Dell Services - Insurance

Enabling Agility, flexibility and innovation

June 2015
Dell Services

Dell Services: Accelerating innovation with services focused on your future

- Transform
- Connect
- Inform
- Protect

- Support and Deployment
- Infrastructure and Cloud Computing
- End-to-end, scalable solutions
- Applications and BPO
- Security
Dell - One place for end to end solutions: Addressing technology trends that impact the full IT spectrum

One of the select few companies in the world, offering a portfolio of integrated hardware, technology and process solutions

Leader in nine Gartner Magic Quadrants

Unique and proven Dell IP, Wide range of market-tested tools and software

Enhance Client engagement and delivery capabilities to support our customers

Recognised as a 2014 World’s Most Ethical Company by the Ethisphere Institute

Comprehensive portfolio built with the industry’s most innovative IP

Optimised enterprise
- Servers
- Storage
- Networking
- Applications/workloads
- Data centre solutions

Flexible, next-gen services
- Proactive support, BPO, Consulting, deployment
- App/cloud/managed services
- Security
- Financing

Business-class connected solutions
- Tablets
- Laptops
- Desktops
- Workstations
- Printers

Value-added software
- Data centre/cloud
- Data protection
- Information mgmt
- Mobile workforce mgmt
- Security

Engineered to work better together — and work with what you already have

Leadership that benefits every customer

Making powerful technology more accessible and affordable

CIO’s choose Dell as the most preferred technology partner

Source: CIO Choice Awards, May 2014...

Servers
#1
server provider in North America, Latin America, China

Storage
#1
provider of iSCSI storage solutions

Data centre
#1
provider of virtualised data centre infrastructure

Search
4 of 5
top search engines worldwide powered by Dell

Support
#1
in enterprise services support

Cloud
#1
provider of cloud infrastructure—over 1M servers shipped

Software
90%
of Fortune 1000 companies use Dell software

Social
3 of 4
top social media websites are powered by Dell

Dell is an end-to-end solutions provider. Dell offers hardware, software, and services to deliver complete enterprise solutions in the era of virtualisation. A software provider at its core, Dell combines its services, and those created by and with partners, to create solutions that will meet a wide range of business needs.

Dell Services
Accelerate Innovation

Dell Services features among Gartner’s top 20 worldwide IT services vendors.

Today, 96% of the fortune 500 are Dell Services Customers

#1 for IT Service & Support Customer Satisfaction (TBR)

Leader in development of advanced support and cloud services

Support 14M clients, 1.4M servers & storage systems

Manage 2.5M+ clients and 36 data centres

SaaS 10k+ customers, 6.2M+ seats

More than 18 strategic acquisitions—including Make, Clarity, Quest, SecureWorks, Boomi—to bolster our services portfolio

Dell Services Portfolio

Application services
- Digital transformation
- Consulting
- Custom apps development and management
- ERP-CRM/SaaS services
- Apps testing and support
- Apps modernisation

Business process outsourcing
- Application processing and underwriting
- Policy maintenance
- Customer service and agency management
- Claims processing
- Reporting & BI

Infrastructure and cloud computing
- Public, private and hybrid cloud services
- Managed services
- Data centre outsourcing
- Data centre consulting
- System integration

Security services
- Managed security
- Security and risk consulting
- Counter threat intelligence unit
- Incident response and digital forensics services

Support and deployment

- $8.5 Bn revenue
- 60 tech support centres
- 50,000+ team members
- 7 global command centres
- 90 countries
- 25 Apps/BPO centres

11 Outsourcing Excellence awards since 2004
7 Microsoft Partner of the Year Awards

Leader: Data Centre Outsourcing & Infrastructure Utility Services, North America, Gartner Magic Quadrant

Leader: Social Media Outsourcing Services, Nelson Hall NEAT vendor evaluation

Leader: Insurance BPO – Service Provider Landscape with PEAK Matrix Assessment, Everest Group

Established methodologies & project management practices

Dedicated centres of excellence across various technologies and domains.

