Payment Solutions

Position your organization for ongoing success
and help drive your sustainability goals

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Today's business and IT challenges are unprecedented

- 💲 Capex budget challenges

- 🎛️ Over and under provisioning

- 📈 Unpredictable growth

- 🔁 Managing technology refresh cycles

- 🌐 Meeting organizational ESG goals

These challenges can be addressed with **predictability, flexibility and choice** to deploy IT solutions you need NOW while maximizing your IT budget.

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Payment Solutions Portfolio

Spread cost over time**

Technology Ownership
Software Installments

FIXED PAYMENTS

Lifecycle management**

Technology Rotation
Dell APEX PCaaS
Accelerated Transition

FIXED PAYMENTS

Usage based solutions

Dell APEX Flex on Demand
Dell APEX Data Center Utility

VARIABLE PAYMENTS

Predictability, Flexibility & Choice

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Payment Solutions by outcome

OUTCOME	**SOLUTION**

Predictable payments over time
with a goal to own the technology — TECHNOLOGY OWNERSHIP

Pay for and access software
in more flexible ways — SOFTWARE INSTALLMENTS

Pay for a period of time
to access technology with end-of-term options — TECHNOLOGY ROTATION DELL APEX PCAAS

Cost effective way to migrate
to new storage environments — ACCELERATED TRANSITION

Pay for actual usage
based on the technology — DELL APEX FLEX ON DEMAND

Pay for technology and resources
at enterprise scale — DELL APEX DATA CENTER UTILITY

CUSTOMER NEEDS

FIXED PAYMENTS OVER TIME**

VARIABLE PAYMENTS BY USAGE

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Payment Solution coverage by product

	Client	Servers	Storage	Switches	CI	HCI	Data Protection
TECHNOLOGY OWNERSHIP	●	●	●	●	●	●	●
TECHNOLOGY ROTATION	●	●	●	●	●	●	●
ACCELERATED TRANSITION			●				
DELL APEX PCAAS	●						
DELL APEX FLEX ON DEMAND		●	●	●	●	●	●
DELL APEX DATA CENTER UTILITY	Available across all infrastructure and workforce solutions with optional ProManage or Infrastructure Managed Services						

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Solutions for Spreading Cost Over Time

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Technology Ownership

Predictable payments over time with a goal to own the technology

Simple structure

Choose a simple finance structure that makes it easy to budget and plan for spreading costs of ownership over time

Improve cash flow

Remove the burden of expensive up-front costs for IT acquisition and preserve cash for other investments

Complete solutions

Use this payment solution to acquire stand alone hardware, software and services or bundled solutions

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Software Installments

Pay for and access software in more flexible ways

Lock in costs

Take advantage of publishers' pre-paid, multi-year maintenance discounts and get the budgeting certainty you need

Beat budget constraints

Drive value in your organization by aligning multi-year license and maintenance costs to available budgets

Software agreements

Payments can be tailored to meet your needs, including deferrals and monthly or annual payments for software and license agreements

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Solutions for Lifecycle Management

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Technology Rotation

Lower cost*, increase performance and contribute to sustainability goals

Increase business flexibility

Strengthen your ability to innovate and handle the unexpected

Improve operational efficiency

Enable continual technology improvement and security

Enhance organizational sustainability

Promote a responsible approach to technology usage

Technology Rotation is a business strategy enabling organizations to maintain liquidity, take advantage of current-state technology, and contribute to the circular economy.

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Accelerated Transition

Migrate to new storage environments with full peace of mind

Run parallel environments

Run two environments in parallel at the cost of one for 6 months, avoiding double maintenance costs

Improve performance

Moving to a scheduled refresh cycle enables the latest security features, increased data center agility and performance

Faster migration

Deploy the new technology you need now with no interruption to business operations during transition

