



# OEM SOLUTIONS CUSTOMER HANDBOOK

2018

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January 2018

OEM Customers,

Thank you for choosing Dell EMC as your partner to help you innovate faster, build bolder and scale smarter. At Dell EMC we see our OEM customers as Future-makers; companies who destroy the status quo, innovate with speed, relentlessly improve the customer experience and scale successes rapidly. Whether you're a new or established Dell EMC customer, we are committed to your success and thrilled to be working with you to drive real progress for businesses and humankind.

Thanks to OEM customers like you, Dell EMC is the #1 Worldwide OEM Provider.\* With a dedicated OEM team of over 700 experts we have deep industry experience in 40+ verticals including IoT, machine learning, deep learning, AI, telecommunications, healthcare, industrial automation, IT appliances, video surveillance and more. We offer support from sketch to launch and beyond, and pride ourselves, we believe, on being the fastest way to turn ideas to market-ready solutions and take them to world. When you turn to Dell EMC OEM, we offer:

- Planning, with a dedicated engineering and PM team assigned
- An understanding of global trade compliance and regulatory impacts
- Design and development with what we believe is the industry's broadest solutions portfolio
- Customization capabilities from basic rebranding to complex, OEM-Ready hardware
- Global supply chain, which in most cases shortens lead times and reduces costs
- Ability to build, certify and deploy in most regions and countries
- Global support and lifecycle management, including extended warranties and product roadmap support
- Expertise in global fulfillment and deployment

This handbook will walk you through the benefits of working with Dell EMC, as well as the unique opportunities available to you through Dell EMC OEM Solutions. As you review, please feel free to contact your account team with questions.

Thank you for your business. We are thrilled to be on this digital transformation journey with you.

Sincerely,



Bryan E. Jones  
Senior Vice President & General Manager  
OEM and IoT Solutions

\*Merchant Embedded OEM Global Share based on 2016 Dollar Volume Shipments, VDC Research

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# ABOUT DELL EMC OEM SOLUTIONS

Dell EMC OEM Solutions helps companies in more than 40 industry verticals go to market faster and more efficiently by building Dell EMC's hardware, software and services into their solutions. Using Dell EMC's Tier 1 technology and supply chain as the foundation, a dedicated OEM organization works with customers to design the system appropriate for powering their intellectual property. With Dell EMC OEM managing the design, manufacturing, distribution, and support of the technology, Dell EMC OEM customers can focus on what they do best: Innovation.

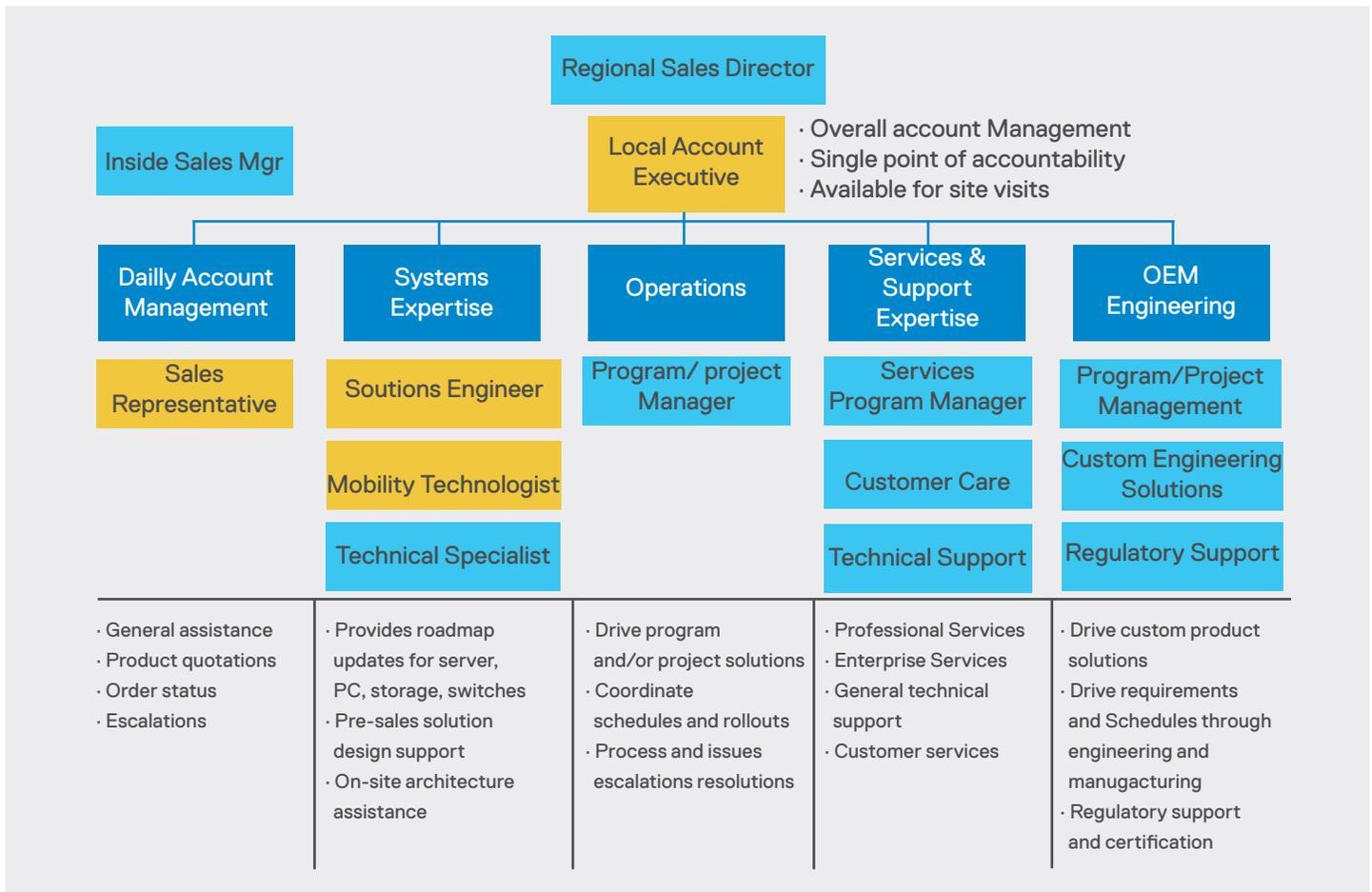
And, in today's highly connected world, Dell EMC OEM Solutions has the expertise and end-to-end ecosystem to help customers navigate important technologies like cloud, security, mobility, and the internet of things to gain a competitive advantage and evolve their business model.

Dell EMC OEM Solutions has a dedicated business unit with 600+ global team members, including 100+ dedicated engineers and PMs. We have been serving customers from start-ups to large enterprises since 1984 and we look forward to helping you launch your products and solutions.

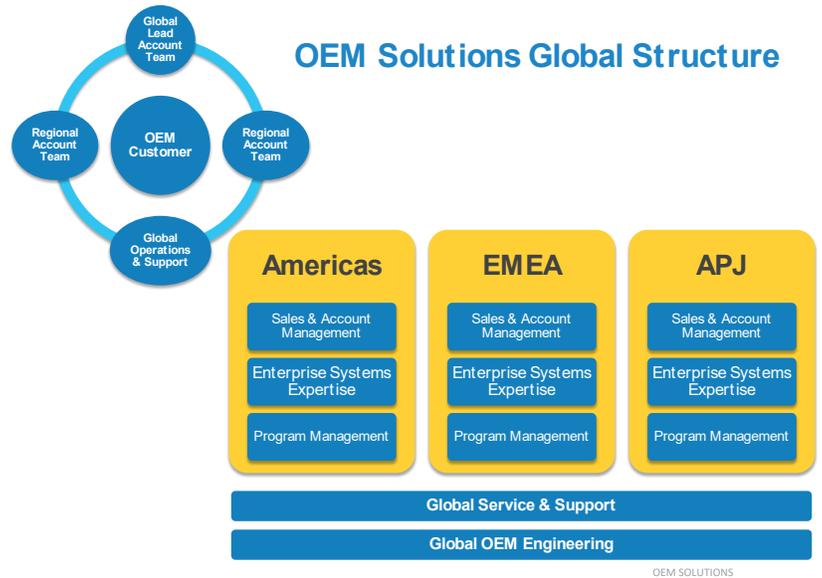
# OEM RELATIONSHIP WITH DELL EMC

## YOUR ACCOUNT TEAM

As a Dell EMC OEM Solutions customer, you will have direct access to an experienced group of Business Development managers and Sales specialists to deliver and support your solution requirements. Depending on your needs, the resources that may be part of your team may include account and sales management, technical sales expertise, project and program management, product design, engineering support, and services and support management. Your account team will work to help meet your product, fulfilment and support needs via a mutually agreed schedule and process.



Dell EMC has sales and manufacturing capabilities in multiple countries and regions throughout the world. We have OEM Account Teams available to support your procurement needs in Dell EMC's Americas, EMEA and Asia Pacific regions. We work as a regional and global organization to effectively meet your needs.



## PROGRAM AND PROJECT MANAGEMENT

Program and Project Management services are available to help operationalize your product solution in Dell EMC's manufacturing environment according to your requirements. Program and Project Managers will coordinate across multiple Dell EMC areas to provide a Dell EMC resource to help you:

- Optimize your global supply chain to lower costs
- Manage your products' lifecycle
- Maintain quality and sustainability
- Successfully launch products
  - Simplify your design, manufacturing and fulfillment processes
  - Coordinate schedules and rollouts to shorten your time-to-market
  - Scale staffing resources for global launches
  - Launch multiple, parallel products
  - Minimize process and handle issues escalations
- Effectively manage your planning and inventory
  - Manage unique parts inventory and planning
  - Mitigate product transition and custom components risks

# GETTING STARTED WITH DELL EMC

In order to fill your product and service needs, there are some initial steps to take in solidifying the Dell EMC relationship and product charter. Your account team will guide you through these steps to address your specific needs.

## TERMS AND CONDITIONS:

The Dell EMC OEM agreement defines terms and conditions of the relationship between you and Dell EMC, including purchasing, shipping, payment, and warranties. The OEM agreement will be provided to you by your account team upon request. Unless there is an OEM agreement in place, your purchases are subject to and governed by Dell EMC's standard terms and conditions.

## PLANNING:

Whether you are developing a new product or re-launching an existing product, your account team will work with you and your product teams to plan, define and schedule all project deliverables.

We will guide you through the platform selection, product development, customization process, custom factory integration, regulatory and fulfilment decisions required to create a project plan that is agreeable and meets your time-to-market needs.