Mature global delivery model

ITIL–based processes and methodologies

Six Sigma and Lean process-driven continual service improvement

Recognised as a digital solution provider that has created an integrated organization (in the form of Business Innovation Services) offering integrated social, mobile, analytics and cloud solutions under one practice

Source: Forrester Report – May 2014
Serving Financial Institution across the globe

- Dell helped a fortune 500 global insurance company improved their European claims team productivity by up to 25% and reduced claim cycle time by 60%
- US insurer cuts costs by over 30% by migrating legacy COBOL code to open/distributed systems
- Large US Life insurer improves agent adoption of e-channels by over 41% while reducing application processing costs by 18% and improving efficiency by over 20%
- Nearly 3 million policies under administration and more than 30,000 new business cases handled monthly by Insurance BPO team

- Dell has developed and delivered critical UK national payment systems that process more than 10B transactions annually
- Optimised time-to-market and reduced applications support costs by over 30% across critical retail banking applications
- Dell improved transaction throughput for a Swiss Private Bank from 25,000 to 1.5M trades per day
- Dell has modernised mission critical applications for the top exchanges of the world, incl. NYSE, NASDAQ, and SGX

Certainly, our impression in discussions with senior management has been that Dell is a company that is quietly disrupting the status quo, helping organisations of all sizes reduce their cost of IT, especially by moving away from legacy approaches and onto more standardised infrastructure. – 451 Research
Dell’s Digital Story

**The Best Online Buying Experience**
- Simple
- Fast (few clicks)
- Consistent
- Device independent
- Wow factors

**eSupport**
- Provide the best Net Promoter Score (NPS) and resolution experience
- Order status
- Automated diagnostics
- Driver & downloads
- Community
- Knowledge base

**Commerce Services**
- Consistent design
- Compliance to standards
- Governance
- Flexibility
- Omniture Test & Target (A/B testing) analytics
- Centres of competence

**Premier – Our B2B Differentiator**
- Run as a business
- Deliver the platform
- Add value for each customer

---

**Dell Online Today**
Provides mature digital channels that support customers through their lifecycle

- 470 million Commerce visitors per year
- Googled 1 million times per day
- 150,000 Channel partners online
- 190,000 Premier Pages
- 1,600 Online-focused team members

$13 billion Online Sales
Third largest online retailer on the planet

An online transaction every 3 seconds

---

**What has Dell done with social media both internally and for our customers**

**Product Development**
18K new customer ideas from social web

**Marketing**
183% increase in traffic to web domains

**Talent Acquisition**
40K candidates from the career pages on Facebook

**Sales**
69% year-over-year sales via social media

**Customer Service**
98% first-time resolution rate on approx. 4,000 issues/week

**Communications**
45% year-over-year influencer coverage increase at marketing events

---

**Solicit**
Brand SOLICITS stories, experiences and opinions from customers through web, mobile, email, social media and other channels

**Engage**
Customers ENGAGES to share their brand experiences & stories through registration process.

**Moderate**
Dell MODERATES all user generated content & creates deep PROFILES & insights.

**Publish**
Dell PUBLISHES all moderated content to brand’s digital communities on the social web.

---

Forbes
In Dell Social-Media Journey, Lessons For Marketers About The Power Of Listening

THE WALL STREET JOURNAL
How Dell Predicts Which Customers Are Most Likely To Buy

---

Dell - Internal Use - Confidential
In today’s competitive and complex business environment, insurance companies are under cost and performance pressure to meet customers, regulators and stakeholder changing expectations. Today’s key insurer’s challenges that Dell insurance addresses are:

• Increasing expectations from highly connected customer
• Rapidly changing marketplace with new products and increasing regulation
• High cost of servicing closed, legacy blocks of business and inefficient capital management
• Outdated technology that is resource intensive to manage
• High cost of claims

Insurance customers

Introduction

Dell Services provide end-to-end IT business solutions to the insurance customers globally. Dell Insurance has 1,500+ employees globally, providing Consulting, Application Development & Maintenance and Applications & Business Process Outsourcing services to both Life and P&C (general) Insurance organisations.

Dell insurance has over 50 clients globally and is currently engaged with over 8 large insurers and more than 5 medium size insurers in Europe.

Dell Insurance has recently helped a Fortune 500 global insurance company to transform their claim processing in 12 European countries by implementing claims online portal that is fully integration with their back office system. This company won the Celent’s Model Insurer 2013 for improving the claims process with innovative real time web based online transformation.

Dell Insurance is the second largest BPO provider in US, supporting over 30 large life insurance customers, and managing over 3 million live policies and over 26 thousand products.

