Procurement Integration

A high-level overview of integrating your platform with Dell Premier

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Seamlessly integrate your procurement platform with

Dell Premier to speed up online procurement, maximize purchase accuracy and lower costs.

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Modernize Purchasing with Procurement Integration

INTEGRATE YOUR COMPANY'S ENTERPRISE RESOURCE PLANNING (ERP) SYSTEM

Through either a PunchOut or buyer-hosted-catalog Dell can connect a customer's local or global portal to any procurement platform

OPTIMIZE EMPLOYEE IT PROCUREMENT

A self-service solution that connects to a customer's existing ITSM software, to allow for end-user-initiated purchasing

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Core Capabilities for Integration Solutions

We design our solution based on your needs

- ✓ Electronic system to system order flow
- ✓ No additional user login
- ✓ Customized product catalogs
- ✓ Support of API integration
- ✓ Persona-based user experience
- ✓ User-level electronic order updates
- ✓ Customizable reporting for IT asset management and tracking

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Enterprise Resource Planning (ERP) Integration

ERP Integration Options

PunchOut Catalog Process

A customized online catalog of products, pricing and configurations offered at the customer's negotiated rate, hosted and maintained by Dell Technologies, that is integrated into their existing procurement platform.

Buyer-Hosted Catalog Process

For customers that cannot implement a PunchOut Catalog Dell can create a personalized buyer-hosted catalog file that can be imported directly into most procurement applications.

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PunchOut Catalog Customer Ordering Process

1 PunchOut to Dell Premier from your purchasing system

2 Add items to your cart and create a purchase requisition

3 Purchase requisition sent to your ERP for approval

4 *Electronic PO (XML), invoice and payments are generated for seamless automated process

*Electronic payment may not be available in all regions, contact your Dell Technologies account team for more information

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Buyer-Hosted Catalog Customer Ordering Process

1

Dell sales team creates and sends your customized static catalog

2

Create a purchase request in your purchasing system

3

Send purchase request through your purchasing system approval process

4

*Electronic PO (XML), invoice and payments are generated for seamless automated process

Electronic payment may not be available in all regions, contact your Dell Technologies account team for more information

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Collaborate with our dedicated experts throughout the integration process

1

Dell receives customer request, and assigns a dedicated Dell global integration architect (GIA) for duration of the project

2

Dell collaborates with the customer to scope business, technical requirements, and to align on project schedule

3

Dell builds unique customer requirements and provides test environment for the customer

4

Customer implements final solution
Dell provides on-going support

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Platforms that Dell Supports for Integration

A sample of the procurement integration systems our customers utilize. Our team of experts will help you implement a solution that works best for you, inclusive of the list below and many more.

SAP / Ariba	PeopleSoft
CommerceHub	Proactis
ConnectWise (Quosal)	QuoteWerks
Coupa	ReQlogic
ESM Solutions	Skyward
GHX	Smart by GEP
Ivalua	Unimarket
JAGGAER	Vinimaya
Lawson	Workday
Munis (Tyler Tech)	
Oracle	

IT Service Management (ITSM) Integration

IT Service Management Integration Empowers your Employees

Catalog

Dell provides a customized catalog including standard products and pricing, allowing for a persona-based user interface– both regional and global catalogs are available for employees to seamlessly navigate.

Order Placement

Electronic orders are sent directly from your IT Service Management platform to Dell, where they are validated and automatically processed.

Order Status

Dell provides real-time order status* updates including, carrier tracking data, service tags, invoice numbers and more.

*Order-status capabilities may vary by region

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IT Service Management
Purchasing Process

1

Access
ITSM Software

Team member
logs in and views
pre-approved
products

2

Request Items

Team member
selects items and
creates order
request

3

Approval

Order request
flows through
custom approval
process

4

PO Submitted

Purchase order
generated and
submitted to
Dell Order
Management
System

5

Device Ships

Order fulfilled
and delivered

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Customer Implementation Steps
ITSM Integration

Dell receives customer request, and then assigns a dedicated Dell global integration architect (GIA) for duration of the project

Dell sets up: personas, Dell provided catalog, order request workflow, data mapping for data exchange. Dell configures integration connection points and order choice process *

Customer tests product catalog, order submission to Dell's system, and receipt of additional reporting features

Dell and customer sign-off on development
Customer moves implementation to production

Development and configuration within a Customer's ITSM environment is not complimentary and is offered through Dell Consulting Services