Some of the decisions you will be required to make during the initial planning phase include:

- Platform Selection & Product Development – Your OEM Account Executive and Sales Engineer will work with you to understand your product needs and help you configure a Dell EMC solution.
- Product Customization – we will also help you select the level of product customization that you seek for your product and end users. We offer branding and factory integration customization, depending on your needs.
- Regulatory Support – our OEM Custom Solutions Engineering team is available to provide input on regulatory issues related to the customization of your product.
- Procurement, Invoicing, Shipment, Delivery – your Dell EMC Sales Representative will facilitate the set-up of your purchasing account at Dell EMC as well as provide you with options for online transactions and reporting. If you require customized fulfilment, our Operations Program Management team will guide you through the available solutions.
- Account Support – Your OEM Account Executive and Sales Engineer will work to understand and meet your account support needs.

The objective of this planning phase is to produce a clear, mutually agreed project plan and schedule for you and Dell EMC to work towards delivering your product solution in an agreed timeline.

# DELL EMC'S OEM READY PRODUCTS

Our de-branded line of hardware is available as an “off-the-shelf” (OEM Ready) or customized solution. The OEM Ready product line is available on select Dell PowerEdge Servers, PowerVault Storage, OptiPlex Desktop and Precision Workstation platforms. Contact your account team for a current list of OEM Ready products.

OEM Ready product provides Dell-quality products ready for your customization and comes standard with:

Bezel	OEM Ready bezel with blank badges and de-branded locking key
Documentation	<ul style="list-style-type: none"> <li>To support regulatory and trade compliance requirements you may have if exporting your product, we do provide a non-branded regulatory “PIG.”</li> <li>An OEM Product Information Guide (“PIG”) with no visible external Dell logo is shipped in hard copy form with each system. The PIG contains the following languages inside a single document: English, Czech, Simplified Chinese, Traditional Chinese, French, German, Hungarian, Japanese, Korean, Polish, Brazilian Portuguese, Russian, Swedish, Turkish, Slovakian, Spanish and Hebrew.</li> <li>No standard Dell product documentation is shipped with OEM products except for the Rack Installation Instructions and Cable Management Arm Installation, if those components are ordered.</li> <li>Dell branded documents and Open Manage DVDs can be ordered separately if needed.</li> </ul>
Identity Module	<p>Identity Module is installed on OEM Ready systems, and is used to de-brand the BIOS and iDRAC setup pages.</p> <ul style="list-style-type: none"> <li>Servers only: Displays no PowerEdge logo on boot screen or setup screen</li> <li>Servers only: Scrolls no PowerEdge branding text through LCD display - it is blank unless reporting an error code</li> <li>SMBIOS Type 0 – Vendor name is blank</li> <li>SMBIOS Type 1 - Manufacturer name is blank</li> <li>SMBIOS Type 1 - Product name is blank</li> <li>SMBIOS Type 2 – Manufacturer is blank</li> <li>SMBIOS Type 3 – Manufacturer is blank</li> <li>SMBIOS Type 11 - Contact info is blank</li> <li>Operating System SLP string is Dell Embedded SLP</li> <li>SMS BIOS table default is Dell</li> </ul>
Shipping Carton	<ul style="list-style-type: none"> <li>No Dell Logo</li> <li>Contains required symbols: Umbrella (Keep Dry), Broken Glass (Fragile), XEON Label (if high-end 1U or 2U)</li> </ul>
Diagnostics	Diagnostics included onboard, no CD in box
Regulatory	<ul style="list-style-type: none"> <li>US: FCC (EMC standards), NRTL (Nationally Recognized Test Lab, such as UL or CSA) (Safety)</li> <li>Canada: ICES (EMC standards), NRTL (Nationally Recognized Test Lab, such as UL or CSA) (Safety)</li> <li>European Union: CE EMC standards and Product Safety; WEEE (Environmental)</li> <li>Eurasian Community – Russia, Belarus, Kazakhstan, Armenia: (EAC) Safety, EMC and Hygienic standards</li> <li>Germany: TUV (Product Safety and Ergonomics)</li> <li>Nordic: NEMKO (Product Safety and EMC standards)</li> <li>Morocco NM (Product Safety and EMC standards)</li> <li>China: CCC (EMC and Safety for China) Note: An OEM Ready platform is not China ready until it goes through a custom program to ensure China deliverables are met.</li> <li>Taiwan: BSMI (EMC and Safety for Taiwan)</li> <li>South Korea: KC/MSIP (EMC for S. Korea)</li> <li>India: BIS (Safety)</li> <li>Japan: VCCI (EMC)</li> <li>Australia/New Zealand: RCM (EMC)</li> <li>Singapore: PSB (Safety) for Client products only</li> </ul> <p>If you will be re-branding the product, you may be required to obtain additional documentation or regulatory registration for the countries into which you are selling the products.</p>

## Power Cords

- Local power cords for the country in which your order was placed with Dell will ship from the Dell factory
- If you require Dell to provide power cord localization, please provide a list of country localization to your sales representative
- If you will be supplying local power cords for your product, be aware there may be additional regulatory compliance for such cords including those relating to country approvals and amperage

The following regulatory marks are standard on the Dell OEM Ready product. After the products are shipped from Dell, if you add branding to the OEM Ready product and ship to any of the countries below, a Letter of Identity (LoI) from Dell may be required to facilitate export. If you believe you may require this, please discuss specifics with your account team.

COUNTRY	PRODUCT SAFETY / EMC MARK / CERTIFICATION
Armenia	EAC
Austria	CE
Australia	RCM
Belarus	EAC
Belgium	CE
Canada	NRTL (Nationally Recognized Test Lab), ICES-003
China	CCC, China RoHS
Croatia	CE
Cyprus	CE
Czech Republic	CE
Denmark	CE
Estonia	CE
Finland	CE
Germany	CE, TUV-GS
Greece	CE
Hungary	CE
Iceland	EEA (recognizes CE)
India	BIS
Ireland	CE
Italy	CE
Japan	VCCI
Kazakhstan	EAC
Kyrgyzstan	EAC
Latvia	CE
Liechtenstein	EEA (recognizes CE)

COUNTRY	PRODUCT SAFETY / EMC MARK / CERTIFICATION
Lithuania	CE
Luxembourg	CE
Morocco	NM
Malta	CE
Netherlands	CE
New Zealand	RCM
Norway	EEA (recognizes CE); NEMKO
Poland	CE
Portugal	CE
Romania	CE
Russia	EAC
Serbia	Kvalitet
Singapore	PSB (Client only)
Slovakia	CE
Slovenia	CE
South Africa	SABS, NRCS
South Korea	KC/MSIP
Spain	CE
Sweden	CE
Switzerland	Recognizes CE
Taiwan	BSMI
Turkey	Recognizes CE
Ukraine	UKRTEST
United Kingdom	CE
United States	NRTL (Nationally Recognized Test Lab), FCC
Uzbekistan	Uzbek GOST (Poland factory only)

# DELL EMC'S OEM LONG-LIFECYCLE MANAGEMENT (XL) PRODUCTS

Several of Dell EMC's OEM Ready and Dell Branded platforms are available as OEM XL platforms to help OEM customers transition to the next generation processor and chipset solution at their own pace. All platforms in the OEM XL program offer lifecycle stability, visibility and longevity.

**Stability:** Better platform and component stability with fewer changes during life of platform to help reduce your development costs. No changes to Class 1 components: CPU, motherboard and chipset. Limited changes to Class 2 components: BIOS, firmware, CPU and, chipset stepping, network adapter technology, hard drive technology, controllers or interfaces.

**Visibility:** Dell will usually inform OEM customers of upcoming end-of-life (EOL) or replacement changes pertaining to the more critical components on those XL systems. Dell strives to provide 6 month notice on XL server platforms and 3 month notice on workstation platforms regarding any Class 2 changes on the roadmap. (Some changes, for example due to regulatory, safety, or quality related issues, may occur with a shorter notice period. Dell may make changes to the components with or without notice during the initial 60-day period after the launch of a new XL platform.)

**Longevity:** All OEM XL program platforms offer longer product transition time to next platform allowing for customer development, testing and certifications. The aim of Dell EMC's XL program is to offer, with respect to XL products, a transition period of 12 months after the launch of a follow-on platform. Upon Dell EMC's request, OEM customers will provide a forecast for the EOL XL platform and a binding non-cancelable, non-returnable agreement for the purchase of the EOL XL platform.

**Class 1 - Critical**  
Components locked down for Product Lifecycle.\*  
**Components:**  
· Chipset  
· OEM XL Processors  
· System Boards (PN's)

**Class 2 - Managed**  
Components managed through lifecycle  
Advance notification.\*  
Servers = 6 months  
Workstation/Desktop = 3 months  
**Components:**  
· BIOS  
· CPU and Chipset Steppings  
· On - Board Storage controller HW  
· On - board NIC HW  
· Memory Technology  
· HDD Technology  
· Graphics Cards (Client)

**Class 3 - Monitored**  
Components follow Dell Standard refresh cycle.  
**Components:**  
· Subcomponents not considered Class 1 or Class 2  
· Vendor changes  
· Chassis and mechanical changes  
· Vendor Part revision level

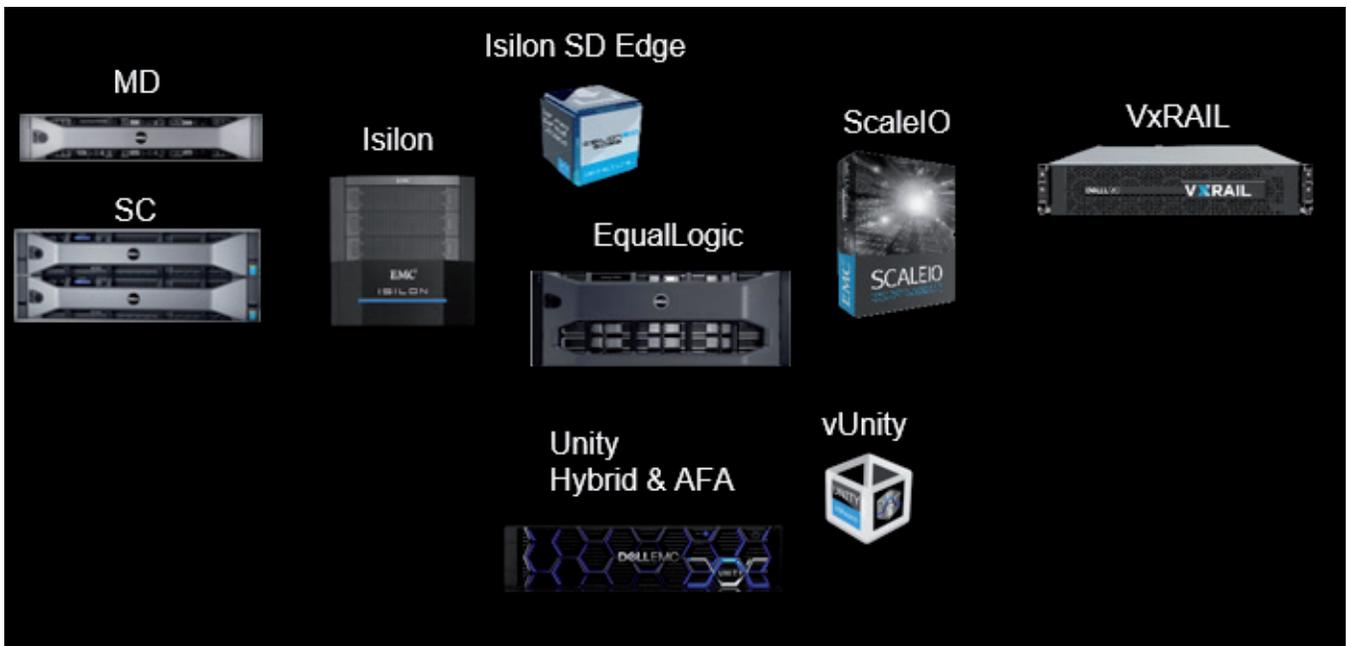
\*aside from regulatory, safety or quality exceptions.

