

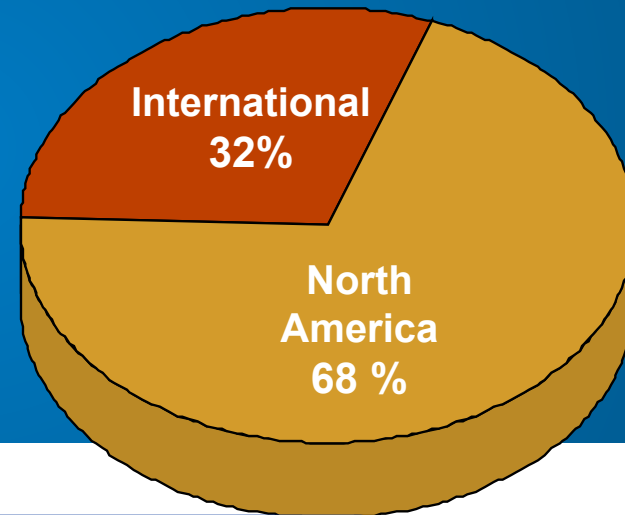
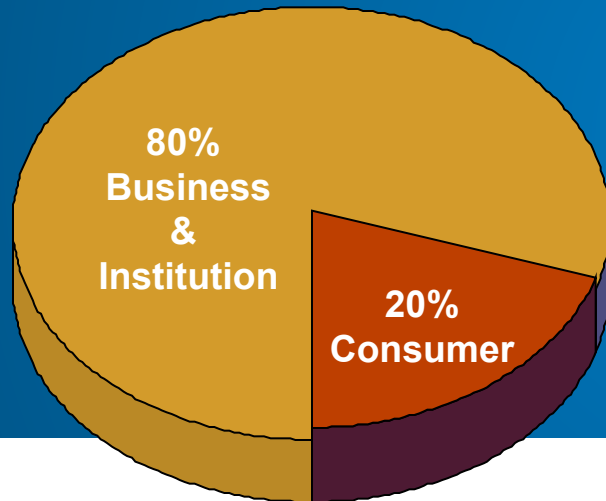


## **DELL'ОВЫЕ ПЕРСПЕКТИВЫ КОРПОРАТИВНЫХ ЗАКАЗЧИКОВ**

**Сергей Сигарёв**

Москва, 22 ноября 2007 г.

