

DELL GLOBAL COMMAND CENTERS & SERVICES CAPABILITIES



SUPPORTING YOUR ORGANISATION 24 X 7 X 365

- Global Service Event Monitoring; End-to-end Case Management & Execution
- Proactively manage issues to mitigate customer impact
- Reduce response time during crisis situations
- Regional to global single point of contact
- 5 Global Command Centres
- 60 Expert Technical Support Centres
- Presence in more than 180 countries
- More than 15,000 certified field technicians
- 500 parts depots
- Over 500 Dell platforms supported