Contact your account team to find out what platforms are available in the OEM XL program.

# DELL EMC'S OEM STORAGE PRODUCTS

Dell EMC Storage provides a full portfolio of products ready for your customization.

MD and SC series	Block Centric solution with lower cost
Unity	Hardware Flexibility
VMWare Based (VxRail and XC Series)	Turnkey virtualized appliance provides my solution or application as a VM
Isilon	Multi-protocol, file optimized with features for vertical markets
XtremIO	Lower latency and highest performing all-flash array



# DELL EMC'S IOT GATEWAY

Dell EMC Gateway products are ready for your customization

**The Dell Edge Gateway 5000 Series** is designed to aggregate, secure and relay data from diverse sensors and equipment. The Intel® Atom™ processor provides capacity to perform local analytics so only meaningful information is sent to the next tier, which could be another gateway, the datacenter or the cloud. This minimizes consumption of expensive network bandwidth and reduces overall solution latency.

**The Dell Edge Gateway 5000/5100 series** allows you to connect (wired or wireless) to network enabled devices and manage them remotely in your existing network ecosystem.

The system can be either mounted on the wall using the Dell approved wall mount kit or mounted into your existing rack infrastructure using the DIN-rail mounting bracket.

The system is running on Windows 10 Enterprise, Ubuntu Snappy, and Wind River Linux operating systems.

**The Dell Edge Gateway 3000 series** models are tailor made for specific mobile and field use cases within the Internet of Things (IoT) in manufacturing, transportation and energy. Expanding the industry's broadest IoT infrastructure portfolio offered by Dell Technologies.

Network the Edge Gateways 3000 via Wi-Fi, mobile 4G LTE in the US (3G in the rest of the world), 10/100 Ethernet or ZigBee (3002 Model). Each 3000 gateway features wired and wireless network connections to extend numerous IoT applications to the network edge, such as e-Logs and predictive maintenance for trucking, energy micro-grids and point-of-sale kiosks. All have GPS, accelerometers and atmospheric pressure sensors built in.

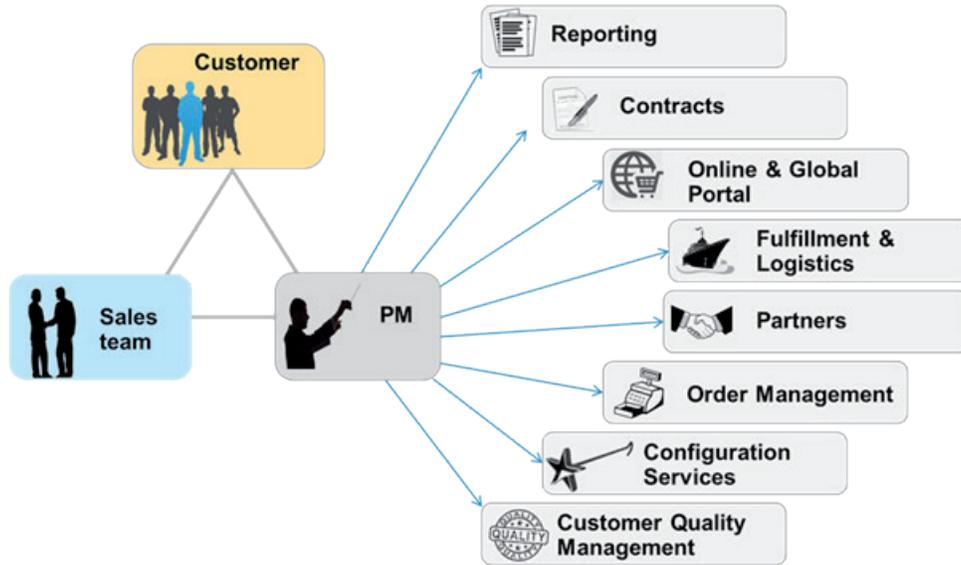
To achieve the 3000 Series compact frame, we traded off broad I/O to focus on target use cases. Plus, we ruggedized its design to withstand shock and vibrate. The 3001 model supports general-purpose, single application-manufacturing automation and energy management. The 3002 model fits under the dash of a truck or bus and includes CAN bus. The 3003 model is intended for media uses like streaming video/audio, retail kiosks and other similar use cases.



# BIZ OPS PM SUPPORT

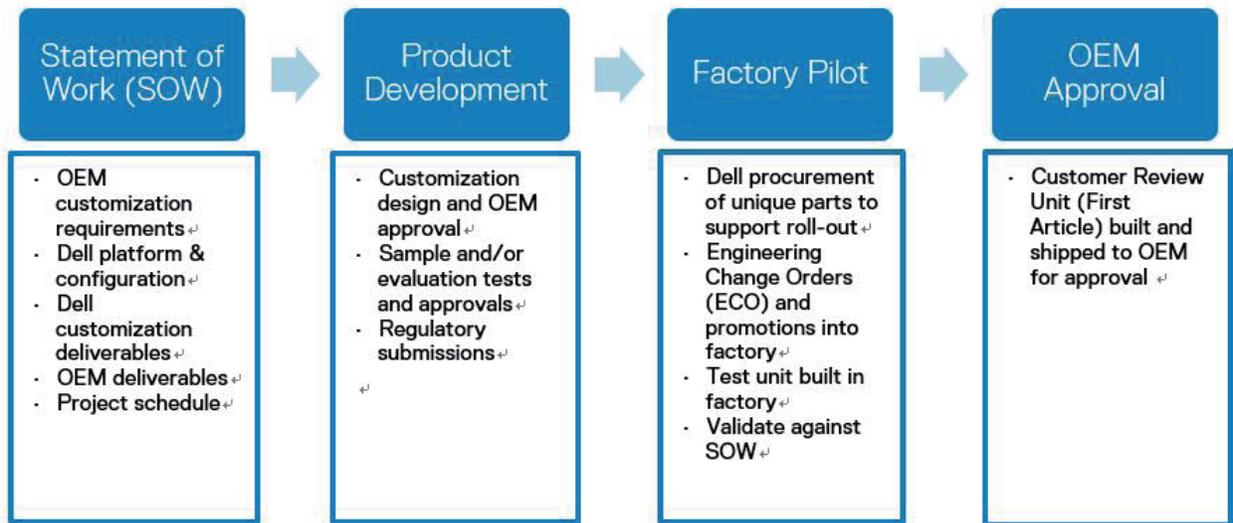
With the Dell EMC IoT Gateway, customers get a single point of contact that facilitates, coordinates, and reports work streams and process flows across business units and functional teams.

## The OEM PM coordinates with cross-functional teams to solution the operational facets of the account



# DELL EMC'S OEM CUSTOM PRODUCT DEVELOPMENT CYCLE

If you need custom product development assistance, we offer customization and consulting services. Our OEM Product Group team can work with you and your product teams to configure the customized product. Throughout the custom product development process, your OEM Solutions team will work in tandem with your teams to define requirements, track schedule and test and approve customizations. A general development process may include:



Engineering setup fees and volume commitments may apply to customization services. Available custom services with estimated approximate lead-times to be quoted:

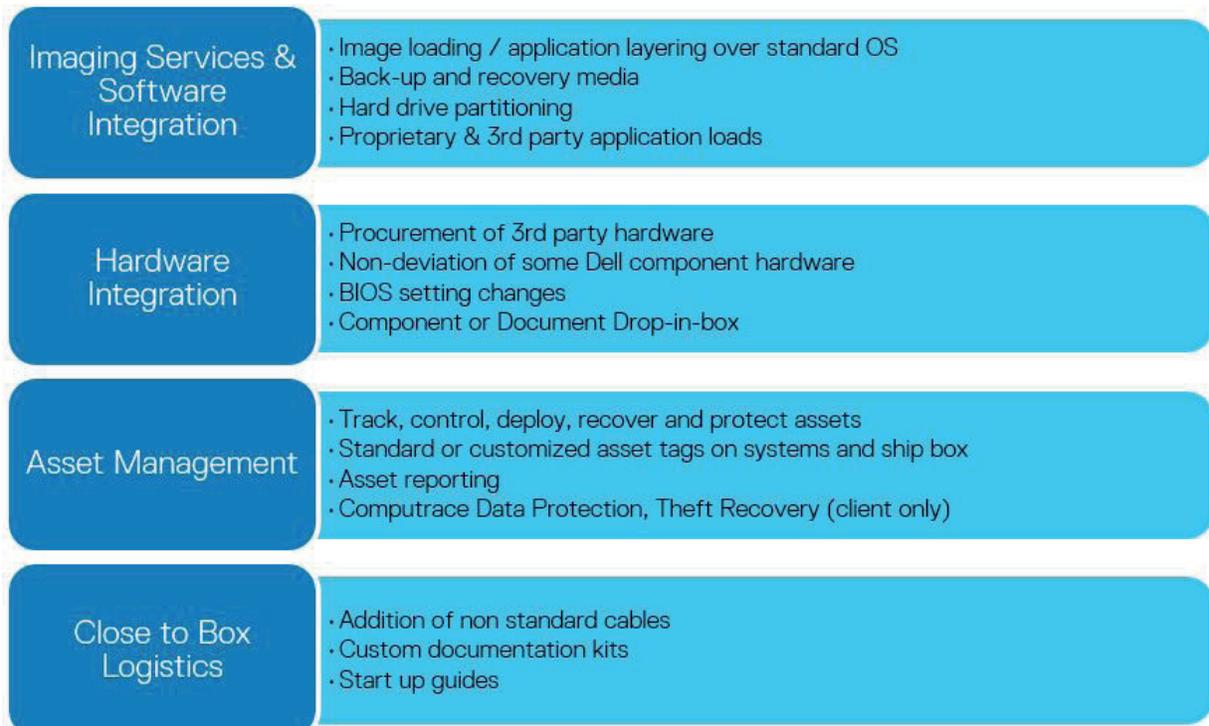
<b>Packaging Customization:</b>
Add Customer logo via a stick-on label to shipping container. Logo to be provided by Customer.
<b>Custom BIOS Services:</b>
Custom Bios Settings
<b>ID Module Customization Services:</b>
Identity Module Express (Branding)
Identity Module Professional (BIOS & iDRAC default settings)
Identity Module Premium (System behaviour)
<b>Bezel Customization Services:</b>
Bezel + Customer Logo / branding
Painted bezel (with or without badge changes)
OEM Custom Bezel Design - Includes electromagnetic compatibility and Airflow Testing
<b>Dell System Documentation:</b>
Provide soft copy of the Dell standard end-user documentation that is usually shipped with the Dell systems. Documentation includes the Dell Getting Started Guide and the Hardware Maintenance Manual. Source files are in English only and provided in Adobe FrameMaker files with artwork delivered in CorelDRAW files.
NOTE: OEM customer is responsible for creating end-user documentation for its OEM solution.