Insurance industry accolades

• 2013: Everest – Dell Insurance Services positioned as ‘Major Contender’ in Everest Insurance BPO PEAK™ Matrix Assessment
• 2013: Nelson-Hall - Dell is ranked as a leader (positioned in the top right quadrant) in the Overall Quadrant service category
• Won 2013 Celent model insurance award for Genworth innovative Claims Transformation solution
• Won Technology Award for Erie Family Life / Dell Services / iPipeline for Straight Through Processing
• Won: Technology Award for Erie Family Life / Dell Services for Agent Web Carbon Copy solution
Dell’s Insurer Of The Future
Innovative, Lean and Customer Centric

"Insurer of the future" will seamlessly integrate channels and devices, bringing the power to do more to every participant in the business value-chain.

8:00 AM – John On the way to work: Car accident
A third party vehicle hits John’s car

8:30 – Road side assistance
Insurer arranges replacement car & recovery van on the way

9:00 AM – Call Centre
John contacts the insurer

2.00PM Centrally located Loss Adjuster
Verifies damages via an interactive live video feed from the garage

5:30 PM – On the way home
John checks the repair status of his car at the garage with pictures. Estimated completion date 1 week. John is able to view progress everyday online over the course of the week.

8:10 AM – John calls his insurer
Reports claim, sends pictures of his damaged car and third party vehicle, videos of a couple of witnesses,

12:00 Lunch
Email from insurer to confirm claim details

5 days’ later:
Notification from the garage that car is ready

1 Day later:
Claim closed Notification from the insurer on claim settlement with detail

Dell’s insurer of the future will be lean, innovative and customer centric. The insurer will have to embrace disruptive innovation, transform back office by modernising and simplifying the IT estate, and also enable next generation customer services.

Analytics can help insurers understand their customers’ needs more effectively. Customer data and analytics can enable personalised level of customer product requirements, communication and service. Social media can help insurers engage directly with their customers, get their feedback on product and service requirements and preferences. Social media will also become a new sales channel in coming years.

The insurer will need to rationalise and optimise their business processes (that are either legacy and/or are result of M&A activities) to ensure that they are ahead in competition. Consolidation and simplification of IT estate will reduce the back office cost and will enable insurer to quickly leverage on new & emerging technologies.

Customer centric product and service offerings and able to seamlessly integrate multichannel environment to provide uniform customer experience across channels will ensure better customer services. Customer should have choice and flexibility on how and from where they access the new sales and service channels.

"Insurer of the future" will seamlessly integrate channels and devices, bringing the power to do more to every participant in the business value-chain.
Dell Insurance - Capabilities and Solutions
Enable Agility, Efficiency and Innovation

Dell services provide insurance capabilities and solutions to both P&C and Life and Annuities insurance companies globally. We have compressive set of offerings that can help insurer better engage with their stakeholders, increase operational efficiency and extend business models by innovative solutions and products offerings.

The key insurance specific offerings are:
- Business Analysis as service – reduce cost, improved quality and flexibility
- Direct to consumer and online transformation – better engage with stakeholders
- Claims transformation – reduce cost, improved efficiency and customer experience
- Digital Transformation – better stakeholder engagement and back office transformation
- Testing Framework - improve speed of deliver and quality, reduce cost,
- BPO/TPA services - reduce cost, flexibility and scalability, service quality

In addition to insurance domain specific capabilities and solutions, Dell services also offers compressive end to end solutions in the area of social media, mobility, analytics and cloud that and help insurers leverage these technologies and solutions. We also have vast experience of application development, maintenance and package implementation for most of the technologies and products available in the market.

P&C and L&A Capabilities

<table>
<thead>
<tr>
<th>Business Analysis as a service</th>
<th>Direct 2 Customer</th>
<th>Claims Transformation</th>
<th>Digital Transformation</th>
<th>Testing Framework</th>
<th>BPO/TPA Services</th>
</tr>
</thead>
<tbody>
<tr>
<td>Supported by Comprehensive Service Offering</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

P&C ✓ ✓ ✓ ✓ ✓ ✓
L&A ✓ ✓ ✓ ✓ ✓ ✓

Across all domains and fully leveraged by the insurance customers

Key themes

Social Media | Mobility | Analytics | Cloud

Application Services

Infrastructure & Cloud Computing (I&CC)

IT Management Solution
System management, Security & Application Software

Security Solutions (Managed Security Services)
Business Analysis as a Service

Dedicated ‘Core Team’ develops and retains knowledge of Customer’s applications and can quickly train additional resources. Access to Dell’s internal resource pools providing depth and breadth of skills.

