receive systems imaged, tagged, configured and ready for installation out of the box.

**Logistics:** Ensure new products arrive in a manner that matches your internal receiving and deployment capabilities and process.



# ProDeploy Client Suite

Get more out of technology starting on day one

Deploy & Integrate

## Basic Deployment

- Self service portal for configuration tasks and status updates
- BIOS configuration, asset tagging, shipbox label and reporting completed prior to shipping

## ProDeploy

- Single point for project management
- Deployment Engineer develops implementation plan
- 24x7 onsite installation
- Project documentation

## ProDeploy Plus

- 24x7 onsite installation with data/settings migration
- 30-day post-deployment configuration assistance
- Data sanitization for legacy systems\*



## Experts

- Save up to 88% of the time it takes to create a cross-platform image\*\*
- Up to 35% faster deployments\*\*
- 46% less disruption to end-users\*\*\*



## Insights

- Over 11M systems configured in the last fiscal year
- 54.6K units imaged globally every week
- Project documentation with knowledge transfer



## Ease

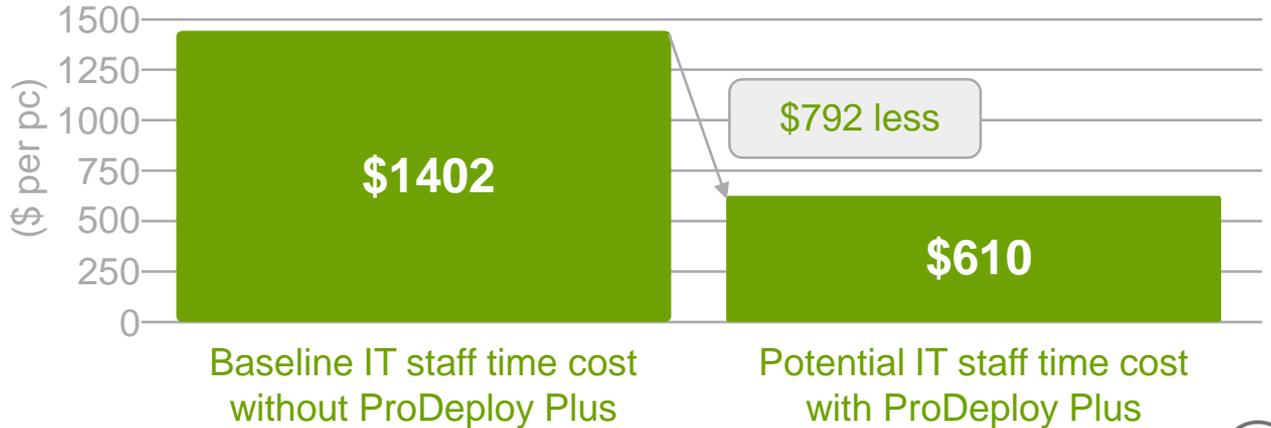
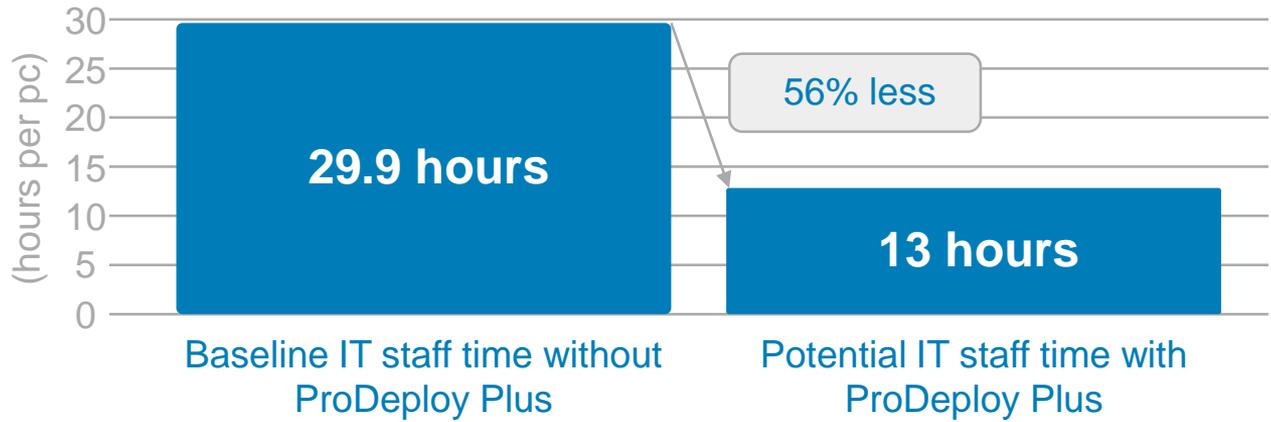
- Select the level of service that matches your IT staff capabilities and needs
- Deployments can be performed after hours or on weekends
- Available in 70 countries

