

That's a Wrap

Dell Services & Digital

Q4
FY19



A Note from Howard

Team,

Welcome to a brand new fiscal year! I hope you were able to take some time over the break to rest and recharge. You earned it—FY19 was a banner year and Services & Digital was a key driver of Dell Technologies' success. Thank YOU for everything you did to delight our customers and drive value for our company.

Collectively, we've put ourselves in a great position at just the right time. I attended the World Economic Forum in Switzerland last month and technology was top of mind for every business and world leader there. The world is awakening to the power of data and their sights are turning to experts like us who can help them harness it.

To take full advantage of the opportunity ahead, it's imperative to understand our corporate strategy and how you fit in. Our leadership team has been fine tuning our strategy for FY20. Stay tuned for the Strategy Cascade process to kick off.

It will take all of us pushing in the same direction to reach our full potential, but without a doubt we have the team to do it. Thank you for a great quarter, great year and for investing so much of yourself in this company. Dell is better for it.

-Howard

In Case You Missed It...

WATCH: Documenting the Dell Digital Way >>

READ: India Innovation Forum Launches AI Academy >>

JOIN: The China COE is looking for virtual English coaches >>

Is this newsletter helpful?

Yes

No



WhatsApp: Breaking new ground in customer support

Delight Customers

We are always looking for new and better ways to delight our customers and the Consumer Social Support team really delivered in Q4. They began using WhatsApp—a popular mobile app that allows sharing of messages, documents, voice and video calls—as a new channel for technical support in Brazil and India. It's a first in our industry.



It's self-assessment time: Complete by February 15

Inspire Team Members

It's time to reflect on your FY19 accomplishments and set goals for FY20. There are two important actions for you to take by February 15: 1) **submit your self-assessment through the Inspire Conversations tool**, and 2) give your manager a list of key stakeholders who can provide feedback on your performance. Input from multiple perspectives helps you maximize your achievement and growth—a key pillar of our People Philosophy!



Q4 results will be shared at March All Hands

Win Financially

Services & Digital reached an **all-time high online CSAT score** in Q4! Watch for a **March All Hands calendar invite coming soon**. There, we'll review Q4 and end-of-year results and talk about our plans for the new year.



BANK OF AMERICA *Grow the Business*

Customer win with Bank of America: It's a big deal

Huge congratulations to DT Select and all the Dell EMC and VMware team members behind the mega **██████████** win with Bank of America! Through this new partnership, Dell Technologies will arm Bank of America with the technology and expertise to help them accelerate their multi-year transformation journey. This agreement acts as the foundation for many joint strategic initiatives to follow.

Spotlighting Our Team



Virtustream
United States

Virtustream gives back big! In Q4, they granted 'wishes' and donated more than \$10K to a veteran organization.

[Learn More >>](#)



84 Patents
Global

We've exceeded our FY19 patent goal thanks to more than 400 innovative team members around the world.

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COE GTM Team
China

The China COE Go-To-Market team was recently awarded the Greater China President's Award. Way to go!

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