



## Wireless Services

### Wireless Connectivity Seems to be Everywhere

Are your employees rarely behind a desk, yet demand immediate access to information? Does your business frequently set up temporary offices on job sites where employees need to be quickly and instantaneously connected? Does your ability to deliver high quality customer care depend on your ability to deliver information where people are working, but not necessarily where the data exists?

In many cases, wireless services have become the most cost-effective solution for temporary or mobile venues, such as airports, seaports, trade shows and to support emergency efforts in the case of natural disasters. As businesses identify how wireless connectivity will drive increased productivity or improve their ability to deliver high quality customer service, IT organizations will face increased demands for wireless connectivity in the enterprise. While wireless networks have become common in homes, airports, and coffee shops, enterprises must address a variety of business process and technology requirements, including the security of company and customer information from outside attack.

### Wireless Services Based on Real-World Requirements

Wireless services have become more than a luxury to many enterprises. Dell Wireless Services have been developed by working with real-world customers who require timely and secure wireless connectivity solutions that meet the needs of mobile or geographically-dispersed users. Our solutions are designed to ensure your organization can support continually changing business models.

Dell Services has expertise working with customers in a variety of industries such as healthcare, engineering and construction, and transactional-based customer services. We help extend user access to critical applications, web content, and communications tools, ensuring they have the information when and where they or their customers need it.

### Broad-Range and Deep Domain Wireless Experience

At Dell Services, we use proven best practices and methodologies to develop and deliver solutions for customers and prospects. Our project teams work with business and technical leaders to assess business requirements. Requirements are then compared against existing information systems to determine a solution that best fits the needs of your organization. We then work with you to establish an implementation and deployment plan that addresses the unique business requirements, cultural needs, timing, and budget needs of your organization.

Dell Wireless Services also include:

- Procurement expertise to assist in obtaining the lowest costs on hardware and software purchases.
- Service management to help you with incident and request management, incident monitoring, and remote device support.
- On-site services to provide technology upgrades, hardware break/fix services, install/move/add/change services, and redeployment services.
- Distributed services that help you manage devices, security, and hardware/software inventories.

Dell Services will design, implement, or manage an enterprise-wide Wireless Solution that meets the unique needs of your organization. Our experience as a leading technology and Systems Integrator means you get the results you need at a price you can afford.

## Dell Wireless Services Include

- **Infrastructure Readiness Assessments**
  - » Bandwidth Requirements
  - » Quality of Service Review
  - » Support Model Review
- **Technology Architecture Planning**
  - » Solutions Design
  - » Advisory Services
  - » Infrastructure Assessments
  - » Feasibility Studies
  - » Voice, Data, and Video Integration
  - » Project Engineering and Management
  - » Capacity Planning
- **Procurement Services**
  - » Vendor Management
  - » Acquisition Management
  - » Asset Management
  - » Provisioning
  - » Contract Administration
- **Service Management**
  - » Incident and Request Capture
  - » Request Management
  - » Dispatch to On-Site Services
  - » Incident Monitoring
  - » Remote Device Support
- **On-Site Services**
  - » Technology Upgrades
  - » Hardware Break/Fix
  - » Install/Move/Add/Change
  - » Hardware Removal and Refresh
  - » Redeployment Services
  - » Hardware Depot
- **Distributed Services**
  - » Device Management
  - » Security Management
  - » OS Patch Management
  - » Hardware Inventory
  - » Software Inventory

## Benefits of Dell Wireless Services

- Wireless network services are ideal for applications where mobility and real-time data access are essential.
- Wireless technology affordably extends a network's flexibility when it is not practical to install cabling and dedicated circuits, or when flexible, mobile access solutions are required.
- Wired and wireless technologies each have a place in the market and collectively deliver network-to-network and user-to-network capabilities.
- Wireless technologies allow organizations to upgrade their networks for minimal incremental cost, enabling them to meet today's demands with a robust, flexible infrastructure.
- Wireless technologies leverage existing network investments to streamline operations, deliver information quickly to workers, and provide enhanced services to customers.
- Wireless network services provide improved service levels and customer satisfaction—now and in the future.
- Wireless Services can be rapidly deployed—usually in days, not weeks.

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

Increasing consumer and executive use of wireless Internet access is forcing IT executives to consider the impact of wireless networking throughout their enterprises.

Dell Services has the experience you need, from determining which solution best meets your needs, to determining which vendor is best at implementing and supporting a wireless network.

- Infrastructure Readiness Assessment
- Technology Architecture Planning
- Procurement Services
- Ongoing Service Management
- On-Site Services
- Distributed Services