ProDeploy Plus can reduce deployment time by up to

**56%\***

ProDeploy Plus can save deployment costs by up to

**\$792** per PC\*



\*Based on IDC White Paper commissioned by Dell, "Business Value of Optimized Device Deployment", July 2018. Results derived from a survey of 500 organizations worldwide. Savings calculated reflect costs associated with IT staff time for deployment-related activities and do not include the list price of ProDeploy Plus. Cost savings in U.S. Dollars. Actual results will vary. [Click her for the full report.](#)



# Configuration Services for Client

Reduce time, cost & risk: From the factory to desk, read to work

Deploy & Integrate

## Imaging Services

- Imaging
- ImageAssist

## Asset Tracking

- Asset tagging
- Asset reporting

## System Configuration

- Application installation
- BIOS settings
- Hard drive partitioning
- 3<sup>rd</sup> party hardware installation



Experts



Insights



Ease

# ProDeploy Client Suite

## Porównanie cech

		Basic Deployment	ProDeploy	ProDeploy Plus
<b>Przed wdrożeniem</b>	Jeden punkt kontaktu w zakresie zarządzania projektem	●	●	●
	TechDirect – samoobsługowy portal online do przygotowania konfiguracji	●	●	●
	Plan wdrożenia opracowany przez inżyniera wdrożeniowego		●	●
	Wsparcie Technology Service Managera podczas wdrożenia			●
<b>Wdrożenie</b>	Konfiguracja punktu dystrybucji w fabryce DellEMC dla obrazów dysku przygotowywanych przy użyciu SCCM i MDT (Connected Configuration)			●
	Provisioning for VMware® Workspace ONE™	Opcja	●	●
	Ładowanie obrazu dysku w fabryce: WIM, Ghost, ISO lub Image Assist	Opcja	●	●
	Konfiguracja ustawień BIOS	●	●	●
	Oklejenie sprzętu oraz pudełek naklejkami inwentarzowymi	●	●	●
	Szczegółowy raport z informacją na temat zakupionych urządzeń	●	●	●
	Instalacja urządzeń w siedzibie klienta dostępna w trybie 24x7		●	●
	Dokumentacja projektowa oraz przekazanie wiedzy o wdrożeniu		●	●
	Migracja ustawień i danych użytkowników			●
	Bezpieczne usunięcie danych ze starych urządzeń klienckich*			●
<b>Po wdrożeniu</b>	Zdalne wsparcie techniczne dostępne przez 30 dni po wdrożeniu			●
	Punkty kredytowe na szkolenia dostępne w Dell EMC Education Services			●

\* Więcej informacji można znaleźć w **Oświadczeniu firmy Dell w sprawie sanizacji nośników**. Firma Dell nie udziela porad ani zaleceń odnośnie do potrzeb klienta w zakresie bezpieczeństwa oraz nie gwarantuje większej skuteczności określonej metody usuwania danych względem innych metod. Za ochronę wszelkich poufnych i wrażliwych informacji zawartych na dyskach twardech odzyskiwanych przez firmę Dell odpowiada klient.

