



Workspace Management Services

Desktop services that align business and technology strategies through flexible service options.

Businesses are increasingly dependent upon desktop and notebook computers to maximize employee productivity, automate mission-critical business tasks, and improve communications between employees and customers. When these workstations are efficiently built and managed based on the needs of the business, they become powerful business enablers. But if they are poorly designed and maintained, they can quickly bring employees, and their ability to work, to a standstill. Dell Workspace Management Services provide customers with industry-leading expertise, ensuring they have the right systems and support plans to meet the needs of their businesses.

Turn desktop systems into a competitive advantage for your business

Workspace Management Services deliver a full spectrum of solutions to ensure your workstation technology is current, secure, and available around the clock and around the globe — all at a predictable monthly cost. Workspace Management Services provide customers with a comprehensive solution for strategic planning, help desk, desk-side support, and procurement services. For example, we provide:

- Configuration management experts who can help design a solution that maximizes the strategic value of your IT resources
- On-site or remote help desk and problem management support designed to meet your specific needs
- Procurement power that harnesses strategic relationships with some of the world's most respected hardware and software providers
- Change management experience that preserves business continuity while enabling major application and technology refreshes year after year
- Virtualization and cloud technologies that offer the latest efficiencies and cost savings

Dell Services develops a solution that's right for you

Dell Services begins by listening closely to our customers' unique needs. We then package a solution that addresses your specific technology and service requirements. Our solutions typically address a wide variety of challenges, such as rapid technological changes, expanding workforce mobility, security issues, and staffing. Dell Services provides flexible service and cost options that allow customers to choose a solution that's right for them.

We deliver the latest services across a wide variety of industries and customers and efficiently support the critical aspects of your business processes by:

- Improving cash flow management through predictable desktop costs, coupled with more efficient billing, remittance, and accounting systems aligned to your organizational structure
- Solving user problems more efficiently through improved first-call resolution, lower time-per-customer contact, decreased abandoned-call rates, and fewer calls requiring desk-side visits, resulting in higher productivity, improved customer satisfaction, and lower total support costs
- Improving customer service with easy-to-use help desk contact capabilities, integrated request processes, and self-healing or quick-fix software capabilities
- Reducing total cost of ownership through hardware and software standardization, refreshed hardware, and sophisticated asset management

Tailored solutions to meet current and future business needs

Whether your organization needs to manage 1,000 or 75,000 workstations, Dell Services provides services and solutions that are tailored to meet your business needs. Beginning with a designated customer service manager who is available 24/7 to work closely with you and your staff, Dell Services assigns an experienced team to your account, bringing years of expertise and knowledge in your particular industry.

We offer tiered service level options that can be configured to help balance your resources and needs across diverse desktop and mobile end-user platforms. Dell Services also allows you to leverage the strength of our experience in change management, technology, and purchasing to get the most value possible from your desktop services.

Get maximum ROI from your technology investment

Dell Services has world-class technical skills, but we are more than just a technology provider. Our focus is on enhancing the strategic value of your investment in technology to yield the maximum return on that investment. Because we measure our success in terms of your success, we stay focused on helping you use your IT resources to gain a long-term competitive advantage. Workspace Management Services from Dell Services helps you manage the mission-critical desktop systems you need, and efficiently ramp up to meet future needs, at predictable costs and with your business continuity intact. Dell Services can help ensure that your desktop systems keep your work flowing, your customers happy, and your corporate vision in sight.

Workspace Management Services include:

Technology Architecture Planning

- Configuration Management
- Technology Roadmapping
- Advisory Services
- Standards Management
- Image Management

Procurement Services

- Vendor Management
- Acquisition Management

On-Site Services

- Deskside Support
- Hardware Break/Fix
- Install/Move/Add/Change
- Hardware Removal and Refresh
- Hardware Depot

Help Desk Support

- First Contact Resolution
- Incident/Request Documentation
- Dispatch to On-Site Services

Distributed Services

- User Network Storage
- File and Print Server Monitoring
- Anti-Virus Management
- OS Patch Management
- Automated Inventory

Service Management

- Incident, Request, Problem, and Change Management
- Service Level Reporting

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