SOLUTION DEPLOYMENT – WITH HARDWARE AND SOFTWARE MAINTENANCE

0   PAYMENT PERIOD (MONTHS)   36

SOLUTION DEPLOYMENT – WITH HARDWARE AND SOFTWARE MAINTENANCE

0   6   PAYMENT PERIOD (MONTHS)   42

ACCELERATED TRANSITION

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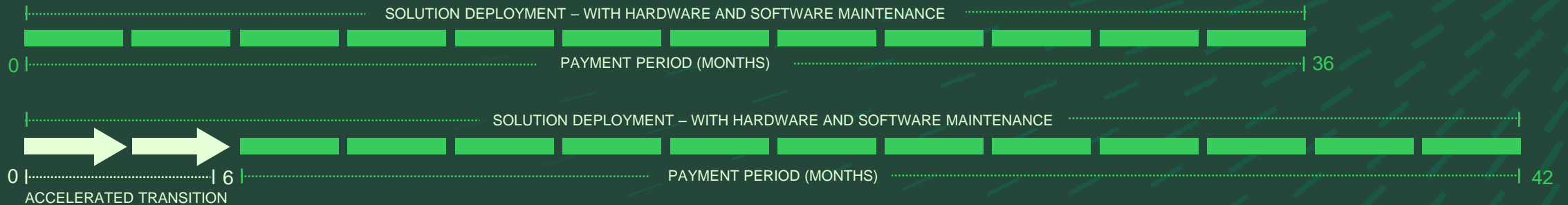
Dell APEX PC-as-a-Service

Simply deliver great employee experiences at a predictable monthly price

PC lifecycle as a Service

Commercial PCs

Peripherals

Deployment   Management

Security   Recovery   Support

Integrated technology for a great IT and end-user experience

NO UPFRONT INVESTMENT | PREDICTABLE PAYMENTS | SCALE UP OR DOWN

CUSTOMIZE YOUR PC LIFECYCLE STRATEGY

Configured PCs ship from factory to end user

Comprehensive security above and below the OS

Reduced downtime with proactive support

Ongoing system operations from one trusted partner

Integrated software and solutions that just work

Responsible asset recovery and recycling

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A Lifecycle Management Strategy can produce immediate savings

Simplicity and savings at the start of the cycle

SAVE
available cash for other investments

SAVE
time with single source provision

SAVE
time with rapid technology adoption

SAVE
time with transparent pricing, terms and conditions

SAVE
money with lower total lifecycle costs*

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A Lifecycle Management Strategy enables technology at the peak of its useful life

Better protection from security threats and effective operational benefits

Enhanced security protection

from having the newest technology with built in security features

Higher employee satisfaction

and increased productivity using current-state technology

Reduced cost over lifetime use

on maintenance and upgrade costs with shorter refresh cycles and avoid technology debt

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Lifecycle Management provides transparency and peace of mind

Simple end-of-term processes with no surprises*

Flexible
and clear end-of-term options

Secure
asset disposal

Easy
equipment retrieval

Responsible
remarketing and recycling to eliminate e-waste

15

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Effective Lifecycle Management could help contribute to your sustainability goals

The **circular economy** is aimed at eliminating waste and the continual use of resources

Up to 95% of hardware is refurbished, gaining a second life by being resold, with the remaining percentage being recycled*

DESIGN

ACQUIRE/ USE/REUSE

MAKE

RETURN

REMARKET/ RECYCLE

REFURBISH

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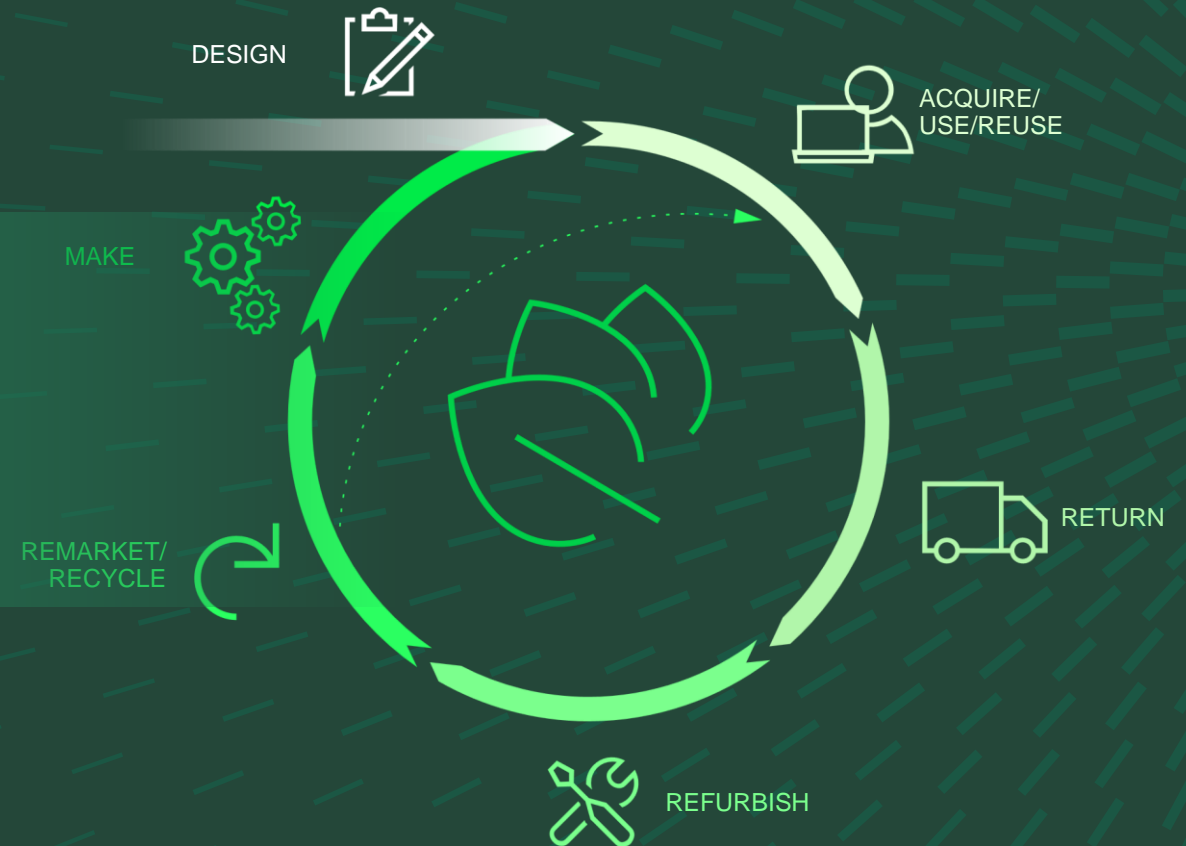
Payment Solutions allow you to tap into technology that is focused on driving sustainability