**Additional notices regarding a customized OEM product:**

- ID Module may be used to de-brand/rebrand the BIOS splash screen, and for custom BIOS and iDRAC settings. Not available on all platforms.
- OEM custom BIOS is NOT available for download from [www.dell.com](http://www.dell.com). Customer is responsible for providing BIOS in the event a motherboard is replaced.
- If customer is designing their own bezel, Dell will provide a Bezel Design kit that includes CAD drawings necessary to complete a design, test procedure to validate air flow and a form that is to be sent back to Dell from the test agency that validates the airflow. Cost of air flow validation testing will be paid for by customer. Dell may recommend a test agency if requested.
- Customer is responsible for performing testing to ensure custom bezels comply with all applicable regulatory compliance requirements. At a minimum, the following testing should be performed: (1) ESD - Electro Static Discharge 61000-3-2; and (2) Radiated Emissions CISPR 32

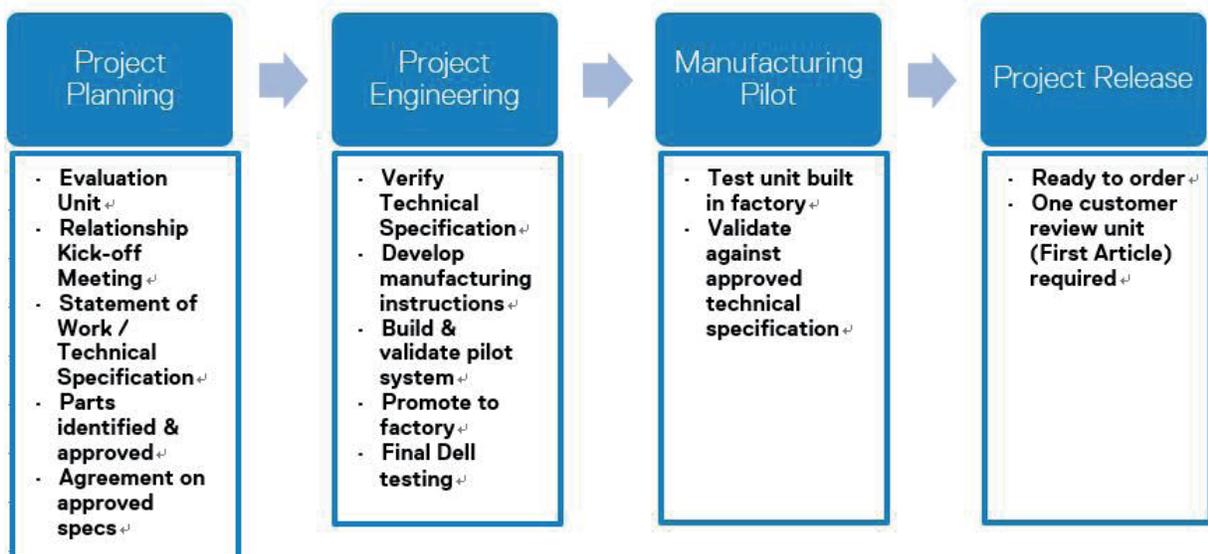
# DELL EMC'S CONFIGURATION SERVICES

Dell EMC's customization services integrate your hardware, software image, proprietary applications, peripherals, and documents as your systems are being built in the factory. Implementation is efficient. Customization options available via our hardware customization services include:



## DEVELOPMENT PROCESS:

Your account and operations team will work with you to define, plan, price and implement the level of customization services required. Most projects follow a general development process:



During project planning, you will be asked to provide specific information to define the project, including:

- Technical specifications
- Manufacturer and part number for any required 3rd party parts
- Reporting requirements details
- Asset tag and/or labeling requirements
- Forecast
- Any other custom requirements not already defined

You will be asked to approve initial technical specifications for the project, as well as a First Article unit that you will be asked to order upon completion of project development. If you have additional questions about customization services, please discuss with your account team.

## DELL EMC'S POST MANUFACTURING INTEGRATION AND FULFILMENT SOLUTIONS

You may have customization requirements which cannot be implemented into our standard factory process. If your customization requirements drive unique manufacturing and/or fulfillment solutions not discussed above, we can facilitate many of these requirements in our Fulfillment Solutions Centers for an additional fee.

Dell EMC's Fulfillment Solutions Centers and integration partners enable us to provide a wide range of custom fulfillment services to our OEM customers. Additional services that may be available are:

- Consolidation and staging – purchase order consolidation, custom shipping options, managed deployment support
- Hardware integration, connectivity and testing
- Software configuration, integration, connectivity
- BIOS settings
- Rack and Stack Construction – server rack assembly, cabling and labeling to your specifications
- Laser etching – add logo and/or permanent system identity as theft deterrent
- Custom label applications
- Finished goods warehousing and shipment-on-demand
- Asset tagging, management customization and reporting

If you have additional questions on these services, please discuss with your account team.

Regulatory mark options that can be added to a secondary regulatory label include:

COUNTRY	MARK	COST	APPROX. LEAD TIME	NOTES
Mexico	NOM	\$400	5 wks.	Dell will require a copy of the Import Approval obtained by the customer before adding the NOM mark to the regulatory label. Customer must add a NOM tech sheet to the system prior to shipment that contains import approver information. A template will be provided by Dell regulatory team for customer to provide such information. OEM customer will bear any and all additional regulatory cost from Mexican Agency for import approval.

## Regulatory Notes:

- Lead times are typical, estimated, and could vary. Lead times are referenced for Regulatory submittals only and start when Dell has all required items and information. Lead times do not include time required for obtaining export compliance, legal, or governmental approvals.
- For any other regulatory requirements you may have, please discuss with your Account Team.

## Regulatory assistance available online:

Documentation Type	Location
Regulatory Certificates, including Declarations of Conformity	<a href="http://auspwrdoc01/RDOC/Search/CertSearch?Cert_Type=EXTERNALCERT">http://auspwrdoc01/RDOC/Search/CertSearch?Cert_Type=EXTERNALCERT</a> Note this is a Dell internal link. Certificates can be shared publicly. Please contact your Account Team for assistance.
Additional Regulatory Information	<a href="http://www.dell.com/regulatory_compliance">www.dell.com/regulatory_compliance</a> Note this site is external, and can be a self-help resource.
Regulatory Datasheets	<a href="http://www.dell.com/regulatory_compliance_datasheets">www.dell.com/regulatory_compliance_datasheets</a>
IATA Battery Declaration	<a href="http://i.dell.com/sites/doccontent/shared-content/solutions/en/Documents/2017_battery_declaration_document_">http://i.dell.com/sites/doccontent/shared-content/solutions/en/Documents/2017_battery_declaration_document_</a>
MSDS documentation	Batteries: <a href="http://www.dell.com/regulatory_compliance_battery_msds">www.dell.com/regulatory_compliance_battery_msds</a> Printers: <a href="http://www.dell.com/regulatory_compliance_printers">www.dell.com/regulatory_compliance_printers</a>
VPAT documentation	<a href="http://Dell.com/vpat">Dell.com/vpat</a>
ECCN, HTS, CCATS or Country or Origin (COO) information	<a href="http://www.dell.com/learn/us/en/uscorp1/regulatory-compliance">http://www.dell.com/learn/us/en/uscorp1/regulatory-compliance</a>
Environmental	Dell EMC's Chemical Use Policy and EU RoHS declaration <a href="http://www.dell.com/rohsinfo">www.dell.com/rohsinfo</a> REACH declaration <a href="http://www.dell.com/reach">www.dell.com/reach</a> Mercury Statement: <a href="http://www.dell.com/hg">www.dell.com/hg</a> Materials Restricted for use <a href="http://i.dell.com/sites/content/corporate/environment/en/Documents/earth-restricted-use-policy.pdf">http://i.dell.com/sites/content/corporate/environment/en/Documents/earth-restricted-use-policy.pdf</a> Energy Efficiency and Green IT: <a href="http://content.dell.com/us/en/corp/dell-environment-energy-efficiency.aspx">http://content.dell.com/us/en/corp/dell-environment-energy-efficiency.aspx</a> Client Energy Calculator <a href="http://www.dell.com/content/topics/topic.aspx/global/products/landing/en/client-energy-calculator?c=us&amp;l=en">http://www.dell.com/content/topics/topic.aspx/global/products/landing/en/client-energy-calculator?c=us&amp;l=en</a> WEEE End of life Instructions: <a href="http://i.dell.com/sites/content/corporate/corp-comm/en/Documents/weee-eol-instructions.pdf">http://i.dell.com/sites/content/corporate/corp-comm/en/Documents/weee-eol-instructions.pdf</a> Dell product carbon footprint: <a href="http://content.dell.com/us/en/corp/d/corp-comm/environment_carbon_footprint_products.aspx">http://content.dell.com/us/en/corp/d/corp-comm/environment_carbon_footprint_products.aspx</a> Dell EMC's Corporate responsibility: <a href="http://www.dell.com/corporateresponsibility">http://www.dell.com/corporateresponsibility</a> Dell Earth: <a href="http://www.dell.com/earth">www.dell.com/earth</a> Dell Recycling: <a href="http://www.dell.com/recycling">www.dell.com/recycling</a> Dell Packaging <a href="http://www.dell.com/packaging">www.dell.com/packaging</a> For more information see Regulatory Datasheets <a href="http://www.dell.com/regulatory_compliance_datasheets">http://www.dell.com/regulatory_compliance_datasheets</a>
ISO documentation	<a href="http://content.dell.com/us/en/corp/d/corp-comm/international-organization-for-standardization-certifications.aspx">http://content.dell.com/us/en/corp/d/corp-comm/international-organization-for-standardization-certifications.aspx</a>

# SUSTAINING MANAGEMENT OF YOUR SOLUTION PRODUCT LIFECYCLE MANAGEMENT

In today's IT environment, Dell is acutely aware of the importance of product stability and lifecycle management for OEM customers. To help you manage application, component and platform changes, we offer the following to OEM customers:

- OEM XL Program
- Quarterly product roadmap reviews targeted to the Dell product line(s) that you buy
- Quarterly account performance reviews
- Change notifications via ImageWatch
- Synchronized product transitions process

These services contribute to effective product standardization and management, which in turn help to drive business efficiencies and reduce the total ownership cost of IT products.

