

## System Implementation Case Study

# Dell Perot Retrofit Project



**Location:** India

**Industry:** Information Technology

### Project Highlights:

- Over 200 security cameras
- Over 180 access control readers
- Facilities spread out across 10 buildings

### Background

Following Dell's acquisition of Perot Systems in 2009, it was essential that the new subsidiary be made to comply with Dell's global corporate standards as soon as possible. One of the most important aspects of this integration was security, including systems for sites in Noida and Bangalore, India. Dell approached ICD to assist them with this initiative, as we had already earned their trust by performing security services throughout Asia over a period of more than 6 years.

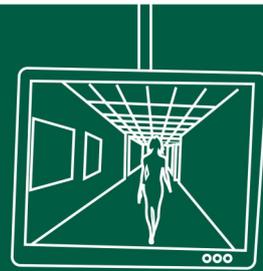
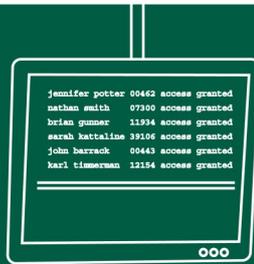
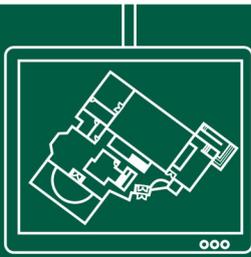
### Challenges

Retrofit projects are challenging not only for the client but also for the integrator and both parties frequently have to deal with a number of unknown variables that can not be clarified until time of rollout.

### How we helped

Our solution to this challenge was to begin roll-out based on initial specifications and anticipated costs and to keep frequently updated records of any changes, including specification updates, revised cost estimates and emerging challenges, informing the client immediately of any developments. Meticulous updates and daily communication

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were the key to ensuring that the project was implemented within budget and on schedule.

### What value did ICD bring to Dell?

ICD's strength in system deployment and industry-leading installation quality standards were a significant source of value for the client. Equally important were the visibility, multiple communication channels and rigorous reporting procedures that are a standard part of our project implementation services, as these were the key to ensuring that new installation standards were implemented correctly on the client's remote sites.

### What was the final result?

Despite the many challenges that retrofit projects invariably involve, the client's subsidiary site finally has a security system installed that conforms to Dell's global standards. The system enjoys full connectivity to the global servers and is accessible by authorized parties anywhere on the Dell network. ICD continues to provide Dell with a variety of high value services for sites throughout the Asia Pacific Region.

