

# Dell Technologies Flexible Billing Program

For Support Contract Extensions & Upgrades

## Digital Transformation Requires Better Use of Limited Resources

Over the past decade, IT organizations have been on a transformative journey - adopting new technologies and operating models to capture, analyze and share massive amounts of data. Not only does digital transformation enable the delivery of amazing new products and services, it allows organizations to realize significant gains in efficiency, agility and overall market competitiveness.

And while IT teams are constantly under pressure to “do more with less”, the recent global pandemic has accelerated the pace of Digital Transformation and is forcing organizations to find new ways to make better use of limited resources.

“Events in 2020 have driven 64% of IT decision makers to begin accelerating the shift of IT spend from CapEx to OpEx and to consider as-a-Service models for the future. This allows firms to invest in the services they need today, instead of waiting for future funds and stalling advancement.”

**Forrester<sup>1</sup>**

As a result, IT providers are beginning to offer more options for customers to purchase and use their products and services on an as needed basis, better aligning expenses with consumption.

### Flexible Billing Benefits at a Glance:

- + Preserve working capital
- + Simplify support contract management
- + Pay for contract renewals in monthly installments
- + Add or remove assets from program as needs change
- + No enrollment or finance fees

## Flexible Billing Program Helps Preserve Working Capital

While many factors contribute to successful digital transformation, maintaining the appropriate level of support across the entire data center helps limit downtime and costly out-of-warranty repairs - allowing IT teams to focus on innovative, high-ROI initiatives.

“A majority of IT decision makers agree internal IT staff spends too much time on support and maintenance issues, which prevents them from focusing on innovation.”

**Forrester<sup>1</sup>**

In response to customer demand for a more flexible means of managing and paying for support contract extensions and upgrades, we recently launched the **Dell Technologies Flexible Billing Program**.

The Flexible Billing program gives organizations the ability to pay for support contract extensions and upgrades in monthly installments and allows contract terms to be carried through end of life (EOL) of individual assets or to a future coterminous date across multiple assets.

By consolidating management of support contract entitlements through the Flexible Billing Program, customers gain efficiencies while preserving working capital.

## Primary Program Benefits

### Preserve Working Capital

- + Pay in monthly installments vs full contract price up front
- + Lock in pricing for multi-year contracts vs risking exposure to future price increases
- + No interest or enrollment fees charged

### Maximize ROI

- + Invest available capital in higher ROI projects
- + Spread support cost over the life of the assets
- + Minimize unexpected out-of-warranty expenses by ensuring all assets are covered

### Gain Control

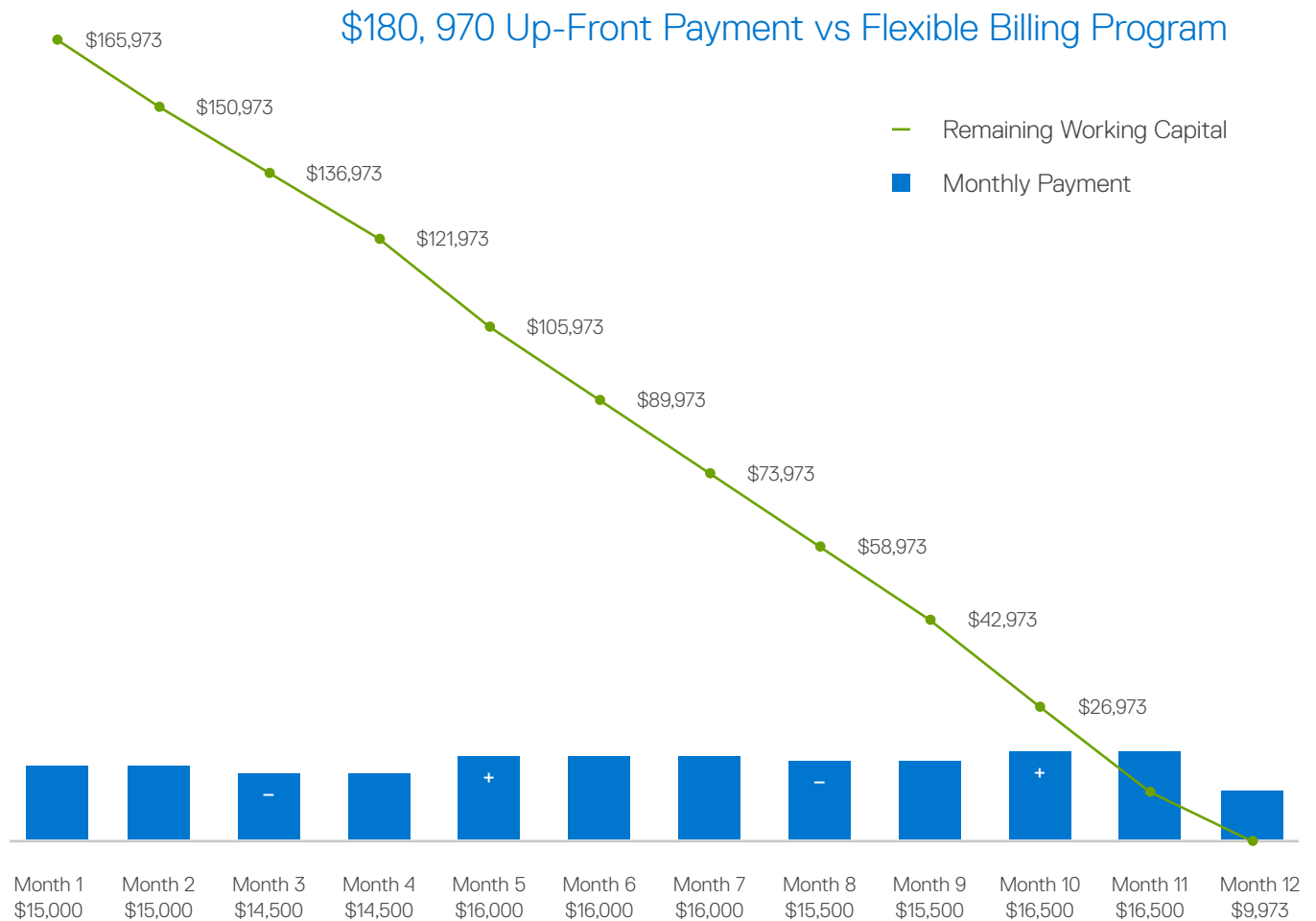
- + Only pay for the support needed
- + Add or remove assets as necessary
- + Enhance install base visibility with reporting for asset and expense management