REPAIRABILITY & UPGRADABILITY

Making it easy to access and replace parts and offering a large selection of new and spare parts to get the most life out of our products.

Dell consistently ranks as one of the top manufacturers for making devices that are easier to repair and upgrade.[1]

REUSE & RECYCLE

We prioritize reuse in all forms from the materials in our products to the products themselves to eliminate waste wherever possible.

We use closed-loop plastics, rare earth magnets and aluminum recovered from end-of-life technology in new products.[5]

PACKAGING

We use recycled and renewable materials in our packaging and offer multipack shipping to reduce waste and our logistical footprint.

Dell's first packaging made from 100% recycled or renewable materials is now shipping on all commercial notebooks.[4]

MATERIALS

Investing in new and innovative materials to reduce carbon and drive the industry forward.

Latitude 5000 series uses five types of sustainable materials – ocean-bound and post-consumer recycled plastic, reclaimed carbon fiber, and two types of bioplastic.[2]

ENERGY

Maximizing performance while ensuring energy efficiency is critical to support customers with their business and climate goals.

By reducing energy intensity in our PowerEdge Servers by 83% what took six servers in 2013 only takes one today.[3]

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Usage Based Solutions for Cloud Environments

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Custom Solutions for Cloud Environments

Work with us to design the pay-per-use experience that's right for you

With the ability to scale up when needed, reduce overprovisioning which could help you reduce emissions and resources. Dell APEX provides up to **34%*** reduction on over-provisioning capability and can dramatically reduce the cost of wasteful overprovisioning by as much as **45%****.

OUTCOMES	TECHNOLOGY	OPERATIONS	CONSUMPTION

What technology is needed?

Choose and customize hardware and software to achieve differentiated outcomes for any workload

Who is going to run it?

You can choose to maintain control of running your infrastructure and select value added services

How will you pay for it?