# Support services

Maximize productivity with expert support backed by proactive, predictive tools

1

Deployment services

2 Support services

3

Asset recovery

Some of our most popular services include:

**ProSupport Plus:** Dell's most complete support service combines everything you need - priority access to expert support, accidental damage repair and automated proactive and predictive monitoring for issue prevention and resolution.

**ProSupport:** Support made easy with 24x7 access to support experts, a single resource for hardware and software issues.



# ProSupport Client Suite

Shift from maintenance to innovation

Manage & Support

## ProSupport

- 24x7 direct access to ProSupport engineers around the globe
- Next business day onsite parts and labor response
- Single source support for hardware and most common third-party software applications issues
- Automated, **proactive** support

## ProSupport Plus

All the features of ProSupport and:

- Designated Technology Service Manager\*
- Repair services for **accidental damage** (drops, spills and surges)
- **Hard drive retention** after replacement
- Reporting
- **Predictive**, proactive, automated support

### Experts

- Access to consistent, single-source expertise for hardware and software
- 6 Global Command Centers monitor field service events
- 24,000+ support engineers in over 165+ countries

### Insights

- Predictive analysis for issue prevention and optimization enabled by SupportAssist
- Up to 21 fewer steps to resolve a failed hard drive than key competitors\*
- Monthly history & contract reporting\*

### Ease

- Next business day onsite service
- Automated case creation with notification
- Easy, self-service online portal to manage support requests and dispatch parts

\*Available for customers with 500 or more ProSupport Plus Systems



# ProSupport Plus with SupportAssist resolves issues faster and with less hassle than the competition

**92** %

**less time  
to resolution**

**Significantly  
reduce time  
to resolve a  
hard drive  
failure\***

**11x faster than the  
competition**

**68** %

**fewer steps  
in the support  
process**

\* Source: Based on a Principled Technologies test report, "Spend Less Time and Effort Troubleshooting Laptop Hardware Failures" dated April 2018. Testing commissioned by Dell, conducted in the United States. Actual results will vary. Full report: <http://facts.pt/L52XKM>



# Accidental Damage Service

Drops, spills, power surges – accidents happen. Let Dell help.

Manage & Support



## Experts

- Repairs performed by Dell trained technicians with all Dell parts
- Single resource throughout resolution



## Insights

- Reduce out of pocket expenses for unexpected repairs
- No hidden costs or service fees



## Ease

- Get users back to business quickly and efficiently
- Convenient support hours

### What is covered\*

- ✓ Liquid spilled on or in unit
- ✓ Drops, falls, and other collisions
- ✓ Electrical surge

### What is not Covered

- ✗ Damage due to fire
- ✗ Intentional damage
- ✗ Normal wear/ cosmetic damage
- ✗ Theft or loss

\*Coverage is defined as 1 service incident per 12 month contract year period

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# Keep Your Hard Drive

Nothing is more important than data security

Manage & Support



## Experts

- **Compliance** – Enabling you to comply with privacy regulations and internal policies
  - **Security** - You control access and disposal of sensitive data
- 



## Insights

- **Risk Mitigation** – Helps you control the risk of civil liability
  - **Protection** – Can prevent exposure of confidential data and intellectual property
- 



## Ease

- **Value** – Covers multiple drives in a system and multiple failures per drive
- **Control** - You decide when and how to dispose of drives

