



# DELL EXPERT NETWORK HELPS MSPs PROVIDE REMOTE SOLUTIONS

No matter where your work takes you, we're here with seamless solutions to keep your customers' productivity at its peak.

The Dell Expert Network offers FIVE primary benefits:

1

## DEDICATED ACCOUNT MANAGER

After registering with the Dell Expert Network, MSPs and IT consultants will be contacted by an account manager within 72 business hours to formalize participation. This single point of contact is dedicated to you and your customer's needs, while also providing the best deals and promotions.

2

## SHORTCUTS TO SERVICE AND SUPPORT

With Dell TechDirect, a time-saving tool, you can help your customers faster by skipping the phone call when you need support. The TechDirect tool lets you self-log customer support tickets and self-dispatch replacement parts. You can also gain access to live online reporting of customers' assets.

3

## DELL ADVANTAGE LOYALTY REWARDS

You will receive 3 percent back from all the purchases that your small business customers make at Dell. You can use those rewards toward future purchases on Dell.com.

4

## TRAINING AND CERTIFICATIONS

As a Dell Expert Network member, you get access to Dell EMC certifications and online courses created for IT experts like you. Topics include: Cloud, Storage, Data Protection, Converged Infrastructure, Servers, Networking, and Big Data.

In addition, Dell Expert Network members can access free Webinar Events with live demos, and NDA Webinars that will help you stay ahead of the game with a sneak peek at some of the newest Dell products. Product experts are available to answer questions live during these webinars.

5

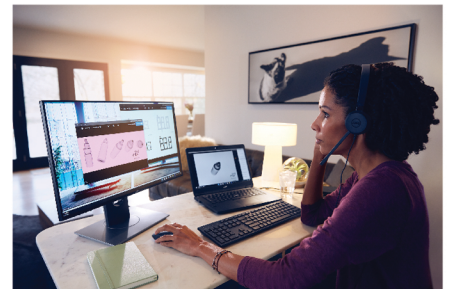
## DELL FINANCIAL SERVICES (DFS) FOR MSP SERVICES

Now your customers can include your IT consultancy services and fees on their lease. For example, if the end user purchases \$10,000 in Dell hardware, software, or services and the MSP services are \$1,000, the end user can take a lease of \$11,000.

For MSPs and IT consultants who want to provide the best advice and service to their small business customer, Dell offers industry-leading end-to-end solutions. And with the Dell Expert Network, they now have a true one-stop shop.



## EXPERT NETWORK



For more information, go to [Dell.com/ExpertNetwork](https://Dell.com/ExpertNetwork), call 833-599-3774, or Email at [Dell\\_Expert\\_Network@dell.com](mailto:Dell_Expert_Network@dell.com)

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