DELL Technologies
Key Facts

Dell Technologies is a unique family of businesses that provides the essential infrastructure for organizations to build their digital future, transform IT and protect their most important asset, information.

Highlights

Dell Technologies is Dell, Dell EMC, Pivotal, RSA, SecureWorks, Virtustream and VMware. We're a collective force of innovative capabilities trusted all over the world to provide technology solutions and services—from infrastructure and software to devices.

- Operating in 180 countries globally
- Serving 98% of Fortune 500 companies
- Leadership in 15 Gartner Magic Quadrant reports
- Combined revenue of $74B[1]

The Company

Headquarters
- Round Rock, Texas

Total revenue across all companies
- $74B[1]

Total number of team members
- ~138,000

Global footprint
- 180 countries
- 25 manufacturing locations, with more than 40 distribution and configuration centers and 900 parts distribution centers globally
- Combined sales force of over 40,000
- More than 30,000 full-time customer service and support employees
- Over 1,800 service centers supported by more than 25 repair facilities globally

Website URLs
- DellTechnologies.com
- Dell.com
- DellEMC.com
- Pivotal.com
- RSA.com
- SecureWorks.com
- Virtustream.com
- VMware.com

Total patents and R&D investment
- Over 22,775 patents and patent applications
- Combined No. 2 position (Dell, EMC, VMware) in IEEE's Patent Power 2016 scorecard, ahead of IBM, Microsoft, HP and Lenovo
- Dell Technologies was ranked #17 on the Intellectual Property Owners Association Top 300 Patent Owners list for 2016. This is the first time the combined company has been ranked. IPO reported that Dell had 1,628 patents issued by the U.S. Patent and Trademark Office in 2016.
- Over the past three years, cumulative Dell Technologies investments in R&D have totaled more than $12.7B
- 17 global research and development centers

Key areas of technology and industry expertise

Client Solutions Group
- PCs
- Endpoint and Data Security Software
- IoT Gateways
- Software & Peripherals
- Virtual Desktop Infrastructure Devices
- Virtual Reality

Infrastructure Solutions Group
- Storage, Servers & Networking
- Converged/Hyperconverged Infrastructure
- Cloud Solutions
- Data Protection
- Infrastructure-as-a-Service (Virtustream)

Dell EMC Services (supporting CSG and ISG)
- Consulting
- Deployment Services
- Support
- Training
- Managed Services
- IT Proven

VMware
- Software-Defined Data Center
- Hybrid Cloud
- Mobile Computing

Pivotal
- Next-Generation Software Development Methodology
- Modern Cloud-Native Platform and Analytics Tools

RSA
- Risk and Cybersecurity Consulting
- Incident Preparedness, Discovery, Response, & Recovery
- Identity, Risk, Cybersecurity & Fraud Solutions
- Business-Driven Security Platform

Secureworks
- Managed Security
- Threat Intelligence
- Security and Risk Consulting
- Incident Response

Industry Leadership

Gartner Magic Quadrant reports

- Total combined Leader positions in Gartner Magic Quadrant reports: 15

Market leadership positions in IDC market share reports
No. 1 unless otherwise noted

