



Oracle® Solutions for Manufacturing

The Challenge: Delivering more for less in the global marketplace

For manufacturers, today's challenges are greater than ever. As global competition drives prices down, increasingly sophisticated technologies and the need for skilled workers drive manufacturing costs up. In addition, rising non-production costs — ranging from taxes and energy to regulation and litigation — squeeze profit margins razor-thin.

The Solution: A strategic and tactical transformation to increase business value

To succeed in the global marketplace, Oracle Application and Technology solutions from Dell Services help manufacturers deliver more for less — not only competing on cost but adding value through innovative design, superior quality, transparency and responsiveness in customer and business relationships.

Through assessment, consultation, and implementation of strategies, processes, and technology, Dell Services helps manufacturers control costs, optimize operational efficiency, integrate and strengthen relationships, and innovate to create new and greater value for customers and team members.

We can do the same for you

Collaborating with your organization, we begin by examining your existing processes and technology to identify the strengths that differentiate you from competitors and add value to your relationship networks. We also uncover areas of inefficiency and redundancy that present opportunities for improvement and competitive advantage. Through this assessment and detailed deliverables, you'll discover:

- The greatest disconnects and inefficiencies in your value chain of processes, technology, and relationships
- The highest points of leverage in the value chain
- Key focus areas and priorities for improvement

Our Oracle-experienced industry and technology professionals will recommend strategies and tactics to streamline processes, maximize return on your technology investment, and enable

you to integrate and collaborate more effectively with your customers, suppliers, and business partners.

Our proven solutions in business management and processes, technology system architecture, applications, and infrastructure support will help you manage, measure, and report on the entire procurement, production, and delivery process.

The Result: Measurable improvements that increase competitive advantage and cultivate business growth.

With business process and information technology solutions from Dell Services, your organization can enjoy:

- Greater value from existing systems and working capital
- Greater efficiency and productivity through improved processes
- Predictable recurring costs and optimal ROI from new technology initiatives
- Tighter integration, collaboration, and information-sharing across relationship networks
- Competitive advantages that cultivate growth

The Proof: How manufacturers have achieved results with help from Dell Services.

Our deep industry knowledge and technology expertise have supported the success of automotive, chemical, food and beverage, and industrial manufacturers. Collaborating with our customers, we have enabled transformations for numerous companies — providing solutions to address immediate needs and long-term goals. Collaborating with our customers, we have:

- Enabled a 10 percent increase in raw material forecasting accuracy plus a five percent decrease in finished goods costs for a premier consumer products manufacturer
- Launched an automated logistics and freight document management program for a steel producer that cut costs and paperwork, increased accuracy, and reduced labor

- Grew competitive advantage for an advanced electronics manufacturer by implementing secure wireless LANs at all facilities
- Increased access to information, improved service levels, and reduced employee attrition while managing a customer's 1.25-million calls-per-year contact center
- Delivered e-commerce tools that doubled Web-based sales for a major aftermarket parts producer
- Provided an Internet-enabled supply chain optimization solution to integrate several production plants
- Standardized and stabilized the IT environments of multiple other customers

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

Supply Chain Management Fact:

Leveraging Oracle's Supply Chain applications, Dell Services develops scalable IT architectures, along with electronic tracking tools and online solutions, that facilitate better communication and inventory management at every link in the supply chain.

Clients Trust Dell

Before a business plan was drafted and before the first customer was signed, the founders of Perot Systems, now part of Dell Services, adopted a set of guiding principles that remain our core company values.

Those values inspire us to continually perform with integrity, character, and dependability. Associates are rewarded for building long-term relationships with customers and taking a comprehensive, lifecycle view of client relationships. In turn, Dell Services provides an environment that encourages individual initiative and stresses a customer-first management model.

There is simply no other way we will do business.