### Requirements

“Scope definition in effective alignment with business priorities”

- Elicitation using deep dive requirement sessions
- RTM and BRD documentation

### Business Processes

“Comprehensive review of end-to-end business processes”

- Use Case construction
- Business Process Modeling
- Story telling

### Reusable Assets

“Track reusable knowledge assets”

- Repository of repeatable and reusable core material
- Comprehensive documentation

### Reporting

“Management reporting and performance monitoring”

- Reporting for release, bulleting summary
- Trend analysis

Helped a large UK P&C insurer by providing BA services to implement real-time pricing for Brokers & Aggregators. Offshore and onsite model was used for leveraging the wider skills, resource flexibility and cost savings.

BA services to a number of US life insurers to add new functionalities, enhance product set-up and continuous improvement to existing processes.

Direct to consumer

Mature and digital channels that support customers’ desire to buy along with engaging interface, easy configuration and support. Seamlessly integrate channels and devices, bringing the power to do more to every participant in the business value-chain.

### Capability

“Direct customer engagement and customisation”

- Buy Support
- Community
- My Account
- Accessible via hand-held devices

### Benefits

“Minimised layering in sales improves efficiency”

- Simplified products and processes
- Personalised user experience
- Customised pricing
- Cross-sell and Up-sell

### Experience

“Enhanced purchase experience”

- One-click buy
- Simple and Intuitive
- Secure and easy
- Tailored for You

Developed a working model prototype for large UK insurer to provide a more engaging customer experience to buying online life insurance. Dell solution included innovation-oriented, insurance expertise led, simplifying customer journey, use of storyboards, user journeys and mockups. Dell’s mobility, social, analytics, UX and digital solutions teams were engaged.
Helped a fortune 500 global insurer in claims transformation and that resulted in up to 25% productivity improvements and reduced the overall claims cycle by 60%. Dell engagement was on architecture, business requirement analysis, development and testing of the solution.

Digital Transformation

“Digital Transformation is all about engaging customers, while radically improving operations, enabled by technology”. End-to-End portfolio across hardware, software and devices for comprehensive Digital Insurance.

**Claims Transformation**

Enable claim cost containment by better fraud management, tracking key drivers such as claims inflation, claims leakage and claims cost. Increase efficiency by optimising, automating and standardising processes.

**Optimised processes**

"Predefined and optimised workflows for most of all standard claims processes"

- Standardised processes
- SIPOC diagrams
- Rule based Claims Engine

**KPIs**

"At each process level to effectively measure results and track progress"

- Comprehensive list of KPIs at process and sub-process level
- Better insight into claims performance by Loss ratio analysis, Claims Fraud analysis.

**Fraud Management**

"Claims scoring checklist based on business rules to identify and detect fraud"

- 360 degree view of each fraud indicator
- Litigation and Recovery

**Digital Transformation**

Implemented a new electronic application submission channel for agents by using straight through processing technology for a large US life insurer. Dell implemented straight-through-processing (STP) technology to accelerate policy delivery. After implementation, the Life insurer improves agent adoption of e-channels over 41 percent while reducing application processing costs by 18 percent and improving efficiency by over 20 percent.
Testing framework for insurance

Framework plugs requirement gaps, helps generate reusable test scenarios and cases, provides end-to-end traceability from requirements to defects, along with test and risk coverage reporting. Modular, reusable and customisable solution.

**Scalable**

“Fit into the requirements of the insurer and can be scaled up or down based on needs”

**Configurable**

“The core components – use cases, business rules, test scenarios and test cases can be configured to suit client needs”

**Reusable**

“Reusable across all insurance functions and serves an ideal fit for a requirement based testing solution”

Utilised Insurance Testing Framework approach for an existing Insurance client to reduce testing time for new products launch and automation for regression testing, repetitive business process, rates. Our framework approach has delivered up to 30% savings in cost and up to 15 to 20% reduction in testing cycle time at increased quality. Overall the solution reduced new product launch timelines by 50%.

BPO/TPA

We help our customers reduce fixed operating cost by providing them with end-to-end administration services for life and annuity products.