- Enterprise Storage Systems (External, Internal & ODM Direct Combined) worldwide –21.5% revenue share in Q1CY17 (Dell EMC)[1]
- External Enterprise Storage Systems worldwide –27.2% revenue share in Q1CY17 (Dell EMC) [1]
    - Entry Level External Storage worldwide –17.8% revenue share in Q1CY17 (Dell EMC) [1]
    - Midrange Storage worldwide –27.0% revenue share in Q1CY17 (Dell EMC) [1]
    - High End External Storage worldwide –38.2% revenue share in Q1CY17 (Dell EMC) [1]
- PC Monitors (units) worldwide - 18.3% share (Dell)[11]
- PC Units Worldwide (#3) – 15.8% share (Dell)[10]
- PC Units U.S. (#2) – 26.6% (Dell)[10]
- Thin Clients – 26.9% unit share worldwide (Dell) [13]
- x86 Server worldwide – 21.2% unit share (Dell EMC)[9]
- SW-Defined Compute Software worldwide – 78.1% revenue share in CY2016 (VMware)[12]
- Enterprise Mobility Management Software worldwide (VMware AirWatch)[8]
- Cloud Systems Management Software worldwide – 22.6% in CY2015 (VMware)[7]
- Datacenter Automation Software worldwide – 31.1% revenue share in CY2015 (VMware 29.1%; Dell 1.6%; and EMC 0.6%)[6]
- Converged Systems worldwide – 28.9% revenue share in Q1CY17 (Dell EMC)[5]
- Hyperconverged Systems worldwide (#2) – 18.3% revenue share in Q1CY17 (Dell EMC)[5]
- Integrated Infrastructure worldwide – 66.3% revenue share in CY2016 (Dell EMC)[5]
- Certified Reference Systems and Integrated Infrastructure worldwide – 47.2% revenue share in Q1CY17 (Dell EMC) EMC)[5]
  Purpose-Built Backup Appliance worldwide – 53.4% revenue share in Q1CY17 (Dell EMC)[2]
- All-Flash Arrays worldwide – 28.0% revenue share in Q1CY2017 (Dell EMC)[1]
- Enterprise Storage for Private Cloud IT Infrastructure worldwide - 39.7% revenue share in CY2016 (Dell EMC)[4]
- Scale-Out NAS worldwide (#2) – 29.3% revenue share in Q1CY17 (Dell EMC) (Dell EMC)[1]
- Hybrid Flash Arrays worldwide – 26.4% revenue share in Q1CY17 (Dell EMC) [1]
- Open SAN worldwide – 23.7% revenue share in Q1CY17 (Dell EMC) [1]
- NAS worldwide – 39.3% revenue share in Q1CY17 (Dell EMC) [1]
- Storage Software worldwide (#2) – 14.4% revenue share in CY2016 (Dell EMC) [3]
- Public & Private Cloud IT Infrastructure worldwide – 17.6% revenue share in CY2016 (Dell EMC)[4]

[1] IDC WW Quarterly Enterprise Storage Systems Tracker, Q1 2017, June 2017 –Vendor Revenue
[2] IDC WW Quarterly Purpose-Built Backup Appliance Tracker, Q1 2017, June 2017–Vendor Revenue
[3] IDC WW Quarterly Software Qview, Q1 2017, June 2017, Vendor Revenue
[4] IDC WW Quarterly Cloud IT Infrastructure Tracker, Q4 2016, April 2017, Vendor Revenue (excl. double-counting)
[5] IDC WW Quarterly Converged Systems Tracker, Q1 2017, June 2017, Vendor Revenue
[6] IDC WW Datacenter Automation Software Market Shares, 2015: Year of Suite Success, June 2016, Vendor Revenue, 2015
[7] IDC WW Cloud Systems Management Software Market Shares, 2015: Year of Continued Expansion, Vendor Revenue, June 2015
[8] IDC WW Enterprise Mobility Management Software Market Shares, 2015, Vendor Revenue –VMW AirWatch2015
[9] IDC WW Quarterly x86 Server Tracker, Q1 2017, June, 2017
[10] IDC WW Quarterly PC Tracker, Q1 2017, May, 2017
[11] IDC WW Quarterly PC Monitor Tracker, Q1 2017, November 2016
[12] IDC WW Semiannual Software Tracker, 2H2016, April 2017. Note: "Software-Defined Compute Software" formerly called "Virtual Machine and Cloud System Software"
[13] IDC WW Quarterly Enterprise Client Device Tracker, Q1 2017, May 2017

Industry Leadership (Continued)

