

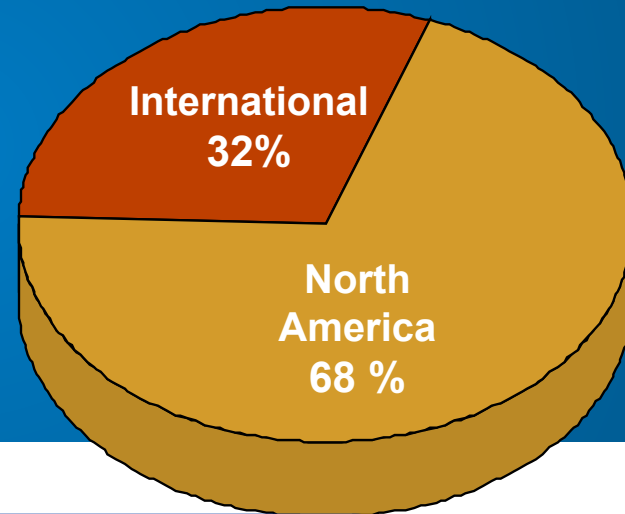
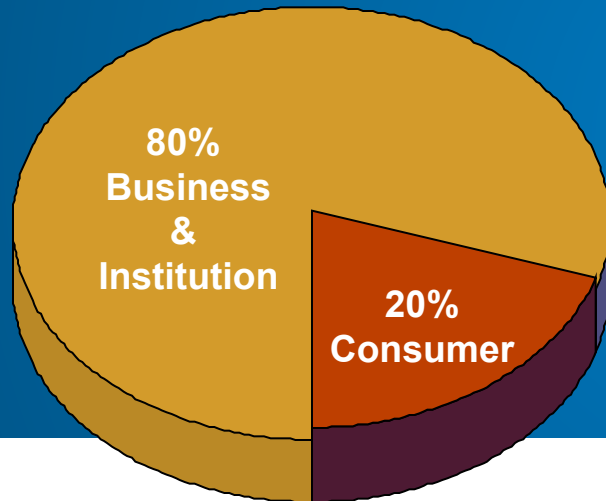


## **DELL'ОВЫЕ ПЕРСПЕКТИВЫ КОРПОРАТИВНЫХ ЗАКАЗЧИКОВ**

**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

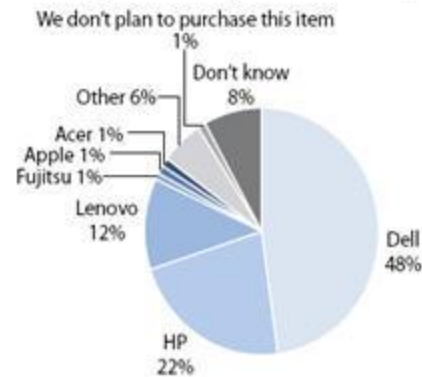


System Consolidation  
Services

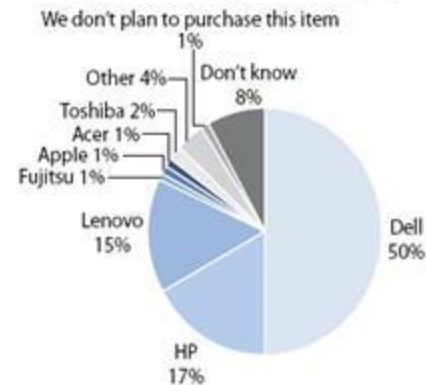
# Наиболее предпочтительные поставщики персональных компьютеров (desktops&laptops)

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

**3-1 "Which vendor is your primary or lead supplier for future purchases of desktops?"**



**3-2 "Which vendor is your primary or lead supplier for future purchases of laptops?"**



Base: 565 PC decision-makers at North American and European enterprises  
(percentages may not total 100 due to rounding)

Source: Enterprise And SMB Hardware Survey, North America And Europe, Q3 2007

41 407

Source: Forrester Research, Inc.