# Usługi wsparcia dla rozwiązań klienckich

## Porównanie cech

	Basic Onsite Service	ProSupport	ProSupport Plus
Okno zgłoszeń serwisowych (telefon, internet)	9x5	24x7	24x7
Model naprawy sprzętu <sup>1</sup>	W zależności od części	Na miejscu	Na miejscu
Dostęp do wykwalifikowanych ekspertów ProSupport		●	Priorytetowy
Jeden punkt kontaktu w zakresie pomocy technicznej dla sprzętu i oprogramowania		●	●
Command Center - monitorowanie i zarządzanie eskalacją w sytuacjach krytycznych		●	●
Pomoc techniczna dla oprogramowania innych producentów		●	●
<b>Funkcjonalności portalu TechDirect i oprogramowania Support Assist: <sup>2</sup></b>			
• Samodzielne zarządzanie zgłoszeniami serwisowymi i wysyłką części	●	●	●
• Interfejsy API do integracji z zewnętrznymi konsolami helpdesk		●	●
• Automatyczne wykrywanie problemów, powiadamianie i tworzenie zgłoszeń serwisowych		●	●
• Predykcyjne wykrywanie problemów w celu zapobiegania awariom			●
Naprawa przypadkowych uszkodzeń będących następstwem upadku, zalania lub skoku napięcia			●
Zachowanie uszkodzonego dysku twardego po wymianie <sup>3</sup>			●
Wyznaczony Opiekun Techniczny (Technology Service Manager) <sup>4</sup>			●
Raporty stanu gwarancji i historii zdarzeń serwisowych <sup>4</sup>			●

<sup>1</sup> Obsługa na miejscu nie jest dostępna w przypadku wybranych cienkich klientów Venue, Chromebook i Wyse

<sup>2</sup> Usługa SupportAssist nie jest dostępna w przypadku produktów opartych na systemach Linux, Windows 10S, Windows RT, Windows 10 CMIT Government Edition, Android, Ubuntu i Chrome. Narzędzie SupportAssist automatycznie wykrywa i zgłasza firmie Dell: problemy systemu operacyjnego, aktualizacje oprogramowania, aktualizacje sterowników i poprawki, złośliwe oprogramowanie, pliki zainfekowane wirusami, awarie dysków twardych, akumulatorów, pamięci, kabli wewnętrznych, czujników termicznych, radiatorów, wentylatorów, dysków półprzewodnikowych i karta graficznych. Predykcyjna analiza w zakresie wykrywania awarii obejmuje dyski twarde, dyski półprzewodnikowe i akumulatory.

<sup>3</sup> Usługa zachowywania dysków nie jest dostępna w przypadku urządzeń Chromebook i tableatów Venue, z wyjątkiem modelu Venue 11 Pro

<sup>4</sup> Dostępna dla klientów posiadających 500 lub więcej systemów ProSupport Plus



# Asset recovery

Optimize the asset recovery process and refresh end users quickly

1 Deployment services

2 Support services

3 **Asset recovery**

PC as a Service helps determine a plan in advance for asset removal at the PC end of life and helps transition end users into new technology faster.

**Asset removal:** Management of the pick-up logistics for your Dell systems at the end of life.

**Data security:** The option for secure, on-site data sanitization for your Dell systems<sup>1</sup>.

<sup>1</sup>Data Removal Process: No data removal process leaves a hard drive or computer as free from residual data as a new product. Dell makes no recommendations regarding the customer's security needs or representations regarding the effectiveness of one method of data removal over another. It is the customer's responsibility to protect any confidential or sensitive information contained on its hard drives recovered by Dell



PCaaS – oferta



# PC as a Service Portfolio Summary

## Dell PC as a Service

Hardware, software, lifecycle services and financing in one all-encompassing solution for a single, predictable price per seat per month.