Technology awards

- 2016 North America Frost & Sullivan Award for Competitive Strategy Innovation and Leadership" for the Embedded Box PC 3000 and 5000 Series
- Compass Intelligence M2M Network Equipment Technology Company of the Year
- 2017 Info Security Products Guide Global Excellence Awards: Dell Endpoint Security Suite Enterprise—Gold Winner in the Advanced Persistent Threat (APT) Detection and Response, and Endpoint Security categories
- Pivotal: Google Global Technology Partner of the Year, 2016
- Data Protection Threat Defense V1, 'Security Products and Solutions for Small Businesses and SOHO: Silver' award – Info Security Products Guide (US)
- Data Protection Endpoint Security Suite Enterprise v1.0, 'Endpoint Security: Gold' award and 'Advanced Persistent Threat Detection & Response: Gold' award – Info Security Products Guide (US)
- Dell EMC PowerEdge R740 Server, Red Dot Award for 2017 - for "high design quality"
- 62 awards at CES 2017 (Dell)
- 2016 Best of Interop, Software Defined Networking (VMware NSX)
- SecureWorks: Named by SC Magazine as "Managed Security Service Provider of the Year" seven times in the U.S. and twice in Europe over the past 10 years
- Virtustream: TSIA Star Awards 2016 for Innovation in a Managed XaaS Solution
- SC9000, "Editor's Choice" award, StorageReview
- VMware VSAN 6.2, "CRN 2016 Product of the Year", CRN
- ScaleIO, "Editor's Choice" award, StorageReview
- SC9000, "Editor's Choice" award 5/5 rating, IT Pro

Giving back
- Total 2016 charitable contributions: 52.2 million
- Dell has directly impacted over 2.3 million youth and indirectly impacted over 10.1 million people since 2013 with its Youth Learning programs
- Dell team members volunteered a cumulative total of over 3.3 million hours since 2013
- In 2016, Dell matched $6,706,780 USD in team member donations

Sustainability leadership
- Dell has recovered a cumulative 1.8 billion pounds of electronics since 2007
- In FY17 99% of manufacturing waste was diverted from landfills
- Dell has recycled 50 million pounds of recycled content into its products since 2012
- Dell ships industry's first ocean plastic packaging and commits to scale 10X by 2025
- 2017 Environmental Leader Project of the Year: "Ocean Plastics"
- 2017 World's Most Ethical Company Award by Ethisphere Institute

Top diversity and inclusion honors
- Dell and EMC have each scored 100 on the Human Rights Campaign Index for more than five consecutive years
- Both Dell and EMC have been named in multiple categories of past DiversityInc Top 50 Companies for Diversity. In 2017, Dell was ranked #26 in the Top 50 Companies list and
  - No. 1 Supplier Diversity
  - No. 4 Employee Resource Groups
  - No. 11 Recruitment
- Dell is also committed to a diverse supply chain, spending more than $4.9 billion dollars of materials and services annually with certified woman or minority-owned suppliers and small businesses
- Dell is one of only 22 Fortune 500 companies to be part of the Billion Dollar Roundtable, which recognizes and celebrates corporations that achieved spending of at least $1B with minority and woman-owned suppliers
- Dell was recognized as one of the most community-minded companies in America with it's placement on the Points of Light Civic 50

Company rankings
- EMC: Ranked #2 by Fortune in World's Most Admired Companies 2016 (Computer Industry)
- EMC: Ranked #6 by Great Place To Work Institute among the World's 25 Best Multinational Workplaces

Achievements in customer service
- 33 STAR Awards from the TSIA (EMC/Dell) for customer service and experience excellence
- 5 Temkin Group Customer Experience Excellence Awards (Dell/EMC) between 2012 and 2015

Customer and partner confidence
- IT leaders say Dell Technologies is one of the top three tech brand they expect to work with over the next three
- 75% of IT decision makers view Dell EMC merger as beneficial to their business[2]
- 92% of Dell and EMC customers expect to increase or maintain spending with Dell Technologies[2]
- 97% of Dell and EMC partners see the merger as positive or having no impact[3]
- 50% of partners expect to spend more with the combined company[3]
- 99% of IT decision makers are positive or neutral on the combined company[3]
- 95% of Dell EMC customer expect to increase or maintain spending with the combined company[3]
- 95% of Dell customers believe going private had a positive or neutral impact on innovation[3]

1 ESG 2016 IT Spending Intentions Survey
2 Dell-EMC Customer Sentiment Analysis, November 2015
3 IDC Customer and Partner Perspectives on the Dell-EMC-Merger 2016