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Global Fortune 500 Manufacturing Firm, utilizes ITSM Integration to optimize their business

Customer Objectives

Implement self-service ordering, optimize new hire process and automate persona-based process for device refresh

Saved $40 per order from automation
Reduce touch points between end-user and procurement teams

Freed up procurement team time to focus on strategic initiatives
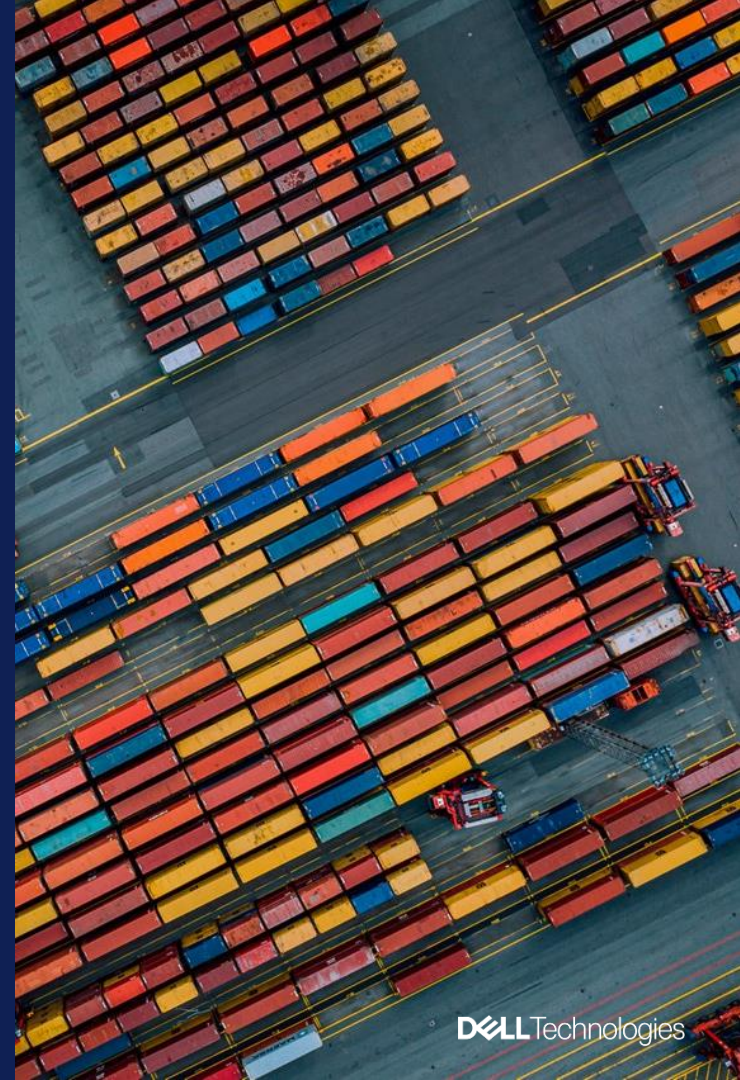Customized persona-based electronic purchasing

Increased employee satisfaction and productivity
eNPS from -35 to +60
System delivery in 1 day

Catalog API	Order API	Reporting via XML File

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Application Programming Interface (API) Technology

Leverage Application Programming Interface (API) technology to increase team agility, self-service and lower operating costs

CATALOG
Retrieve Dell catalog data and pricing

QUOTE
Retrieve Quote details including SKU descriptions, pricing, create and expiry date

PURCHASE ORDER
Submit purchase orders to Dell

ORDER STATUS
Look up or receive dynamic order status updates

TechDirect Service
Real-time access to warranty entitlement, expiration data, as-shipped configuration information

POA
Receive automated Purchase Order Agreements (POA)

ASN
Receive automated Advanced Ship Notifications (ASN)

INVOICE
Receive automated PO matched invoices for reconciliation

TECHNICAL SOLUTION

API Type: Pull & Push

Message Format: JSON

API Type: Pull

Message Format: JSON, XML

API Type: Push

Message Format: JSON, XML

API Type: Pull & Push

Message Format: JSON, XML

API Type: Pull

Message Format: JSON, XML

API Type: Push

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API Type: Push

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Message Format: JSON, XML

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Ready to get started?

Contact your Dell Account team today and we will:

1 Discuss your complementary integration with full end-to-end support

2 Assign a dedicated technical contact for project duration

3 Create an agreed-upon project schedule

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