### PC as a Service for Business

20 – 300 units

Targeted towards small to medium size customers

### PC as a Service for Enterprise

300 + units

Targeted towards large commercial customers

Dell PC as a Service helps reduce the burden and cost of PC lifecycle management

# PC as a Service – Business or Enterprise ?

Hardware (20-300 or 300+ units)	Software	Deployment (optional for Business)	Support	Asset Recovery	Term	Flex Options (only Enterprise)
OptiPlex Latitude XPS Precision	Win 10 / Win 7 / Imaging  Dell Endpoint Security Suite	ProDePLOY Basic  ProDeploy	ProSupport	Asset Return to DFS or Asset Return to DFS + On-site Data Sanitization	3 year or 4 year	Flex Up or Flex Down & Mid-Term Upgrade options
Associated Monitors & Peripherals	AirWatch / Absolute DDS	ProDeploy Plus	ProSupport Plus			
<p>← <b>Customer Technology and Tools</b> →</p> <p>SupportAssist      ImageAssist      Tech Direct      Dell Client Command Suite</p> <p>← <b>PCaaS Services Delivery Manager</b> →</p>						



# PCaaS dla Partnerów



# PC as a Service available for resell or co-delivery

Partners can boost profitability and margin for any PC deal with an affordable price-per-seat solution that supports an optimal end-user experience and helps partners build stronger customer relationships.

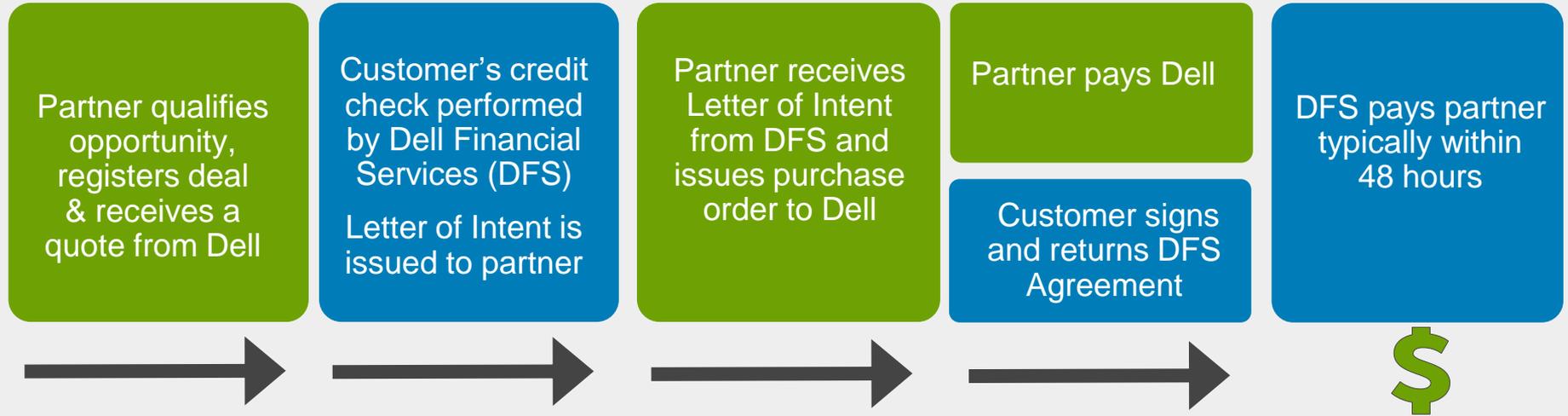
## **Reselling this offer provides:**

- Upfront payment for a multi-year deal.
- Back-end partner program rebates
- Opportunity to co-deliver deployment services
- Opportunity to add your branded services to the price-per-seat deal (if approved by DFS)

PC as a Service is a fix-term agreement, which makes it easy for channel to sell the follow-on refresh solution and to retain customers from refresh to refresh



# Partner reimbursement process for PCaaS resell



# Dell EMC Services – przydatne info



# Services training improves sales acumen

Our top services partners each complete 11 to 16 services training courses per year

## Dell EMC Services

Broad course covering our entire Services portfolio including how to identify opportunities and how to sell Services.

Partnering with Services  
SVCS8000

Channel Services Portfolio  
SVCS9056

## Client Support Services

Deep dive on our client support portfolio, including how to identify Services opportunities and position the best solution for your customer.