## ROADMAPS

Product Roadmaps list available Dell products and their estimated lifespan on a global or regional level. These Product Roadmaps provide pertinent product cycle information of upcoming product transitions on both global and regional levels for future products (by family), and future Global Standard Platforms. Contact your account team to arrange a Roadmap meeting.

## PLATFORM TRANSITION SUPPORT

Your account team will proactively work with you to develop and drive a platform transition schedule. This plan may include opportunities to test and evaluate pre-production and new product units as well as drive a "depletion and last time buy" plan for products nearing end of life. Your participation and input into these plans and cooperation with your Dell EMC OEM account team will enable successful hardware platform transitions.

## GLOBAL STANDARD PLATFORMS

Global Standard Platforms (GSP) are a subset of Dell EMC's relationship products that are managed for availability and synchronized transitions on a worldwide basis. They endeavor to provide the same platform for purchase globally. This allows you to reduce the number of configurations managed on a worldwide basis, thereby helping to reduce your costs. They also help enable customers to implement global IT standards by locking in specific product configurations worldwide.

Global Standard Platforms are ideal for customers purchasing products across multiple geographies. They help promote global harmonization and consistency of hardware purchases across the globe.

Dell EMC's product portfolio includes the OptiPlex, Latitude, PowerEdge and Precision families. However, within these product lines, only certain configurations/product variations may be available as a Global Standard Platform. When a product is designated as a Global Standard Platform, in general Dell will manage the Dell product platform for availability

and for synchronized transitions on a worldwide basis normally for a minimum of 9-12 months with synchronized Ready To Ship (RTS) and End of Life (EOL) within 30 days in each regional geography. In addition, Global Standard Platforms will generally have a transition overlap of 60 days from new platform RTS to predecessor platform EOL.

Global Standard Platforms help provide image consistent configurations across each region. The system components from each regional factory are consistent from a component specification perspective. All regional factories build products from the same set of approved vendors. In this way, platform image consistency is made possible across all regions.

## IMAGEWATCH

Dell EMC's ImageWatch tool notifies customers of upcoming changes to key Business-class products. ImageWatch provides a six-month rolling view of certain hardware, peripheral and software changes in a configurable, web-based application.

ImageWatch offers the following benefits:

## TRANSITION AND IMAGE MANAGEMENT

- Dell Product introduction, transition and EOL information for system platforms, peripherals and software
- Classifies the level of "image impact" for each technology transition
- Provides a six-month forecast of product and image changes
- Displays Global Standard Platforms and regional details

## EMAIL NOTIFICATION

This feature allows you to receive an email when specific changes have been made to the products that interest you. Email available in English language only.

## AVAILABILITY

ImageWatch is available to eligible Dell customers free of charge through the Premier Page program. Premier Pages are customized, password-protected websites created by Dell for customers. A Dell Non-Disclosure Agreement is required before ImageWatch access is granted.

# EXAMPLES

Below are examples of the type of information that is conveyed in ImageWatch. This is sample data only and does not represent actual information.

## Manage Preferences

Select	Preference Name	Notes / Comments	Actions
<input type="checkbox"/>	PE Memory		
<input type="checkbox"/>	OEM XL products	Includes all peripherals	
<input type="checkbox"/>	Precision XL products		
<input type="checkbox"/>	Cloud Products		
<input type="checkbox"/>	Latitude		
<input type="checkbox"/>	PE Blades		
<input type="checkbox"/>	Power Edge Towers		
<input type="checkbox"/>	Deployment Test		

## Individual Dashboard

Company Name : Dell Internal

Platform	Status	Acknowledged	User Comments/Disposition	Public	Actions
PowerEdge R730xd-OEM XL	G	<input checked="" type="checkbox"/>	hdd a to hdd b	<input checked="" type="checkbox"/>	
PowerEdge R630-OEM XL		<input type="checkbox"/>	All R630 HDD's	<input type="checkbox"/>	
PowerEdge R730xd-OEM XL		<input type="checkbox"/>	Need to update the HDD. 12Gbps self encrypting drive not found	<input checked="" type="checkbox"/>	
Precision T7810XL	G	<input checked="" type="checkbox"/>		<input type="checkbox"/>	
Precision T7810XL		<input type="checkbox"/>		<input checked="" type="checkbox"/>	
PowerEdge R730-OEM XL	R	<input type="checkbox"/>	All Procs, all mem, only large HDD's	<input checked="" type="checkbox"/>	
Precision R7910XL	R	<input type="checkbox"/>		<input checked="" type="checkbox"/>	
PowerEdge R730-OEM XL	R	<input type="checkbox"/>	How the dashboard works - edited	<input checked="" type="checkbox"/>	
Precision T5810XL		<input type="checkbox"/>		<input checked="" type="checkbox"/>	
PowerEdge R730xd		<input type="checkbox"/>		<input type="checkbox"/>	

This process flow provides an overview of the OEM project development and manufacturing process. If you have specific questions about any portion of this process, please consult with your account team for specifics as they relate to your product and customers.

# OEM PRODUCT DEVELOPMENT & MANUFACTURING PROCESS



# FULFILLMENT AND DELIVERY OF YOUR SOLUTION

## QUARTERLY PRICING REVIEW

Your Dell EMC OEM account team will review standard configuration pricing with you on a quarterly basis. This quarterly review provides an opportunity to discuss performance against forecast, procurement trends and/or spikes for planning.

## DELL EMC STANDARD HEDGE RATE POLICY

The Dell EMC Hedge Rate reflects the all-in cost of the hedges (exchange rates) to date plus the current market all-in cost to hedge the remaining unhedged exposure. This rate is used for pricing by the business units and does not typically change throughout the ensuing quarter. Dell EMC has put in place a currency risk management program to protect itself from exchange rate volatility, while at the same time, provide our customers with fixed exchange rates for the quarter. Dell EMC will convert US dollar prices to local currency in good faith in order to provide pricing stability.

Dell EMC's Hedge Rate is not designed to benefit Dell EMC and disadvantage the customer by speculative activities but meant to reduce impacts of US dollar exchange rate volatility on its business. Dell EMC does not speculate in the currency markets.

Dell EMC hedges anticipated exposures on a rolling and continuous basis of up to 12 months of anticipated sales. Dell EMC's rates are set quarterly using Dell EMC Fiscal quarters (e.g. Q2 = May, June and July, Q3 = August, September and October) and are used in all aspects of its global business including, but not limited to, establishing prices to our customers.

Our rates are based on actual forward or option hedge contract rates and market conditions at the time rates are set. We currently publish fixed quarterly rates for:

Australian Dollar	British Pound	Canadian Dollar	Czech Koruna
Danish Kroner	Euro	Hong Kong Dollar	Japanese Yen
Mexico Peso	New Zealand Dollar	Norwegian Kroner	Polish Zloty
Swedish Kronor	Singapore Dollar	S Korean Won	S African Rand
Swiss Franc	Taiwanese Dollar	Thai Baht	

For other currencies (any not listed), business is done in USD or in local currency using rates that may be updated more frequently than quarterly and are based on market forward rates or spot rates plus a volatility uplift. Dell EMC does not hedge all currencies so some rates may not be constant for an entire quarter and we may not offer local currency pricing in all geographies. Dell EMC does not set prices by using exchange rates published in the Wall Street Journal, or any other historical rates. These rates are not hedge able, and are inconsistent with the objective of the hedge program, which is intended to protect Dell EMC and the customer from currency volatility.

# GLOBAL PRICING

For customers procuring product in more than one Dell EMC region, Global Pricing may be available on Global Standard Platform (GSP) products. Restrictions do apply to availability of global pricing. If you are interested in receiving global pricing and do not have it established today, contact your headquarter country Dell EMC Account Executive to discuss.

Global pricing enables customers to receive the same pricing from Dell EMC on hardware standards in all regions. Pricing is calculated according to a customer's projected global volume spend. The global pricing process helps a company to achieve more consistent pricing, enables faster response to pricing requests, and provides a single point of ownership and contact for pricing information.

# DELL EMC ONLINE PROCUREMENT SOLUTIONS

A quick way to place orders is online through your customized online Dell EMC Premier Webpage. When you log on, we'll display the standard products relevant to your organization. You can fully customize system configurations, get a price quote and place your order using an order form customized to your organization.

Dell EMC provides two flexible online procurement solutions: Local Country Premier Pages available for accounts requiring flexibility in products available via one local country and Global Portal available for customers who require global standards and pricing and global procurement and management capabilities.

## LOCAL COUNTRY PREMIER PAGES:

Local Country Premier Pages are available in your headquarter country. If required, Premier Pages for other countries are established upon request and are subject to volume requirements. For more information, please discuss your requirements with your local account team.