**Services**

“More than 1,200 team members across four global operations centres in US (Lincoln, Omaha, Rome) and India”

- Product Launch
- New Business, Underwriting
- Policy Owner Services
- Claims and Regulatory support

**Products**

“Nearly 3 million policies, 26,000 products and more than 90 blocks of business supported”

- Term, Whole Life, Universal
- Annuities, Pensions, IRA
- Endowment, Group, Worksite
- CI, Disability, Vision, Legal, Dental

**Differentiators**

“Introduce innovative functionalities and new Target Operating Models”

- LifeSysTM IP
- Quick New Product Introduction
- Transaction based pricing
- Global Delivery Centres

Dell has a strong BPO presence in the US and supporting over 30 large life insurance customers. Dell services is one of four companies in the world, offering a portfolio of integrated hardware, technology and process solutions. In addition to helping with BPO/TPA services, we proactively help insurers in business processes, optimisation, integration and embrace disruptive technologies.
We help our customers reduce fixed operating cost by providing them with end-to-end administration services for life and annuity products.

- More than 1,200 team members across four global operations centres: Lincoln and Omaha, NE, Rome, GA, and Chennai, India
- Up to 2 million calls handled annually across our 30 customers
- Nearly 3 million policies under administration and more than 30,000 new business cases handled monthly
- More than 40,000 plan codes and more than 90 blocks of business supported

### Services

- Application processing and underwriting
- Group enrollment
- Policy maintenance
- Customer service and agency management
- Proof of existence
- Claims processing
- Financial investment management
- Reporting & BI

### Products

- Health insurance
- ISWL
- Qualified annuities
- Indexed annuities
- Payout annuities
- Fixed annuities
- Ordinary Life
- Universal life
- Disability
- Endowment products
- Worksite and group
- Term life
- Critical Illness
- Dental
- Legal

### Insurance BPO portfolio we currently service

| 20+ Years | 1200+ Experienced Insurance Professionals | 25+ Life TPA customers | 4 Global centres Lincoln and Omaha, Noida and Chennai, |
| 5/20 Top Life | 2.5 M+ Insurance Policies Administered | 50,000 New business cases processed per month | >3 M Policy Holder Financial & Non-financial Transactions per year |
| Insurance Companies Supported | 1 Comprehensive Administration Platform | 53K+ plan codes supported | 26K Products on LifeSys |
| 1 | >250K Active agents |
| $4B+ Premium Collected and Processed per year | 2M+ Phone calls from policy holders and Agents per year | 27M Pages printed per year | 90+ blocks of business being administered |
• Increase your business agility and flexibility
• Let Dell Manage the Applications – so you can manage business
• Transform your application faster and on Budget.
• Turn Data into actionable Insights.
• Helping to Address the 3C’s Cost, Compliance and Customer Retention

Application Assessment
Assess application portfolios for simplification and rationalisation opportunities, assist in roadmap planning

Application Maintenance
Maintain and nurture applications in any IT environment using ITIL based service framework for effective ownership and efficient migration or transition plans to support business changes.

Custom Application Development
Develop new applications or major enhancements in existing applications to provide faster time to market with tools, accelerator & frameworks, quality processes and methodology.

Comprehensive Services

Application Modernisation

SMAC

Testing Services

Mobility Services

Large insurer reduces total cost of ownership and improves customer service by relying on Dell legacy modernisation & global delivery experience.

Together with Dell global insurer reduces time to market a new product using electronic application submission.

Digite SwiftALM
An industry standard workflow based ALM, Quality and Project Management Tool.

• Integrated Project View
• Single Source of capturing project data, and metrics
• RACI implementation
• Notification Features
• Quality Control through mandated use of Checklists, entry and exit criteria
• Compliant to Industry Standards – ITIL, PMBOK, CMMI and ISO with indicators for process non-compliance
• Real time analytics covering all key KPI’s.
• Integration features via Web Services
• End to End life-cycle management for Dev, Maintenance and support projects

Executive Dashboards
Account Health Index, Balance Score Card, Earned Value and Risk Analytics

Variance, Defects & Risk Analytics

Dashboards and Reports
• Real time reporting – Drill down reports and dashboards to multiple levels of details
• Full-function, configurable analytics report framework enabling custom dashboards and reports
• Trend Data – Historic trend for a metric enabling effective decision making

Dell is committed to best Process and Delivery Excellence using its NextGen Delivery tools and Gold Standard processes for Development, Enhancement and Support projects across all the verticals.
Reduce IT costs, enhance business agility and be certain of the future

**Application Modernisation Services**

- Mainframe Application Re-Hosting
- Portfolio Assessment
- Unix To Linux X86 Re-hosting
- Application Re-architecture

**Technology Stack**

US insurer cuts costs over 30 percent by migrating legacy COBOL code to open/distributed systems.