Pay for the technology you use and avoid over provisioning
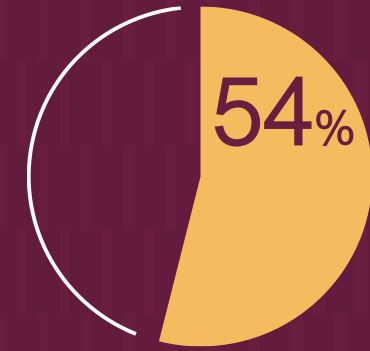
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The Business Value of Customized Dell APEX Solutions
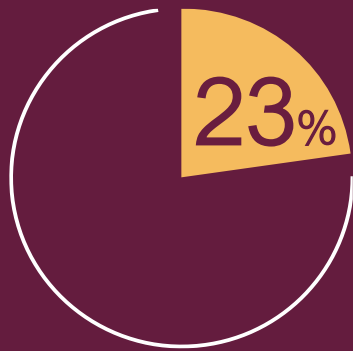
23% — **Lower** average cost of storage operations per year*
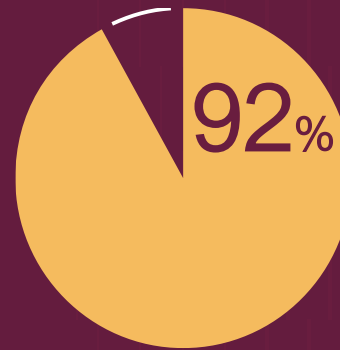
92% — **Faster** time to deploy new storage capacity*
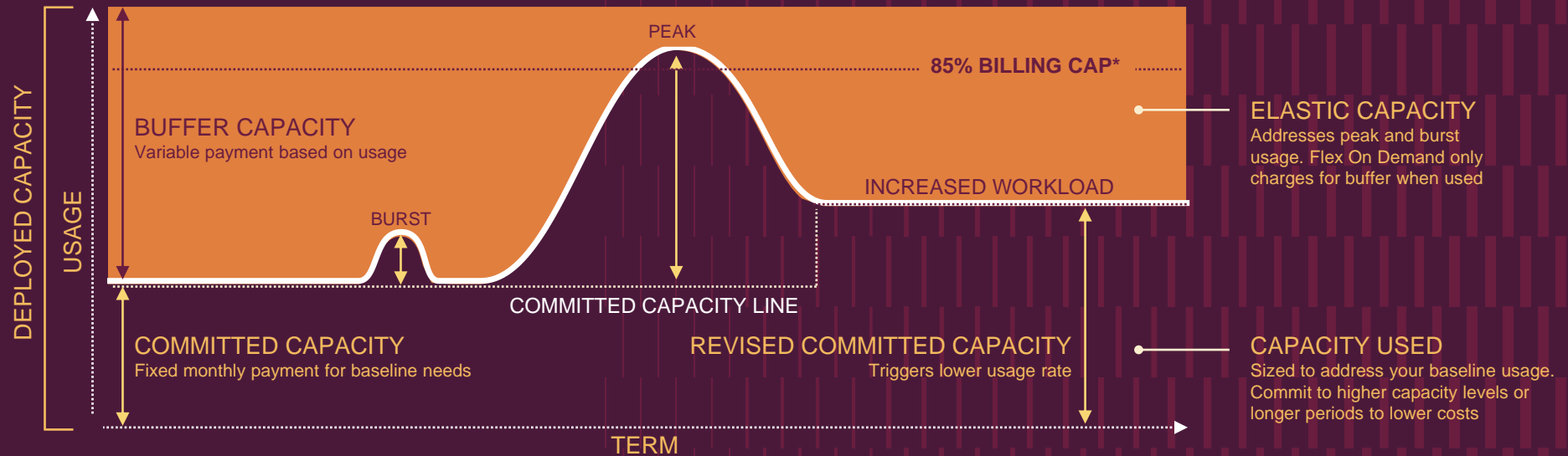
54% — **Fewer** incidents of unplanned downtime*

"Our use of Flex On Demand is really more related to cost alignment. It gives us both up and down flexibility. If we need incremental capacity, we don't have to go buy it all."

CTO of a large multinational

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Dell APEX Flex on Demand

Usage-based flexible consumption solution

85% BILLING CAP*

PEAK

BUFFER CAPACITY
Variable payment based on usage

BURST

INCREASED WORKLOAD

ELASTIC CAPACITY
Addresses peak and burst usage. Flex On Demand only charges for buffer when used

DEPLOYED CAPACITY

USAGE

COMMITTED CAPACITY LINE

COMMITTED CAPACITY
Fixed monthly payment for baseline needs

REVISED COMMITTED CAPACITY
Triggers lower usage rate

CAPACITY USED
Sized to address your baseline usage. Commit to higher capacity levels or longer periods to lower costs