# Dell -глобальный партнер



## Продажи и техническая поддержка

Представительства Dell в 34 странах

Годовой объем продаж около 60 млрд \$

50,000 сотрудников в 170 странах

6,700 сотрудников службы технической поддержки

# Заводы DELL



# Продукты и услуги Dell



Серверы  
PowerEdge



IT Infrastructure  
Services



Лазерные  
принтеры



Системы  
хранения  
данных  
Dell|EMC



Latitude  
Notebooks

Optiplex  
Desktops



Precision  
Workstations



LCD  
Televisions



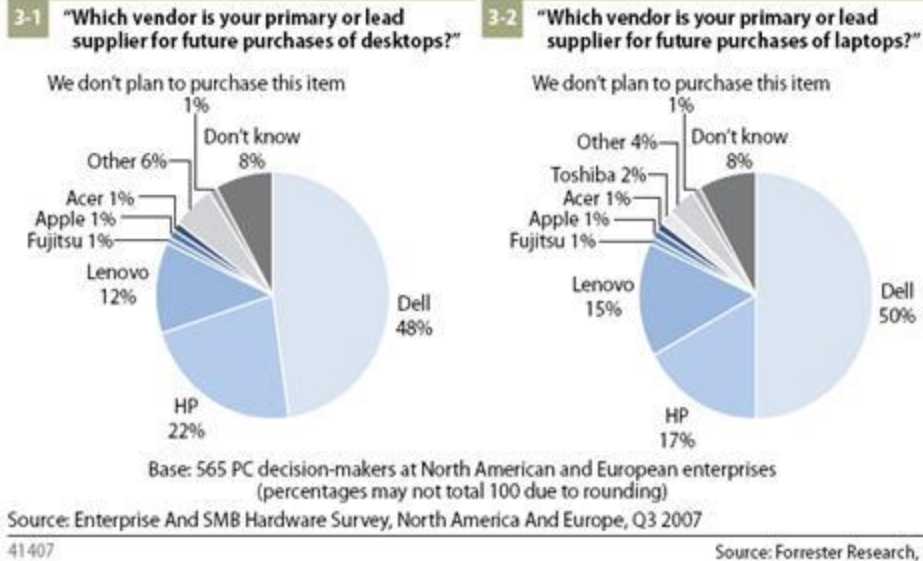
Software



System Consolidation  
Services

# Наиболее предпочтительные поставщики персональных компьютеров (desktops&laptops)

**Figure 3 Dell, HP, And Lenovo Will Continue To Own The Enterprise Desktop And Laptop Market**



# Dell Top 500 Results

## Dell Clusters on Top500.org\*

### #6 Sandia National Laboratories (NNSA)

- 11 Maui High Performance Computing Center (MHPCC)
- 12 Texas Advanced Computing Center (TACC)
- 27 NCSA
- 45 BYU
- 59 NCSA
- 78 CalTech
- 87 SUNY
- 96 University of Sherbrooke
- 104 University of North Carolina
- 108 NCSA
- 123 University of Oklahoma
- 128 KTH Royal Institute of Technology
- 166 Imperial College ICT HPC
- 186 UT SimCenter, Chattanooga
- 188 CalTech/JPL
- 406 University of Sherbrooke



## Highlights

- **17 systems** on the Top 500 list
- **6<sup>th</sup> fastest supercomputer** in the world
- **Industry Standard leadership**
  - **Intel EM64T**
  - **Gigabit Ethernet**
  - **Infiniband**
  - **Myrinet**

\*Source: Top500 Supercomputer Sites, Nov 2006 [www.top500.org](http://www.top500.org)

# Уровни технической поддержки

## PLATINUM PLUS

### Data Centre



- Сложные приложения и базы данных
- Критический характер
- Кластеризация ХД
- E-Commerce

## GOLD

### Предприятие



- Системы ЭДО
- Приложения и базы данных
- E-Commerce
- ERP
- кластеризация

## SILVER

### Отдел или специализированная рабочая группа



- E-mail
- разработки
- Малый объем бизнеса
- Хранение и печать данных

## BASIC

### Рабочая группа



- Время некритично
- Хранение и печать данных

# Служба технической поддержки DELL

3,000+ certified professionals available 24x7x365



\* 2.8 million annual Enterprise Support Calls handling 175k customer “cases”

\* 421 local 4-hour part depots

← Back



# Возможности технической поддержки в России

★ 1 x LDC

★ 19 x PUDO



## Collaborative Support Partners



## Nexus Energy Software

*is able to support explosive business growth with the help of their new SAN*

*“The new SAN puts us in an excellent position to support future growth. In addition to the excellent performance and reliability of the SAN, we can now expand and add capacity much more quickly than before. Plus, we know Dell products are reliable, so we don’t have to worry that we’re going to have a 2:00 A.M. fire drill every week.”*



*— Brian Lenane*

*Vice President of Client Services*

### CHALLENGE

- The rapidly growing user base of the company’s ENERGYprism® online service was putting a strain on existing storage infrastructure and placing the ability to meet service-level agreements at risk

### SOLUTION

- Dell Infrastructure Consulting Services guided the company in replacing its direct attached storage infrastructure with a Dell/EMC SAN and implemented Dell PowerEdge servers running Microsoft SQL Server to support ENERGYprism
- Nexus also deployed OptiPlex, Latitude, and Inspiron desktops and notebooks to extend support to on-site and mobile workers

### BENEFITS

- Improved storage performance and reliability offers a solid foundation for future growth
- Dell quality and reliability allow the company’s IT department to focus on strategic application development



- 12 миллионов клиентов Dell используют Solaris или OpenSolaris
- предустановленная Solaris 10 на серверах Dell
- техническая поддержка OS осуществляется компанией Sun



Footnotes go here, 8pt, Gray

**СПАСИБО!**

Footnotes go here, 8pt, Gray