

Service Requests
Past 13 Months

46

Top Product
POWEREDGE R740

20

SR to Asset Ratio

9%

Top Product
POWERSHIELD ME5024

100%

Dispatches
Past 13 Months

37

Top Product
POWEREDGE R740

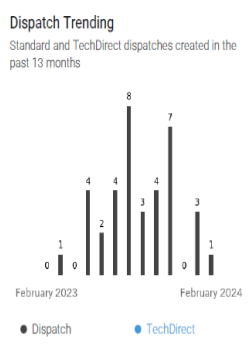
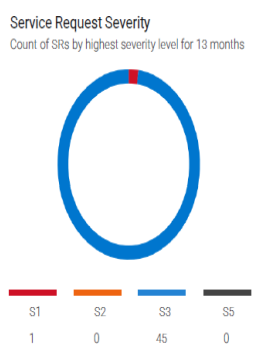
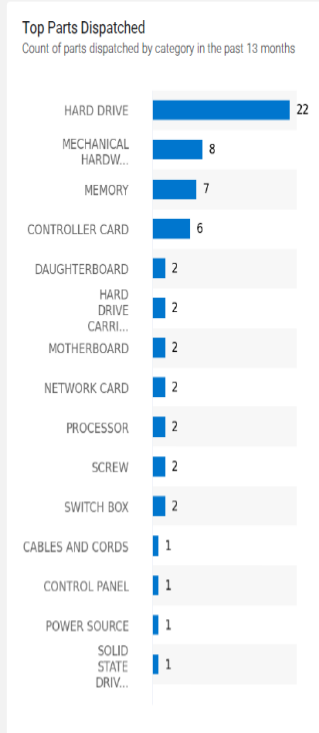
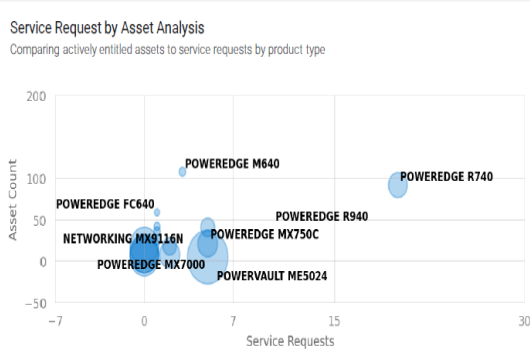
21

Dispatch to Asset Ratio

7%

Top Product
POWEREDGE M1000E

25%



Managed Assets
Active Entitlement

544

AMS Entitlements

93%
506

New Assets
Past 3 Months

0

Top Product

0

Average SR
Per Month

4

Total Support Requests
Past 13 Months

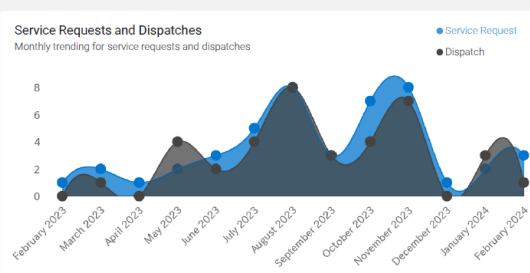
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Average DSP
Per Month

3

Total Dispatches
Past 13 Months

37



Product Summary
Top assets, SRs, and dispatches by product model

Product Model	Asset	SR	DSP
POWEREDGE M640	108	3	3
POWEREDGE R740	92	20	21
POWEREDGE FC640	59	1	1
DELL POWEREDGE FN-SERIES	42	1	0
POWEREDGE R940	41	5	3

Parts Summary
Parts shipped in the past 13 months

Description	QTY	DSP	PPD
HARD DRIVE	22	20	1.1
MECHANICAL HARDWARE AND PLASTICS	8	8	1.0
MEMORY	7	4	1.8
CONTROLLER CARD	6	5	1.2
DAUGHTERBOARD	2	2	1.0

Taahir Khan
Service Account Manager

Notes

- 0 assets recently shipped
- 3 SRs created last month
- 1 Dispatches created last month
- 0 TechDirect Dispatches created last month
- 36 Asset entitlements expiring in the next 3 months