Premier Pages contain the following elements to help OEM customers manage their purchases and relationship with Dell EMC:

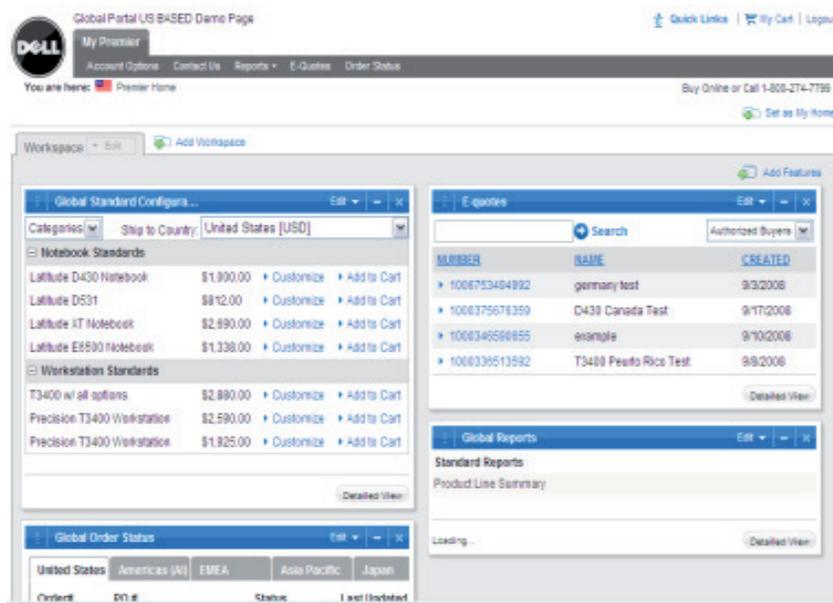
- Product details for your standard configurations
- Ordering capabilities using a standard Purchase Order process or leasing options
- Virtual basket saving and retrieval
- Order tracking including Proof of Delivery
- Warranty Information
- Reporting
- Customized links to other customer specified URL's
- Access to different elements of the page in accordance with authority levels (buyer, user, manager)

An option to include ImageWatch functionality (6-Month Product Roadmap) at Manager Access level (you will be required to accept nondisclosure terms with Dell EMC).

Some legacy EMC products may not be available to quote on Premier or Global Portal due to complexity. Quotes made via Dell quoting tools may be orderable via Premier.

# GLOBAL PORTAL

Dell EMC's Global Portal delivers a common purchasing experience for our Global customers who create or manage orders. Global Portal provides a single customer specific webpage to order Dell EMC products globally. You have access, 24 hours a day, to practical tools for commerce. These include access to product pricing and specifications, on-line quotations and ordering, order status, account team information, and B2B capability for any Dell EMC-defined Direct country in which you want to transact through a single authenticated log in. In addition, we offer global order purchase history, spend reports, and order tracking where provided by our logistics partners. Note: Fully landed pricing, including calculation of local taxes and fees, is provided for direct countries, except India and Brazil. For Dell EMC Indirect countries in which sales are made to you by a Dell EMC resale partner, the pricing displayed is Dell EMC's suggested price only and is not binding on the resale partner – actual pricing in indirect countries is to be negotiated directly between you and the resale partner.



## Dashboard Style Panel View

- Configurable and customisable
- Default view can be set
- Flexible – panels can be moved, added, removed

## Easy Access to key Features / Information

- Standard Configurations
- Software & Peripherals (where available)
- Saved E-Quotes
- Account team information
- Global Reports
- Order Status
- Quote and Order Request Tracking
- Custom Links

Contact your Account Team or Program Manager for additional details or to add your company to the Global Portal implementation.

- **Global:** Replaces regional and country pages with one convenient, global portal for placing orders on a worldwide basis
- **Configurable:** Product options and quotes are specific to you and your selected ship-to country destination -- provides for consistent pricing. Supports global order placement from a central location, or from multiple locations.
- **Localized:** Localized currency, shipping, and product options, along with global reporting; and order status supports centralized order management.
- **Security:** Customer-managed access and privileges improve control of the purchasing process.

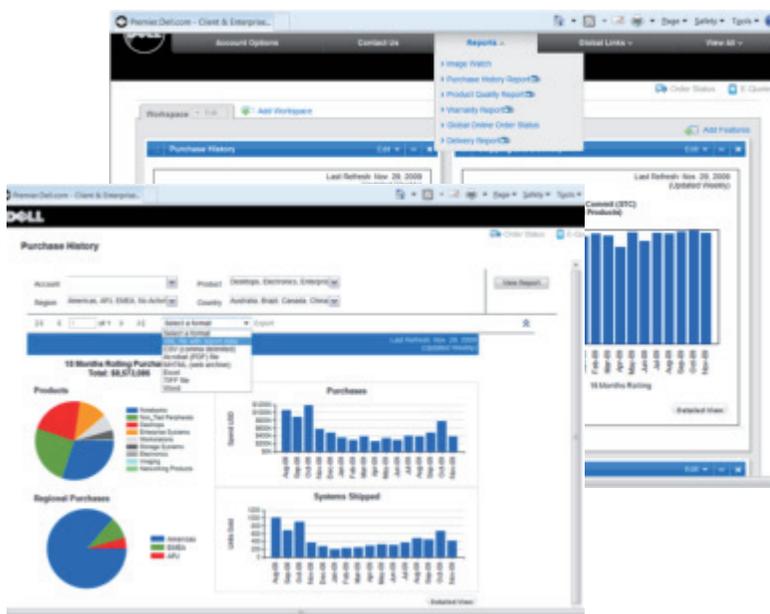
Global Order Status provides summary and drill-down views of all orders placed globally by region. Online orders are visible once submitted. Data is updated daily.



Search options include:

- Order Number
- PO Number
- Bill and Ship To Country
- Customer Number
- Date Range

Online Reporting enables customers to access Purchase History, estimated ship date, Warranty Expiration, and Product Quality data via the Global Portal site.



**B2B Integration** allows you to integrate your purchasing workflow and internal systems with Global Portal. Your Global Portal can be connected directly into your e procurement application using industry-standard XML protocols such as cXML & xCBL. This facilitates real time exchange of orders between Dell EMC and your company.

**B2B Integration offers the following advantages:**

- Seamless integration of your purchasing workflow and Dell EMC's Internet infrastructure
- ARIBA Punch-out & SAP Enterprise Buyer
- Industry-standard cXML & xCBL protocols
- Real time exchange of data between customer and supplier
- Reduced cycle times and lower process costs

# PLACING ORDERS WITH DELL EMC

The following steps summarize the process for placing an order with Dell EMC:

## GET A QUOTE

Getting product quotes is easy through your customized Global Portal, Gii, My Quote, or Premier Page website with pre-approved product configurations and pricing 24 hours a day, 7 days a week. Alternatively, you can contact your Dell EMC Sales Representative who will be happy to discuss your needs, help with system configuration, and provide pricing.

## SUBMITTING A PURCHASE ORDER

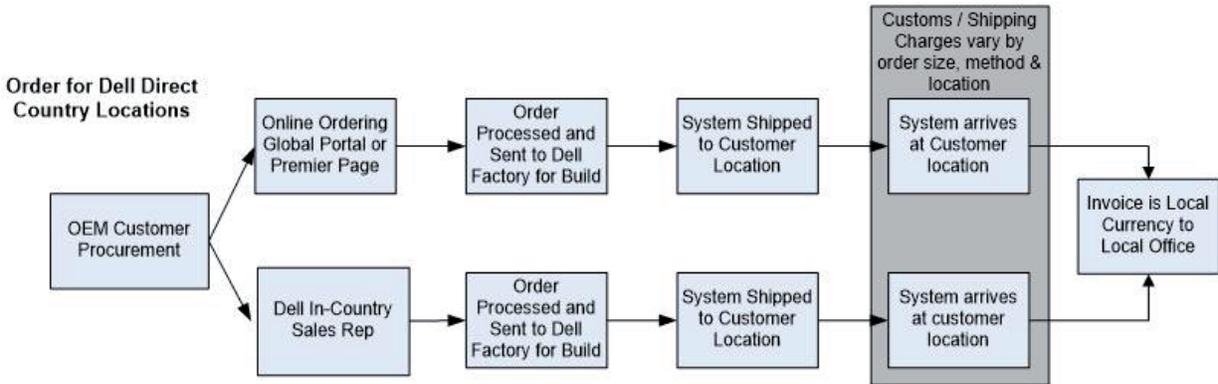
When submitting a purchase order, be sure to provide the following data on your P.O. Failure to provide complete information may result in delays in processing your order. If faxing your order, please write your sales representative's name on the P.O. Dell EMC issues an order number and begins processing your order as soon as we receive a copy of your purchase order with the necessary information.

Purchase order number	Description, quantity and price of items
Dell EMC quote number	Shipping method code and dollar amount
Payment Terms (e.g., "Net 30")	Authorized signature
"Bill to" name, customer number and address	Name & telephone number of contact person
"Ship to" name, customer number and address	Tax status

Because Dell EMC's manufacturing facilities are specific to the type of product, placing an order for any combination of products will generate separate shipments and separate invoices. Dell EMC hardware products which are invoiced and shipped separately are:

- Dell OptiPlex desktops
- Dell Latitude notebooks
- Dell EMC PowerEdge servers
- Dell Precision workstations
- Dell EMC Storage
- Dell Edge Gateways and Embedded PCs
- Software and Peripherals
- Dell EMC Networking products

# DELL EMC'S ORDER MANAGEMENT PROCESS



If you require cross-border shipments and/or regional centralized purchasing, please discuss these needs with your local account team. We do have additional fulfillment options available such as our Central Purchasing Facilities in the EMEA and Asia Pacific regions. Additional fees may apply to these services.

## PAYMENT OPTIONS

### CREDIT TERMS

When orders are placed using credit terms, the standard payment terms in the US are Net-30 days from date of Dell EMC's invoice. The process to establish credit terms in other countries is managed locally in order to comply with local country rules and regulations. Your OEM Inside Sales Representative can facilitate set up of credit and it will, in most cases, require local credit and billing information for that country entity and approval by the local Dell EMC credit team. Country level credit requirements vary.

## ORDER LEAD TIME AND DELIVERY

Following acceptance of your order, it will be submitted to the relevant manufacturing facility. Manufacturing and delivery time will depend on the product, configuration, customization and shipping method included in your order. All times herein are estimates only; actual time may vary. Your account team will provide you with the appropriate information that will allow you to check your order status online.

# DELL EMC GLOBAL SHIP TO DELIVERY TARGETS

Following acceptance of your order, Dell EMC's global ordering system will issue the request to the most relevant manufacturing facility. Dell EMC typically ships products to customers within the time frames set forth below:

Ship to Delivery Target	US & CANADA	LATIN AMERICA	EMEA & APJ Direct	Channel Partners
OptiPlex Desktops	1-5 Business Days	7-25 Business Days	1-5 Business Days	3-30 Business Days
Latitude Notebooks	1-5 Business Days	7-25 Business Days	1-5 Business Days	3-30 Business Days
Precision Workstations	1-5 Business Days	7-25 Business Days	1-5 Business Days	3-30 Business Days
PowerEdge Servers & Storage	1-5 Business Days	7-25 Business Days	1-5 Business Days	3-30 Business Days
Performance Level	90%	90%	90%	90%

- 85% of countries in Latin America will fall into the 7-15 business days norm. Uruguay, Venezuela, Paraguay, Peru and Bolivia will fall into 10-30 days due to local Customs rules and regulations. As well, Argentina, due to Federal Custom Laws regarding DJAI Customs Clearance, will have an estimated delivery time of 1-12 months.
- A Channel Partner country delivery can range from 3-30 business days due to reseller purchasing and delivery practices.
- Standard Lead time on legacy EMC products is 2 weeks, except DD3300 which is 4 weeks

## BUILT TO ORDER

- Depending on the service(s) required, Dell EMC Configuration Services are applied either in-line at the point of system manufacture or via fulfillment centers (post-manufacturing). No additional lead time is needed (the above table applies, as-is) for services applied at point of system manufacture. Configuration Services applied post-manufacturing via fulfillment center can add 2 to 7 days, depending on the service(s) required.
- For Federal Orders add 3 days for CONUS services
- Ship targets are standard business days and exclude holidays based on global regions
- Standard Lead time on legacy EMC products is 2 weeks, except DD3300 which is 4 weeks

Dell EMC will use commercially reasonable efforts to ship the Dell EMC systems within the timeframes specified above provided a valid purchase order is received by Dell EMC prior to 2:00 P.M. Central time in the U.S. or 2:00 P.M. local time outside the continental U.S.