GSTB5397

## Client Deployment Services

Deep dive on our deployment portfolio including how to identify opportunities and how to sell.

GSTB5365

## Enterprise Support Services

Deep dive on our enterprise support portfolio, including how to identify Services opportunities and position the best solution for your customer.

GSTB5362

## Enterprise Deployment Services

Learn how to articulate the value of the ProDeploy Enterprise Suite, how to identify Services opportunities, and position the best solution for your customer.

GSTB5408

[Link to Services resale training on Partner Training Academy](#)



# Dell EMC Services sales guide – client example

## Key questions to ask

### Quick Sales Tips

1. Ask your customers the key needs questions
2. Always understand how they will use the systems
3. Always understand pain points that they are facing
4. Print/ Utilize this guide during sales calls

### Line of business Service questions for commercial client systems

System use and needs based (LOB) questions	Customer pain points and concerns	Recommended services
<b>Mobility/BYOD</b> 1. Are systems supporting mobile workers? 2. Do you have staff/locals to support these users? 3. Are you concerned about damage during travel? 4. Are systems used in high risk environments?	<ul style="list-style-type: none"> <li>Customer IT capabilities can't properly support remote workers – employees need to be on premise for diagnostics, fixes, updates, etc.</li> <li>Breakage during travel and remote use</li> <li>System used in high risk environments</li> </ul>	<ul style="list-style-type: none"> <li>ProSupport Client Suite</li> <li>Accidental Damage</li> <li>ProDeploy Client Suite</li> <li>PC as a Service</li> <li>Consulting Services</li> </ul>
<b>Mission critical use</b> 1. Are senior management and specialists using systems? 2. Are systems used to access critical applications?	<ul style="list-style-type: none"> <li>Need 100% uptime and immediate resolution</li> <li>Need to identify issues before they occur</li> </ul>	<ul style="list-style-type: none"> <li>ProSupport Plus for PCs</li> <li>Consulting Services</li> </ul>
<b>Security</b> 1. Is security an issue for your organization? 2. Do these systems store financial data? 3. Are you concerned about protecting sensitive data?	<ul style="list-style-type: none"> <li>Need assurance that sensitive data always remains safe and secure</li> </ul>	<ul style="list-style-type: none"> <li>ProSupport Plus for PCs</li> <li>ProDeploy Plus for PCs</li> <li>Keep Your Hard Drive</li> <li>Consulting Services</li> </ul>
<b>Support/help desk/IT department capabilities</b> 1. Do you need to resolve system issues quickly? 2. Do you spend too much time on support issues? 3. Are you more reactive than proactive on issues? 4. Do you spend how to questions w/ third party software properly?	<ul style="list-style-type: none"> <li>Takes too long to fix issues – employee/management satisfaction low</li> <li>Limited proactive capabilities to detect issues</li> <li>Need help with third party software and how to questions</li> </ul>	<ul style="list-style-type: none"> <li>ProSupport Client Suite</li> <li>PC as a Service</li> </ul>