TERM

ELASTIC CAPACITY

Right-size capacity for workloads that shrink and grow over time

METERED USAGE

Buffer capacity is measured and billed by average or actual usage
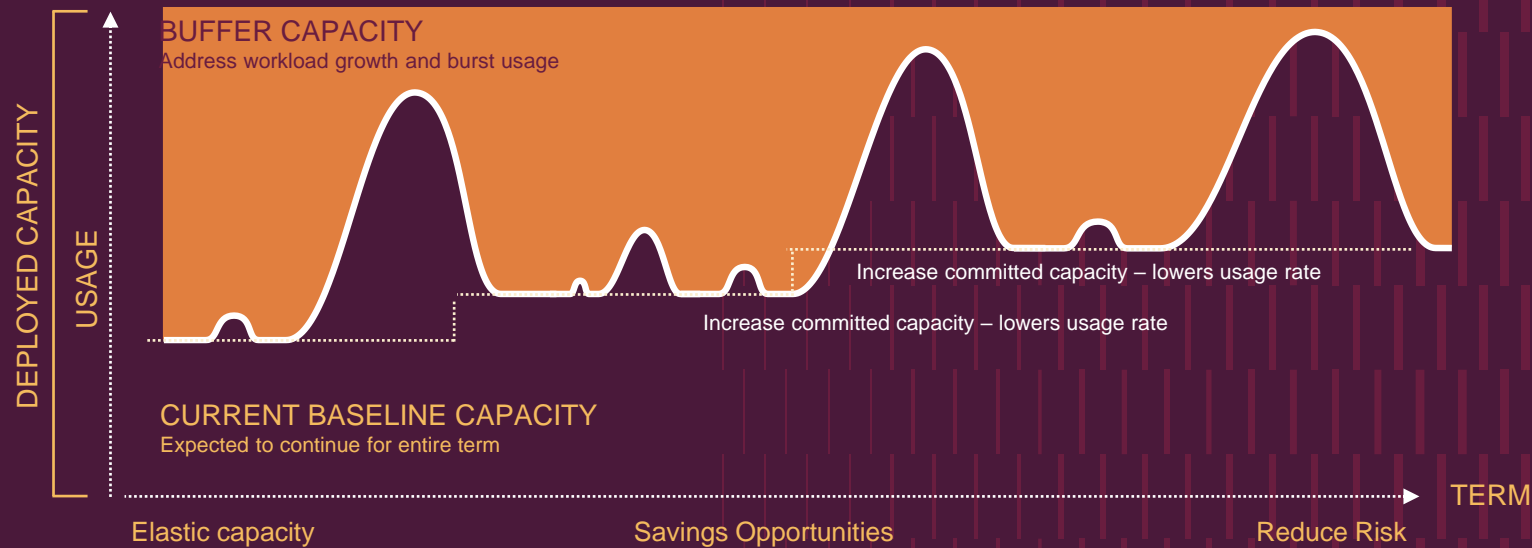
MORE SAVINGS

Decrease costs by committing to higher levels for longer terms

VALUE-ADDED SERVICES

Include asset recovery, deployment and support services in one agreement

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Dell APEX Data Center Utility

Custom build a single pay for use agreement for some or all of your workloads and technologies

BUFFER CAPACITY
Address workload growth and burst usage

DEPLOYED CAPACITY

USAGE

Increase committed capacity – lowers usage rate

Increase committed capacity – lowers usage rate

CURRENT BASELINE CAPACITY
Expected to continue for entire term

TERM

Elastic capacity   Savings Opportunities   Reduce Risk

METERED USAGE

Pay for only the resources you use without capacity commitments. Available for one or more types of products under a single contract

ALIGN BILLING METRIC(S)

Match a single or multiple billing metric(s) to your portfolio of workloads and consolidate charges on a single invoice

CONCIERGE LEVEL SERVICE

Dedicated asset delivery services are included with options to integrate other managed services as your environment requires

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Dell Financial Services Overview

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An entire organization, people and tools, dedicated to simplifying IT procurement and management through flexible Payment Solutions.

Maximize cashflow by moving from CAPEX to OPEX

Choice among ownership, lifecycle management & pay-per-use solutions

Fixed or variable payments

Operational efficiencies & Financial benefits/savings

Global Recovery Solutions

Payment solutions on any kind of Dell and non-Dell hardware, software & services

Simple tools to manage agreements & assets

Transparency in billing and secure end-of-term processes

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Dell Financial Services by the numbers

26 years of experience

$14Bn+
Assets under management

1,600+
Team members globally

8,500+
Global Framework agreements

50+
Countries

3,000
Global channel partner agreements

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Dell Financial Services International capabilities

EMEA
- Austria
- Belgium
- Bulgaria
- Czech Republic
- Denmark
- Finland
- France
- Germany
- Hungary
- Iceland
- Ireland
- Italy
- Lithuania
- Luxembourg
- Netherlands
- Norway
- Poland
- Portugal
- Qatar
- Romania
- Saudi Arabia
- Serbia
- Slovakia
- Slovenia
- South Africa
- Spain
- Sweden
- Switzerland
- Turkey
- U.A.E
- United Kingdom