	AMF	APJ	EMEA
<b>Commercial Products</b>			
Mobile Workstations	9-12	4-10	4-10
Fixed Workstations	7-12	3-4	3-4
Latitude	9-15	4-15	4-15
OptiPlex Desktops	7-10	3	3

	AMF	APJ	EMEA
<b>Enterprise Products</b>			
Networking	7	8	6
Equallogic	9-11	10	11
Switches	5		
OEM Networking	13	13	11
PowerVault	7-9	7	10
PowerEdge	12-17	17	18
PowerEdge Cloud	12-22	17	18

# SUPPORTING YOUR SOLUTION

As a valued customer, we want you and your customers to be satisfied with the consistent, high-quality service and support we provide. This document is intended to be for reference only to provide an overview of Dell EMC's service and support processes and enable OEM customers to maximize the benefit of the service relationship with Dell EMC. All information contained herein is only intended to be a guide and does not supersede the Dell EMC standard terms and conditions of service or applicable service descriptions or service briefs that are posted at a Dell EMC website, including but not limited to [www.dell.com/servicecontracts/global](http://www.dell.com/servicecontracts/global) and [www.EMC.com/products/warranty\\_maintenance/index.jsp](http://www.EMC.com/products/warranty_maintenance/index.jsp).

## SERVICE OFFERINGS

By choosing to work with DELL EMC to build your solution, you can take advantage of our unique ability to customize, fulfill and support your solution globally. For an overview of the support services available for OEM customers, please visit any of the following webpages:

- North America: [www.DELL.com/oemservices](http://www.DELL.com/oemservices)
- Europe
  - United Kingdom: [www.DELL.co.uk/oemservices](http://www.DELL.co.uk/oemservices)
  - Germany: [www.DELL.de/oemservices](http://www.DELL.de/oemservices)
  - France: [www.DELL.fr/oemservices](http://www.DELL.fr/oemservices)
- Asia
  - Australia: [www.DELL.au/oemservices](http://www.DELL.au/oemservices)
  - Japan: [www.DELL.jp/oemservices](http://www.DELL.jp/oemservices)
  - China: [www.DELL.com.cn/oemservices](http://www.DELL.com.cn/oemservices)

If you need more information about our services and support capabilities, please contact your Account Executive or submit a request form [here](#).

A complete list of the Service Descriptions for each service can also be found [here](#) (scroll down to select your region and country).

## BENEFITS OF DELL EMC PROSUPPORT

Dell's Basic Hardware Services is the minimum level of service available\*, however most OEM customers benefit from the additional levels of support available in ProSupport. These include having a Dell EMC engineer go onsite to replace parts, technical support available 24x7 from L2 engineers, and access to the OEM Queue. Dell EMC ProSupport allows you to choose the services you need and then select the speed of response, the level of protection and the amount of proactive support required to meet the needs of your customer base. [Additionally, ProSupport on OEM includes a 90-day warranty extension, at no additional cost, and is available exclusively on OEM Ready and Extended Life \(XL\) hardware.](#) If you would like to upgrade to ProSupport or need more information, please contact your Account Executive or [submit a request form here](#).

\*Heritage EMC products minimum level support is "Premium"  
<https://www.emc.com/collateral/warranty-maintenance/h4276-emc-prod-warranty-maint-table.pdf>

# PROSUPPORT PLUS

ProSupport Plus is enterprise-class support that is designed to proactively improve the performance and stability of your critical systems through environmental intelligence and the right expertise for your organization.

We provide access to a dedicated technical account manager and our elite Dell EMC ProSupport Plus engineers to deliver the support that your critical systems deserve. Resolutions happen quickly and efficiently. You can also increase the productivity of your resources through remote monitoring and automated, proactive support with our SupportAssist technology.

A dedicated technical account manager provides monthly personalized recommendations based on your environment and support trends and best practices across all of our customers. System maintenance can be performed on an as-needed basis (if your resources aren't available) to help ensure your critical systems are operating at peak performance.

Dell EMC ProSupport Plus can not only get you back up and running quickly, but also help you get ahead of problems before they happen. You'll have the freedom to adopt complex technologies with confidence, knowing Dell EMC's best resources are with you every step of the way.

## SERVICE LEVEL COMPARISON

### Support Offerings

	Basic	ProSupport	ProSupport Plus
Technical support access	9x5	24x7	24x7
Parts and labor response	Parts Only	NBD or Mission Critical	NBD or Mission Critical
TechDirect online cases and dispatch	✓	✓	✓
SupportAssist remote monitoring	✓	✓	✓
Dispatch monitoring and crisis management		✓	✓
Escalation management		✓	✓
Hypervisor and OS support		✓	✓
Collaborative 3 <sup>rd</sup> party assistance		✓	✓
<b>OEM Queue and special call handling</b>		✓	✓
Direct access to elite ProSupport Plus engineers			✓
<b>Dedicated Technology Service Manager</b>			✓
Monthly health check and performance recommendations			✓
Monthly contract renewal and support history reporting			✓
System maintenance			✓
Dedicated technical and field support teams			
Site-wide entitlement and contract			
Case management API			

# DELL EMC TECHDIRECT

Dell EMC TechDirect is a global, comprehensive part dispatch program designed to support efficient hardware resolution through an intuitive online portal. With Dell EMC TechDirect, your support staff or appointed service provider is empowered to self-service hardware related issues through self-diagnosis, efficient online part ordering and installation. It helps minimize time otherwise spent doing phone based troubleshooting, by allowing your resources—who receive Dell EMC technical training and certification—to get parts for Dell EMC products, while skipping the traditional phone script. For a streamlined support experience, it also includes the ability to request an Onsite Technician via the website. Availability varies by country. Please see <https://techdirect.DELL.com/Portal/Login.aspx> for more information.

## MULTIVENDOR HARDWARE SUPPORT

Many OEMs also want the ease of managing expiring warranties throughout their vast and distributed installed base. With Dell EMC Multivendor Hardware Support, we can consolidate your non-Dell EMC assets support under one service contract, simplifying support for your installed base, ultimately saving you money, effort, and time.

## SERVICE AVAILABILITY

Basic Hardware Support, ProSupport and ProSupport Plus (and Dell EMC TechDirect) are available in the countries listed below. ProSupport Flex is available in a subset of the countries listed below. Availability of ProSupport options and response times vary by location.

	Americas	EMEA	APJ
<b>Support in over 50 languages</b>  <b>Multivendor Support available in bold countries.</b>  <b>Response options*</b> <ul style="list-style-type: none"> <li>• Next Business Day</li> <li>• 2hr, 4hr, 8hr, Same Day</li> <li>• Mission Critical</li> </ul>	<b>United States</b>  <b>Canada</b>  <b>Latin America:</b> Antigua & Barbuda <b>Argentina</b> Aruba Bahamas Barbados Bermuda Bolivia <b>Brazil</b> British Virgin Islands Cayman Islands <b>Chile</b> <b>Columbia</b> Costa Rica Dominican Republic Ecuador El Salvador French Guiana French West Indies Grenada Guatemala Guyana Honduras Jamaica <b>Mexico</b> Nicaragua Panama Paraguay Peru <b>Puerto Rico</b> Sint Maarten Suriname Trinidad & Tobago US Virgin Islands Uruguay Venezuela	Algeria Angola <b>Austria</b> Azerbaijan Bahrain <b>Belgium</b> Botswana Bulgaria Côte d'Ivoire Croatia Czech Rep <b>Denmark</b> <b>Egypt</b> Estonia Ethiopia <b>Finland</b> <b>France</b> <b>Germany</b> Ghana <b>Greece</b> Hungary Iceland Iraq <b>Ireland</b> Israel <b>Italy</b> Jordan Kazakhstan Kenya <b>Kuwait</b> Latvia Libya Lithuania <b>Luxembourg</b> Monaco <b>Morocco</b> Mozambique Namibia <b>Netherlands</b> <b>Nigeria</b> <b>Norway</b> Oman <b>Poland</b> <b>Portugal</b> Qatar Romania Russia <b>Saudi Arabia</b> Serbia Slovakia Slovenia <b>South Africa</b> <b>Spain</b> <b>Sweden</b> <b>Switzerland</b> Tanzania Tunisia <b>Turkey</b> <b>UAE</b> Uganda Ukraine <b>United Kingdom</b> Vatican City	<b>Australia</b> Brunei <b>China</b> <b>Hong Kong</b> <b>India</b> <b>Indonesia</b> <b>Japan</b> Macau <b>Malaysia</b> <b>New Zealand</b> Philippines <b>Singapore</b> <b>South Korea</b> <b>Taiwan</b> <b>Thailand</b> Vietnam

\*Availability and terms of Dell EMC Services vary by region. For more information, visit [www.DELL.com/servicesdescriptions/global](http://www.DELL.com/servicesdescriptions/global). For Partner-distributed countries please contact your Dell EMC representative for the optional services beyond Dell EMC ProSupport Core Service Models. Remote Diagnosis is determination by online/phone technician of cause of issue; may involve customer access to inside of system and multiple or extended sessions. If issue is covered by Limited Hardware Warranty and not resolved remotely, technician and/or part will be dispatched, usually within 1 business day following completion of Remote Diagnosis. Availability varies. Other conditions apply.

## SERVICE IN COUNTRIES NOT LISTED ABOVE

In many other countries, a limited “Parts Only, Return to Distributor Service” is available through local Dell EMC service partners. It is recommended that troubleshooting/diagnosis be performed by Dell EMC in the OEM customer’s home country – and then the local Dell EMC service partner is contacted by the customer to request any replacement parts required. For a complete list of service partners by country, please click on either [Europe, Middle East, and Africa](#) or [Asia Pacific](#).