## Recommended services to attach

### Recommended Service attach for commercial client systems

System type	System description	Recommended Service attach	Minimum recommended Service attach	Key additional Service offerings
<b>Commercial notebooks</b>				
Latitude	<ul style="list-style-type: none"> <li>Ultimate business-class notebooks – lightweight and mobile</li> </ul>	3 year ProSupport Plus (7 and 3 Series) 3 year ProSupport (2 Series) ProDeploy Plus (10x Series)	3 year ProSupport (7 and 3 Series) 3 year Basic w/ Accidental Damage (2 Series) ProDeploy (25x Series)	<ul style="list-style-type: none"> <li>Accidental Damage Service</li> <li>Keep Your Hard Drive</li> <li>Client Configuration Services</li> <li>Asset Retire and Recovery</li> <li>Managed Deployment Services</li> <li>Extended Battery Service (Latitude and Precision)</li> </ul>
<b>Commercial desktops</b>				
OptiPlex	<ul style="list-style-type: none"> <li>Easy to manage business class desktops – designed for space saving efficiency</li> </ul>	3 year ProSupport Plus (7 Series) 3 year ProSupport (2 and 3 Series) ProDeploy Plus (10x Series)	3 year ProSupport (7 Series) 3 year Basic w/ Accidental Damage (2 and 3 Series) ProDeploy (25x Series)	<ul style="list-style-type: none"> <li>Accidental Damage Service</li> <li>Keep Your Hard Drive</li> <li>Client Configuration Services</li> <li>Asset Retire and Recovery</li> <li>Managed Deployment Services</li> <li>Extended Battery Service (Latitude and Precision)</li> </ul>
<b>Commercial workstations</b>				
Precision	<ul style="list-style-type: none"> <li>Powerful and secure – ISOV App certifications and virtual reality options</li> </ul>	3 year ProSupport Plus ProDeploy Plus (10x Series)	3 year ProSupport ProDeploy (25x Series)	<ul style="list-style-type: none"> <li>Accidental Damage Service</li> <li>Keep Your Hard Drive</li> <li>ProDeploy Client Suite</li> <li>ProSupport Plus for PCs</li> <li>Managed Deployment Services</li> <li>Extended Battery Service</li> </ul>
<b>Home office, small business and thin client</b>				
Vostro laptops and desktops	<ul style="list-style-type: none"> <li>Outstanding support for SMBs – right balance of business features</li> </ul>	3 year ProSupport	2 year ProSupport	<ul style="list-style-type: none"> <li>Accidental Damage Service</li> <li>Keep Your Hard Drive</li> <li>ProDeploy Client Suite</li> <li>ProSupport Plus for PCs</li> <li>Managed Deployment Services</li> <li>Extended Battery Service</li> </ul>
XPS laptops and desktops	<ul style="list-style-type: none"> <li>Ultimate experience – powerful, high resolution and unique features</li> </ul>	3 year ProSupport	2 year ProSupport	<ul style="list-style-type: none"> <li>Accidental Damage Service</li> <li>Keep Your Hard Drive</li> <li>ProDeploy Client Suite</li> <li>ProSupport Plus for PCs</li> <li>Managed Deployment Services</li> <li>Extended Battery Service</li> </ul>
Wyse Thin Clients	<ul style="list-style-type: none"> <li>Stationary and mobile options – easy virtual desktop or web integration</li> </ul>	3 year ProSupport	3 year Collect and Return	<ul style="list-style-type: none"> <li>5 year Collect and Return</li> <li>ProDeploy Client Suite</li> </ul>