# Dell Top 500 Results

## Dell Clusters on Top500.org\*

### #6 Sandia National Laboratories (NSA)

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

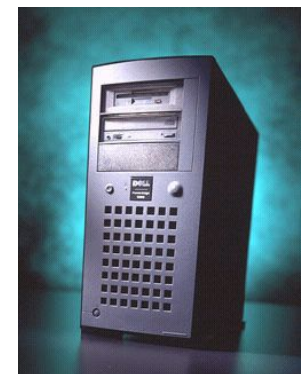
Отдел или специализированная рабочая группа



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

## BASIC

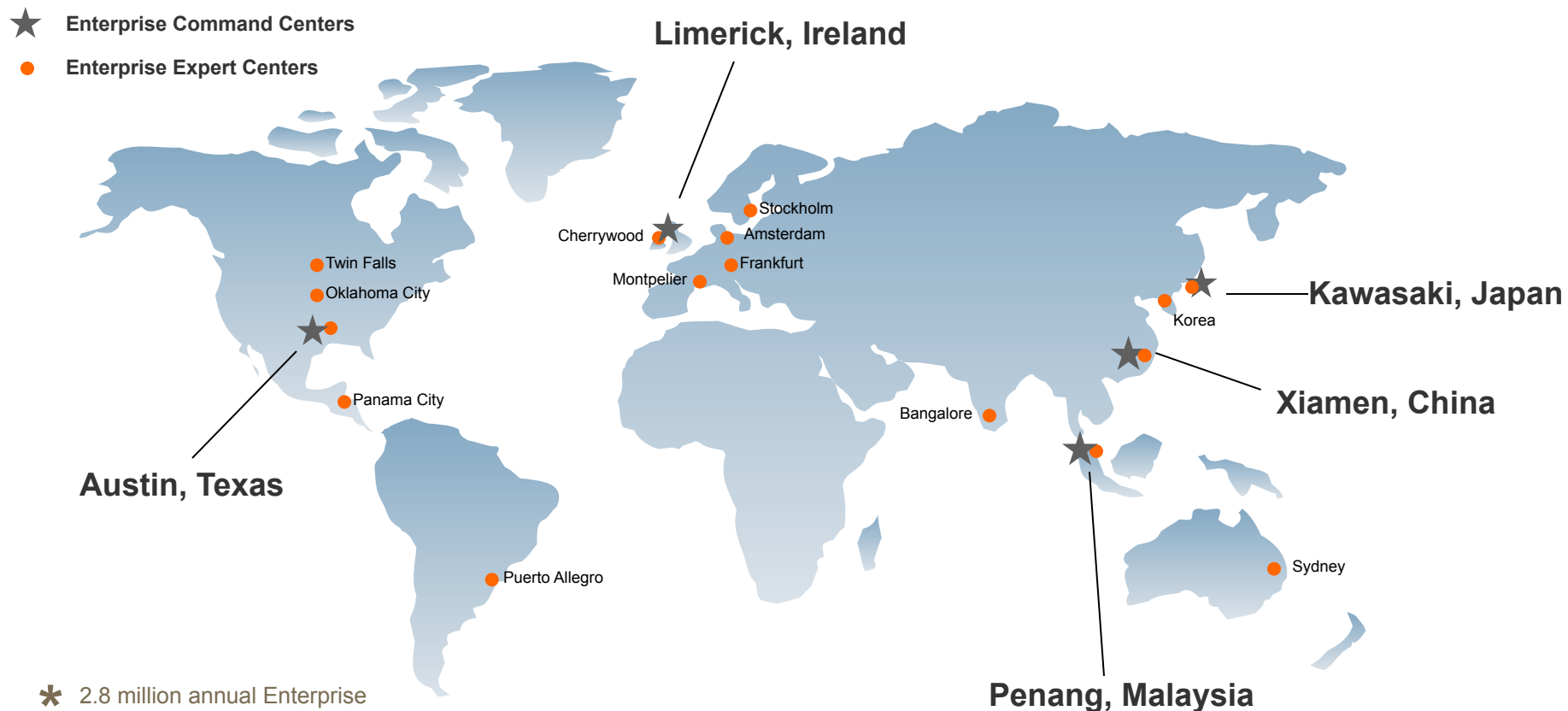
Рабочая группа



- 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



## Производители ПО, поддерживаемого непосредственно Dell

### 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



**СПАСИБО!**