The “Parts Only, Return to Distributor Service” is defined as:

- Customer is responsible for contacting the in-country Dell EMC service partner in order to get replacement parts.
- Customer is responsible for delivery and collection of the system to/from the partner’s repair facility (where needed).
- There will be no charge to customer for the cost of the part, however the in-country Dell EMC service partner will charge for labor and administrative costs associated with the repair and/or the part exchange.
- In-country Dell EMC service partner may offer, for a fee, additional services such as collect and return service or on-site service. The fee to uplift from the standard Parts Only service is payable by the customer to the in-country Dell EMC service partner / distributor and the service will be delivered by the in-country Dell EMC service partner.
- The repair time or exchange time is not guaranteed.

If you require a higher level of service in these partner-led countries, we strongly recommend you contact the local service partner to check what services are available at the specific end-user location.

## ENSURING WARRANTY ENTITLEMENT

Warranty is valid in the country where the product was purchased. If the product is shipped or moved to another country, Dell EMC will complete an Export Compliance check as required by the US Department of Commerce before onsite service can be provided in the new location. This check is initiated after a “tag transfer request” is made by the OEM customer.

In order to minimize delays to service, whenever a product is exported from the country of purchase, a tag transfer request should be submitted by the OEM customer using the online form at [www.dell.com/globaltagtransfer](http://www.dell.com/globaltagtransfer).

For transfers of 10 service tags or more, please contact your Dell EMC OEM Account Manager for Bulk Tag Transfer Template and guidance.

Some services are only available in the country they were purchased and do not transfer. If required, a detailed guide for OEM customers describing how to submit tag transfers is available from your OEM Account Executive or you can

[Submit a request form here.](#)

## OEM QUEUE

The OEM Queue is a regional point of contact for pre-authorized OEM customers who require support on their ProSupport enabled products. The criteria for access to the OEM Queue are:

- OEM customer must purchase ProSupport service for the products at issue;
- OEM customer must take first call from the end-user
- OEM contacts the OEM Queue on behalf of the end-user; and
- All assets are registered in the OEM customer’s name.

Access to the OEM Queue is provided at no additional charge to OEM customers that purchase ProSupport service. The technicians who provide support are specifically trained on the OEM's environment. Each OEM customer is individually on-boarded to provide a prominent level of support. If you buy products with ProSupport services and want to access the regional OEM Queue(s), please contact your OEM Account Executive. [Note: Basic Hardware Support customers need to contact Dell EMC Technical Support in the country where the product is located – see section below].

## CONTACTING DELL EMC TECHNICAL SUPPORT

### OEM Queue customers:

Please contact the regional OEM Queue using the phone number provided either by your Account Executive or in the onboarding confirmation email.

### All other OEM customers:

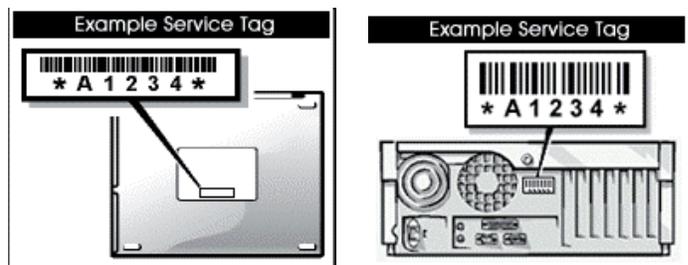
To request technical assistance, customers should contact Dell EMC Technical Support directly in the end-use country. For a list of regional technical support numbers, please visit:

<http://www.dell.com/supportcontacts/>

## CALL LOGGING REQUIREMENTS

The Dell EMC Service Tag Number, a 5-7 character alphanumeric digit located on the system bar coded label, identifies each Dell EMC product and can be located as follows:

NOTE: If the Dell EMC product has moved from the country of purchase, then before calling Dell EMC Technical Support, you must complete the tag transfer process to reflect the current location of system. Reference the "Warranty Entitlement" section above for more information on the international tag transfer process.



The summary table below is a guide to help you prepare before calling Dell EMC Technical Support.

Information Dell EMC Tech Support will ask	<ul style="list-style-type: none"> <li>· Service Tag number</li> <li>· Summary of what the problem is</li> <li>· Troubleshooting steps taken</li> <li>· Any error codes from diagnostics</li> <li>· System Location</li> <li>· Your name and contact information</li> </ul>
What to expect on the call	<ul style="list-style-type: none"> <li>· The Dell EMC Technician will ask questions to help confirm diagnosis.</li> <li>· Troubleshooting efforts will require monitor and keyboard access to the system's internal utilities and for diagnostic procedures and/or fixes.</li> <li>· OEM must ensure that the custom BIOS and troubleshooting diagnostics are accessible by Dell EMC Technical Support and field service technicians.</li> <li>· If Dell EMC Technician suspects there may be a fix to the issue that does not require a parts or labor dispatch he/she may request some or all of the following steps be taken: <ul style="list-style-type: none"> <li>· You contact the end user to undertake further diagnosis.</li> <li>· You request end user's assistance with troubleshooting.</li> </ul> </li> </ul> <p>Dell EMC and OEM customer will work together to arrive at an optimal solution for the end user with the least amount of down time.</p>
If parts or labor need to be dispatched	<ul style="list-style-type: none"> <li>· Upon diagnosis of a hardware problem, the Dell EMC Technician will initiate a dispatch electronically.</li> <li>· If a delayed dispatch is required, please ensure the Dell EMC Technician is made aware of this.</li> <li>· The Dell EMC Technician will ask for the destination location for service as well as a contact name and number at the repair site.</li> <li>· The part(s) will generally ship to the DSP (Dell EMC Service Provider) Field Technicians.</li> <li>· In most cases the DSP will call the site contact with an estimated time of his/her arrival. The site contact may request the Technician to come at a later time if desired (during business days and hours).</li> </ul> <p>The Dell EMC Technician will provide the OEM Customer's technicians with a case number for the dispatch.</p>
If a custom BIOS or custom Identity Module is required	<ul style="list-style-type: none"> <li>· If a motherboard is replaced during a service call, the system will be flashed with the standard BIOS and Identity Module for that product (whether it is Dell EMC branded or OEM Ready system).</li> <li>· If the product requires a custom BIOS or Identity Module to be flashed, the OEM customer must notify the Dell EMC Technician. It is the OEM customer's responsibility to ensure that the end-user has the correct BIOS/ID module and instructions available for the onsite engineer.</li> <li>· Customized BIOS/ID module is the OEM customer's responsibility. If OEM customer makes the BIOS/ID module available, the Dell EMC onsite technician (in his/her discretion) may elect to update the product with the BIOS/ID module using good faith efforts.</li> </ul>
If the Dell EMC Tech Support cannot resolve the issue	<p>In the event that a complex issue cannot be resolved by the Dell EMC Technician:</p> <ul style="list-style-type: none"> <li>· Dell EMC Technician will contact a Dell EMC Level 2 Technician for assistance (Level 2 Technicians generally have a higher level of technical expertise and experience).</li> </ul> <p>If appropriate, Dell EMC Level 2 Technician will submit the issue to Dell EMC's Server Escalation Group. These highly skilled technicians have authority to resolve most issues on a case-by-case basis.</p>

## CALL STATUS

To find the status of an open or recently logged call, please contact the appropriate Dell EMC Technical Support contact.

Alternatively, for calls in the Americas and EMEA, you may check online:

- For the Americas: <http://support.DELL.com/support>
- For Europe, Middle East and Africa: <http://support.euro.DELL.com/support/>

Both sites require registration. Once logged in, there are a number of options - one of which, on the right-hand side of the screen, is "Service Call Status". Click on this and type in the appropriate service tag.

# ESCALATIONS

All escalations relating to support issues should be raised in the first instance to Dell EMC Technical Support. If the technician is not able to resolve the issue, please ask for their Manager/Team Leader. If the Manager/Team Leader does not resolve the issue satisfactorily, please contact your account team immediately.

Customers with a designated Technology Service Manager (formerly Technical Account Manager) can also escalate directly to their TSM.

# PURCHASING UPGRADED OR EXTENDED WARRANTY

Customers may purchase service upgrades or extensions through the After Point of Sale (APOS) process outlined below.

1. Gather the required information. Dell EMC requires the following information to process a quote for upgraded or extended warranty service:
  - Customer Name
  - Service Tag Number(s)
  - Service Level(s) Required (Next Business Day or 4Hr 7X24)
  - Desired Contract Length (maximum of 5 years from ship date)
  - Location(s) of service tag.
2. Send the request to your Account Executive or Inside Sales Representative. They will provide you with a quote for the requested service. Please note that pricing and service options vary by country.
3. Submit order detailing quote number to Dell EMC contact in local country. The contact information will be contained in the quote.

For Dell EMC Channel-Only Countries, customers must contact the local Dell EMC channel partner for warranty renewals.

Please contact your OEM Account Executive or a TAM for more information.

Important Note: A tag transfer request (if required) must be completed before a quote can be provided.

# CUSTOMER CARE

Dell EMC's Customer Care organization is the primary resource for OEM customers to find assistance and resolutions with Order Status or issues dealing with new product deliveries such as orders that are: Missing, Wrong, or Damaged.

For product ordered/manufactured in EMEA or Asia Pacific, please contact your account team to identify the correct web or phone contact for your country.

## MISSING, WRONG OR DAMAGED (MWD)

Dell EMC's missing, wrong, or damaged (MWD) policy covers issues which may occur within the first 30 days after shipment from Dell EMC. Please note that all MWD issues with OEM Ready or custom products must be reported to Dell EMC in the country the product was purchased. MWD issues must be reported within the first 30 days of the original invoice date.

### MWD covers:

- You did not receive an item listed on your confirmed order.
- Your order lists a certain system or part, but you received something different.
- The part or system is dented, scratched, or broken, and it appears to be from damage during transit.

### MWD does not cover:

Systems with dead-on-arrival (DOA) parts or part failures. In these situations, a standard service, pursuant to the applicable product warranty, call should be made to Dell EMC Technical Support.

### How to proceed with MWD issues:

- For systems originally purchased in the US, customers can access DELL EMC's MWD support service via the online form or call DELL EMC Customer Care directly at 1-800-999-3355 Extension 726-9404. [here](#)
- For systems originally purchased in EMEA, customers should contact DELL EMC Customer Care using the link [here](#).
- For systems originally purchased in APJ, customers should contact DELL EMC Customer Care using the link [here](#).

In *Dell EMC Channel-Only Countries*, Customer Care team supports the in-country Dell EMC channel partner only.

Customers are advised to involve assigned TSM (TAM) and Partner for any Customer Care claims.

## OTHER QUESTIONS

If you have any other questions relating to how or what Services Dell EMC can provide, please contact your Account Executive or [submit a request form here](#).

Thank you for choosing 