AMERICAS
- Argentina
- Brazil
- Canada
- Chile
- Colombia
- Costa Rica
- Dominican Republic
- El Salvador
- Guatemala
- Honduras
- Mexico
- Panama
- Peru
- Puerto Rico
- United States

ASIA PACIFIC
- Australia
- China
- Hong Kong
- India
- Indonesia
- Japan
- Malaysia
- Macau
- New Zealand
- Philippines
- Singapore
- South Korea
- Taiwan
- Thailand

Captive countries (Dell Technologies owned)

Non-Captive countries (third party affiliate funders)

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Move from a cash model to a funded model

Get all your owned assets on a refresh cycle and save money*

We calculate the value of your owned assets

We buy your owned assets from you at an agreed price

GENERATE CASH FLOW

You switch to a refresh cycle with Dell Technologies. You keep your previously owned equipment for duration of the cycle

NO CHANGES TO CURRENT SET UP

At the end of your cycle, your previously owned assets are refreshed with new equipment

- EASIER TO MANAGE
- UP-TO-DATE EQUIPMENT
- SWITCH FROM CAPEX TO OPEX

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Payment Solutions for all products

Simplify the procurement of your entire IT solutions

Spread cost over time**

—

FIXED PAYMENTS

Lifecycle management**

—

FIXED PAYMENTS

Usage based solutions

—

VARIABLE PAYMENTS

Dell provides a comprehensive portfolio of flexible payment solutions that can be used to acquire end-to-end solutions from Dell as well as 3rd party hardware, software and services

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Framework Agreements

- Streamlined transactions
- Simplified acquisitions
- Electronic documentation
- Self-service
- Ease Of Use

Framework Agreements considerably reduce administration and enable IT acquisition with a single agreement, without renegotiation of terms and conditions and with a single invoice per month across all agreements.

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Dell Financial Services digital self-service portal

An online portal for 24/7 access to everything you need to manage your Dell Financial Services account

MYDFS AT-A-GLANCE

- Review your account details at any time
- View and manage your Dell Financial Services assets
- Easily view your contract information
- Review invoices and payment status as required
- Manage end-of-term options

24/7 ONLINE ACCESS

ACCOUNT MANAGEMENT

SELF-SERVICE EASE

myDFS

YOUR ONLINE PORTAL

DELLTechnologies

Dell Financial Services digital self-service portal

An online portal for 24/7 access to everything you need to manage your Dell Financial Services account

MYDFS.COM AT-A-GLANCE

- Review your account details at any time
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- Manage end-of-term options

24/7 ONLINE ACCESS

SELF-SERVICE EASE

ACCOUNT MANAGEMENT

myDFS.com
YOUR ONLINE PORTAL

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End-of-term options

✓ Easy End-of-Term process

⎘ Auto renewal periods

🚚 Straight forward returns

⊖ No surprises at End of Term

🌐 Manage sustainability goals

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" Our purpose is to provide the most competitive, innovative and flexible payment solutions available in the industry today.

We enable our customers to deploy IT solutions they need NOW while maximizing their IT budget and realizing their sustainability goals, ensuring they are ready for the next wave of change. "

Colin Keaney
President Dell Financial Services, Dell Technologies Inc.

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Disclosures

Insert relevant birdseed for your region

Technology Rotation, Technology Ownership, PCaaS, Software Installments and Accelerated Transition-

**Payment solutions provided and serviced by Dell Financial Services L.L.C. or its affiliate or designee ("DFS") for qualified customers. Offers may not be available or may vary in certain countries. Where available offers may be changed without notice and are subject to product availability, applicable law, credit approval, documentation provided by and acceptable to DFS and may be subject to minimum transaction size. Offers not available for personal, family or household use. Dell Technologies and the Dell Technologies logo are trademarks of Dell Inc. Restrictions and additional requirements may apply to transactions with governmental or public entities. CALIFORNIA: Loans made or arranged pursuant to California Finance Lenders Law license #6037884. Technology Ownership: At the end of the initial contract term, the customer may purchase the equipment for $1 or return the equipment to DFS. Technology Rotation: At the end of the fair market value ("FMV") contract, the customer may purchase the equipment for the then FMV, renew the contract or return the equipment to DFS. PCaaS: At the end of the initial term customer may 1) extend original term or 2) return the equipment to DFS. Accelerated Transition: Available for qualifying storage products (excludes VXRail and VBlock). Payment deferral extends contract term.

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