



Services

Business and  
Technology  
Solutions  
for SAP

## Dell Services Fast Facts

- End-to-End Services Portfolio
- 41,000 Employees Globally
- 12.8 Million Desktops & Notebooks Supported
- Over 2.5 Million Desktops Managed
- Over 5,000 SaaS Customers
- 28 Delivery Hubs in North America, Europe & Asia
- 60 Expert Tech Support Centers
- 7 Global Command Centers

Dell Services delivers end-to-end business and technology solutions that support strategic, operational, and financial goals. We focus on technology's ability to drive new opportunities and create change to control costs, increase efficiencies, improve productivity, enhance customer service, and drive revenue.

Dell Services helps organizations maximize the value of SAP solutions through a customer-focused collaborative approach, and a flexible, cost-effective global delivery model.

For many organizations, SAP can be the essential element to support resource planning, customer relationship management, supply chain logistics, and other critical business functions. Through industry-specific expertise, tightly integrated services, a collaborative approach, and a scalable global delivery model, Dell Services can help your organization prepare for, implement, and manage SAP solutions that achieve measurable results and maximum return on investment.

Dell Services delivers technology-based business solutions that help organizations worldwide achieve the results that enable success. Dedicated to achieving competitive advantages through business transformation, we help organizations focus and align their processes, technology, and human performance to their business strategies.

### Expertise

Dell Services has built a global team of SAP experts who have guided successful implementations for customers in industries including aerospace and aviation, engineering and construction, metals and mill products, process manufacturing, consumer products, food and beverage, pharmaceuticals, and telecommunications.

We help our customers maximize the benefits and value of SAP solutions through a portfolio of tightly integrated business and technology services, from high-level strategy consulting to productivity-enhancing applications services, supporting infrastructure services, and cost-effective business process solutions. We also have extensive experience with M&A integration activities.

### Our approach

The Dell Services approach to SAP solutions differs from that of large, hierarchical consultancies. Leveraging our global network of associates and delivery centers, we assemble lean working teams of highly skilled consultants. These consultants collaborate with customers to deliver results more quickly and often at a lower cost than typical large consulting firms. Decisions are made by those closest to the situation, and team members with current knowledge and skill sets analyze, design, develop, test, and implement solutions.

Through our global delivery model, we provide the ideal balance of scalable onshore and offshore resources to cost-efficiently deliver a wide variety of applications development and management services. With more than 5,000 professionals, our India-based applications development center holds SEI CMMI Level 5, ISO 9001, and BS 7799 certifications. We are an SAP National Implementation Partner, mySAP Services Partner, and Certified ASAP Partner.

Our disciplined approach to SAP services increases the knowledge, skill, and experience applied directly to developing and implementing solutions that help reduce organizational complexity, decrease project costs, and minimize risk factors; thereby maximizing the potential for both short-term and long-term success.

### Focused on business solutions

Following proven methodologies and best practices, Dell Services focuses on a core set of SAP-related business solutions.

**Business Strategy.** Dell Services can help your organization prepare for change by helping you understand the implications of planned initiatives within industry, competitive, and trade contexts. Through collaboration, analysis, and experience with the interrelationships of people, processes, and technology, we can help you identify and achieve your organization's operational, relational, competitive, and financial goals.

**Business Architecture.** Through a Value Proposition Definition and Roadmap to Success, Dell Services can help you identify the business functions and processes needed to align your IT with your business strategy.

**Enterprise Application Solution.** Facilitating the fast, integrated, and seamless flow of information empowers organizations to respond to evolving marketplace demands. Successful solution sets also enable enterprise-wide integration of customer-facing front-office processes with back-office processes. Dell Services SAP consultants have extensive experience completing more than 250 complex projects in dozens of industries.

**Supply Chain, Logistics, and Reengineering.** Successful supply chain management is contingent upon understanding and optimizing both product flow and information flow that enables an organization to measure, report, and manage the supply chain process. Our supply chain management solutions are designed to improve efficiency by developing and implementing industry-leading techniques such as Lean Manufacturing and technology-powered processes.

**Customer Relationship Management.** Companies that maintain successful long-term customer relationships clearly have a significant competitive edge. With extensive expertise in sales, prospecting, pipeline tracking, order management, customer service, warranty support, marketing and content management, e-commerce, customer analytics, and Business Intelligence, Dell Services can help you achieve more effective customer relationship programs. Our technology tools can boost service efficiency and add flexibility that provides more ways to rapidly meet changing needs and expectations while helping control the costs of customer acquisition and retention.

### Focused on selected industries

Just as your organization pursues a targeted customer base, Dell Services focuses its SAP solutions in targeted industries. Our delivery of value-rich, business-enhancing solutions in the industries we serve has resulted in a documented record of success, long-term relationships, and repeat business. We provide industry-specific consulting and end-to-end business and technology solutions to customers in:

- Aerospace & Aviation
- Engineering & Construction
- Metals & Mill Products
- Process Manufacturing
- Consumer Products
- Food & Beverage
- Pharmaceuticals
- Telecommunications



Dell is a Global Technology Partner. Dell Services is a North American Services Partner, my SAP Services Partner, and Certified ASAP Partner.

Dell Services can design, implement, and manage your enterprise-wide SAP solution through our proven global delivery model. Our experience and expertise as a leading technology and systems integrator for businesses across various industries worldwide can help you achieve measurable results — and maximum value — from your SAP solution.

### Dell Services SAP Solutions

- Consulting
  - » Business process optimization and alignment
  - » Program management and change management planning
  - » Assessment and scope definition for SAP initiatives
- Applications
  - » Implementations: New implementations, migrations, instance consolidation, new module additions
  - » Upgrades: Platform and version upgrades
  - » Management: Help desk support, functional and technical support, system administration and monitoring
  - » Applications Hosting: Full data center services in a secure and managed environment
- Infrastructure
  - » Enterprise computing: Mainframe, servers, data center, storage, utility computing, cloud computing, virtualization
  - » Connectivity services: LAN/WAN, mobility, converged networks, voice/video
  - » End-user computing: Workspace management, service desk, messaging, unified messaging
  - » Cross-functional services: ITIL-based service management, information assurance, transition services, transformation services
- Business Process Outsourcing
  - » Claims processing
  - » Warranty administration
  - » Call center staffing and management

For more information about any of our service offerings, please contact your Dell representative or visit [dell.com/services](http://dell.com/services).

Applications Business Process Consulting Infrastructure Support