## Dell EMC Services offerings

### Dell EMC Services for commercial client systems

Service offering	Offering description and overview	Customer needs and pain points addressed
<b>Commercial Client Deployment Services</b>		
Basic Deployment	<ul style="list-style-type: none"> <li>Image loaded, BIOS setting and asset tag applied</li> <li>Project management contact and asset reports</li> </ul>	<ul style="list-style-type: none"> <li>Systems arrive ready to install to save time and money</li> <li>Trained staff exist for installation and data migration</li> </ul>
ProDeploy for PCs	<ul style="list-style-type: none"> <li>Custom implementation plan and dynamic image load</li> <li>24/7 installation, documentation and knowledge transfer</li> </ul>	<ul style="list-style-type: none"> <li>Cross-platform image and dynamic imaging</li> <li>Complex and on-site installation, available 24/7</li> </ul>
ProDeploy Plus for PCs	<ul style="list-style-type: none"> <li>Factory distribution point for SCCM imaging</li> <li>Data migration and secure data wipe</li> <li>30 day post deployment support and knowledge transfer</li> </ul>	<ul style="list-style-type: none"> <li>Limited IT staff, complex deployments and 24/7 installation required</li> <li>Customer currently using a SCCM – extend network to Dell factory</li> <li>Customer needs data migration and data wipe support</li> </ul>
<b>Commercial Client Support Services</b>		
Base Warranty	<ul style="list-style-type: none"> <li>Business hour support: phone, chat and online</li> <li>Hardware repair varies based on location and product</li> <li>24/7 support: phone, chat and online, Next Business Day onsite hardware repair 2</li> </ul>	<ul style="list-style-type: none"> <li>Solves system related issues during normal business hours</li> <li>software how to and critical resolution support not required</li> <li>Fast issue resolution (24/7) – less time on phone and handoffs</li> </ul>
ProSupport for PCs	<ul style="list-style-type: none"> <li>Software support with third party assistance, Case mgmt API</li> <li>Auto issue detection, notification and case creation</li> </ul>	<ul style="list-style-type: none"> <li>software issues and delays with third party application support</li> <li>Need resources to support hardware and software issues</li> </ul>
ProSupport Plus for PCs	<ul style="list-style-type: none"> <li>Predictive failure analysis and notification</li> <li>Accidental damage repair for drops, spills and surges (ADP)</li> <li>Hard drive retention during repairs with Keep Your Hard Drive</li> </ul>	<ul style="list-style-type: none"> <li>Too reactive to issues – want automated/preventative tools</li> <li>Mobile workforce – travel related accidents/damage minimized</li> <li>Data sensitivity requirements – retain hard drive to increase security</li> </ul>

Please visit the Dell EMC Partner Portal for the latest sales guides, which include reference material links.



## Formularz kwalifikujący usługi wsparcia technicznego i usługi wdrożeniowe dla produktów klienckich.

1. **Jakiego czasu reakcji ser**
  - 1-2 dni robocze
  - NBD (następny d
  - 4 godziny dla sta
2. **Czy wsparcie techniczne**
  - wyłącznie hardw.
  - również dla opro
3. **Czy w każdym przypac serwisowej urządzenia (l**
  - Tak
  - Nie
4. **Czy chcą Państwo sam z pominięciem telefonicz**
  - Tak
  - Nie
5. **Czy posiadają Państwo serwisowych?**
  - Tak (jakie? .
  - Nie (czy są z:
6. **Czy urządzenia będące przedmiotem zamówienia/postępowania będą posiadały dedykowany obraz dysku?**
  - Tak, własny
  - Tak, korporacyjny
  - Nie
7. **Czy posiadają Państwo doświadczenie, zasoby i czas do wgrywania obrazu dysku?**
  - Tak
  - Nie, chcemy, aby nasze urządzenia zostały skonfigurowane przez dostawcę
8. **Czy wymagane są dodatkowe usługi konfiguracyjne, takie jak:**
  - Konfiguracja BIOS ( hasło administratora, logo bios, inne ustawienia)
  - podział dysku na partycje,
  - oznaczenie urządzeń naklejkami inwentarzowymi z informacjami o urządzeniu
  - raport środków trwałych z informacją o adresie MAC karty sieciowej lub numerze licencji Windows
  - montaż komponentów firm trzecich lub dołożenie dodatkowych produktów do opakowania komputera
9. **Czy potrzebują Państwo pomocy Kierownika Projektu lub zasobów do procesu fizycznej instalacji lub wymiany urządzeń na nowe w siedzibie firmy?**
  - Tak
  - Nie
10. **Czy są Państwo zainteresowani zmianą standardowego modelu zakupowego sprzętu IT na model użytkownika sprzętu ze stałymi miesięcznymi ratami? ( capex vs opex).**
  - Tak, poproszę o więcej informacji
  - Nie, finansujemy sprzęt samodzielnie
  - Mamy już dostawcę usług finansowych ( nazwa dostawcy? .....
11. **Czy są Państwo zainteresowani usługami utylizacji lub odsprzedaży zużytego sprzętu komputerowego?**
  - Tak
  - Nie, (dlaczego? .....

# Dziękuję!

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