

Dear Partner,

At the Dell/SilverBack Managed Services Partner Conference held in January, we committed to open and continuous dialogue with our partner community on Dell's managed services strategy, program enhancements and go-to-market initiatives.

Managed Services Partner Certification Update

Today, we are pleased to announce some updates. The Dell MSP certification program has been enhanced to include Dell's desktop and remote device management services (enabled by the recently acquired Everdream technology). This technology is exciting as it enables our partners to offer new and expanded product sets consisting of software distribution, patch management, remote asset discovery, asset management, data encryption, online backup, software licensing and remote administration to our partners' vast base of desktop and notebook systems.

To support these new capabilities for our partners, Dell has added an MSP certification track for Dell's desktop and remote device management services. Our partners can now access the technology, training and best practices of all Dell managed services practice areas, including those offered for IT infrastructure remote monitoring and management technology driven by Dell's enterprise monitoring services (enabled by the recently acquired SilverBack technology), and those offered for Dell's desktop and remote device management services.

Dell's desktop and remote device management services technology represents an exciting addition to our MSP certification program. Current Everdream partners who register before May 15, 2008 will be "grandfathered" into the Dell MSP desktop remote management certification program. Also, we are thrilled with the results of our first Dell MSP Partner Certification program based on Dell's enterprise monitoring services, as new partner certifications have increased over 400 percent in just four months. We look forward to similar results with the expansion of the program utilizing Dell's desktop and remote device management services platform technology.

Managed Services Update

As we discussed at the January MSP partner conference, Dell will be starting a limited pilot in Dallas, TX selling small businesses basic remote monitoring and remediation services using Dell's enterprise monitoring services. Dell will look to expand this pilot over the course of 2008 in the Americas, Europe and Asia Pacific regions as feedback dictates.

As promised, we will update you on the progress of this pilot as results and feedback are generated. We'll continue to communicate and work with partners to further develop the channel offering that will compliment Dell's small-business managed service offering. There will also be opportunities for partners to participate in the pilot, and we will provide details in the coming months.

And in closing, during the week of April 21, 2008 we will host a managed services partner webinar that will further outline the results and growth of our MSP certification program, and share our plans for continued enhancements to the MSP platform and overall channel program. This webinar will provide our partners the opportunity to be educated on the enhancements to Dell's platform technology and programs that will enable you to develop specific initiatives suited to meeting your business goals.

We envision this webinar being the first in a series of conversations with our partners as we continue to develop Dell's managed services channel strategy and offerings for our partners. We will be in touch with you shortly with details about our upcoming webinars

As always, we look forward to your feedback.

Sincerely,

Greg Davis
Vice President and General Manager
Americas Channel Group

Michael Menegay
Global Director, Dell Managed Services