With Dell’s own iPaaS solution Boomi you need not have to take care of hardware, software upgrades or maintenance, so you can focus on making business process work more efficiently.

**Cloud Application Services**

- Cloud Application Assessment
- Cloud Application Migration
- Cloud Application Transformation
- Dell Cloud Services for Azure
- Cloud Integration for Boomi
- Sustenance and Support Services

Be Efficient, Responsive and Committed with Modern Platform and suite of Applications
Enable flexibility, scalability and cost reduction in insurance organisation by leveraging the skills and expertise of Dell Services.

**Application Testing Services**

- Mobile Web Application Testing
- Strategic Test Automation Consulting
- Cloud Application Testing Services
- BI-DW Testing Services
- Security Testing
- Performance Testing Solutions

181% ROI in 2 years by using Dell developed Universal Test Automation Framework (UTAF)

- $120,000 saved through the open source performance testing framework
- $30,000 saved by using Dell’s Open Source Security Testing Framework
- Pay-back achieved in 11 months using HPQTP based keyword driven automation framework

Asian insurer reduces testing life cycle time for new business policy applications by 27 percent using Dell’s Innovative Testing Framework.

- 100+ team strength (UX Design, Solution Architecture, App Development, Testing, MADP platforms, Pre-sales GTM, Practice)
- Certified associates across Mobility stack
  - iOS, Android, Windows8, Blackberry
  - Kony, SMP, HTML5, PhoneGap, Appcelerator
- Focused Mobile User experience group creating “Best in class” UI for phones & tablets
- 35+ Projects executed for multiple clients across industries on all major platforms (Native & X-Platform)
- Onshore vs Offshore: Resources across US & Europe (UK / Germany).
- Offshore delivery centres in Bangalore & Noida (India)
- Distributed agile methodology to embrace iterative approach for mobile application development

**Mobility Services**

- Strategic Consulting and CoE
- Mobile Apps Development
- Mobile Testing
- Mobile BI
- Mobile Application Management
- Maintenance and Support Services

Mobile CoE with dedicated team & support across all offerings

Erie Insurance receives high customer satisfaction scores by implementing mobility application with Dell Mobile CoE

We help ensure improve quality and speed of delivery by leveraging Dell’s testing framework
**Gartner Magic Quadrants:**
- Desktop Outsourcing (Overall Leader)
- Managed Security Services (Overall Leader)
- Service Desk (Overall Leader)
- Data Centre Outsourcing (Leader Quadrant)

**Dell I&CC Managed Service Offerings**

**Enterprise Computing**
- Storage Services
- Data Centre Services
- Platform Services
- Business Continuity and Disaster Recovery

**Core Services**
- Business Service Management
  - Service Management
- Process Automation & Event Mgmt
- Business Intelligence
- Client Care Centre (C3)
- Transition Management

**Enterprise Network**

**Managed Networks**
- Managed Router
- Managed Switch
- Network Security
- Carrier Networks
- VSAT Services
- Net Ops and Advanced Monitoring

**Mobility & Wireless**
- Wireless LAN
- Remote Access Connection

**Converged Network**
- Unified Communications
- Data Centre Networking

**End User Security**
- Endpoint Security
  - Endpoint Data Encryption
- Security Administration
- Security Operations Centre (SOC)

**End-User Computing**
- Desktop Management
- Service Desk
- Messaging Services

---

**Global insurer utilised Dell services for managing its professional Field services portfolio for all equipments and service desk support**

**Desks/Laptops 3 M+ supported**
- 14 languages and 2,000 + experts
- ITIL® V3 certified
- Lean and Six Sigma® certified
- HDI® Support Centre certified
- **Transform customer infrastructure by reducing complexity and enabling agility, efficiency and innovation**

---

**Large US insurer reduces IT and administration costs by over 20 percent.**

**Global service desk locations**
- Service Desk 12 M+ contacts/yr

**Global clients**
- (Image of various logos)

---

17 Dell - Internal Use - Confidential
Thank You!