## Example of Flexible Billing Program

Benefits of our Flexible Billing Program can be seen through this simple example.<sup>2</sup>

**Scenario:**

1. Customer requires support contract extensions on a group of Dell EMC servers
2. The total price to extend contracts for all assets out one year is **\$180,970**
3. Under the Flexible Billing Program, the customer pays monthly installments starting at **\$15,000** as shown in the graphic below – preserving working capital for higher ROI projects
4. Customer decommissions systems in month 3 and 8 – reducing the monthly installment
5. Customer adds systems in month 5 and 10 – increasing the monthly installment
6. Working capital preserved through the term of the program is represented in green



# Is the Flexible Billing Program a Good Fit for Your Organization?

The Flexible Billing Program is designed to simplify support billing and management across large numbers of Dell or Dell EMC assets. Therefore, participation in the program requires the total quote value to be > \$5,000 for all included assets.

Organizations considering participation in the program should also ensure their needs align with important elements of the program shown below:

## Included in Flexible Billing Program

- + Support contract extensions / upgrades
- + Commercial Client and Enterprise systems
- + Dell EMC ProSupport Enterprise Suite, Post Standard Support, and ProSupport One for Data Center
- + Dell ProSupport Suite for PCs

## Not Included in Flexible Billing Program

- Support contracts on new hardware. The Flexible Billing program only applies to contract extension and upgrade purchases made after original hardware purchase.
- EMC systems
- Federal government organizations in the US
- Any changes to support service features, delivery or availability. The Flexible Billing Program only affects billing.

### From an operations perspective, participants can expect the following conditions to apply:

- + Program participants must review and agree to Flexible Billing payment, provide Dell Technologies with a PO to invoice against, and approve their Flexible Billing quote. The initial quote schedule is an estimate. Once the order is processed, a Bill Plan schedule will be provided.
- + Billing occurs on a monthly basis, in advance of the month of usage (not in arrears).
- + Monthly charges may vary due to entitlement start/end dates, asset adds/removals and changes which may result in pro-rated charges.
- + Asset removal requests can be submitted to [RemoveMyTags@dell.com](mailto:RemoveMyTags@dell.com). Removal requests must be submitted 30 days prior to next invoice cycle. Removing an asset(s) may result in a removal fee.
- + Adding a new asset(s) in the future requires the Flexible Billing quote approval process to be followed. The Flexible Billing Program does not cause support contracts on included assets to auto-renew.
- + Program availability may vary by region, with each country having its own bill plan in local currency.

## Getting Started

Given the pressure to accelerate digital transformation and the resourcing required to do so, the Dell Technologies Flexible Billing Program can help IT organizations make the most of limited resources, while ensuring critical IT assets maintain the appropriate level of support.

The best way to start exploring whether the Dell Technologies Flexible Billing program is a good fit for your organization is to provide us with a comprehensive list of your IT assets. Contact your Dell Technologies Support Specialist to get started today.

### Important Information

1. Source: A commissioned study conducted by Forrester Consulting on behalf of Dell Technologies, December 2020.
2. Flexible Billing example for illustrative purposes only. Contact your Dell Technologies Support Specialist to receive a quote for your specific requirements.