Managed Assets

Active Entitlement

544

AMS Entitlements

93%

506

Product Model

21

Top Product

POWEREDGE M640

108

Aging Products

4+ years in service

92

Top Product

POWEREDGE M640

52

Upcoming Expirations

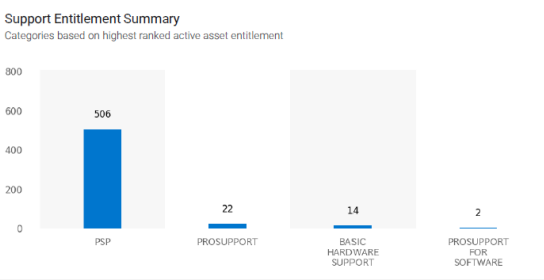
Next 3 Months

36

Top Product

POWEREDGE R740

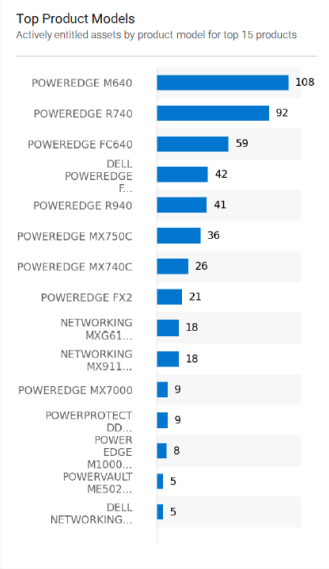
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Support Expiration Summary By System Age

System age compared to support entitlement expiration year

Product Age	Total	2024	2025	2026	2027	2028
0-1 YEAR	110			14		96
1-2 YEARS	1		1			
2-3 YEARS	199				199	
3-4 YEARS	104			104		
4-5 YEARS	4	4				
5-6 YEARS	85	32		53		
6-7 YEARS	3			3		
7+ YEARS						



South African Revenue Service

Enterprise Products

Executive Summary

Product and Entitlements

Support and Dispatch

Product Details

Connectivity

Glossary

Parts trending by top 5 products and top 3 part categories

Product Model	Description	Total	February 2023	March 2023	April 2023	May 2023	June 2023	July 2023	August 2023	September 2023	October 2023	November 2023	December 2023	January 2024	February 2024
POWEREDGE R740	HARD DRIVE	19		1		3	2	2	6		2			2	1
	MECHANICAL HARDWARE AND PLASTICS	6					1	1	3						1
	CONTROLLER CARD	2					1		1						
POWEREDGE MX750C	MEMORY	4								4					
	DAUGHTERBOARD	2							1	1					
	MECHANICAL HARDWARE AND PLASTICS	2							1	1					
POWER EDGE M1000E	CONTROLLER CARD	2										2			
	CABLES AND CORDS	1										1			
	CONTROL PANEL	1										1			
POWEREDGE R940	HARD DRIVE	2						1			1				
	MEMORY	1						1							
	-														
POWEREDGE M640	HARD DRIVE	1										1			
	MEMORY	1									1				
	SOLID STATE DRIVE	1										1			

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Enterprise Products

Executive Summary

Product and Entitlements

Support and Dispatch

Product Details

Connectivity

Glossary

Connectivity

Connected Devices

28

Eligible Products

493

6%

Recommendations

0

Criticality

Assets

Updates

Updates per Asset

Urgent

Recommended

Optional

Urgent Recommendations

Updates

0

Top Product

0

0

Connection History

Not Connected

465

90 - 180

> 180

No History

0

2

463

Service Requests

Automated support requests closed in the past 13 months

0.04

0.02

0.00

-0.02

-0.04

February 2023

March 2023

April 2023

May 2023

June 2023

July 2023

August 2023

September 2023

October 2023

November 2023

December 2023

January 2024

February 2024

Client Type Summary

Connectivity summary for top 5 client types

Type	Version	Connected Devices	0 - 30	30 - 60	60 - 90
ENTERPRISE	5.18.00.20	28	28		

Top Product Models

Connected devices by product model for top 15 products

POWEREDGE FX2

18

POWEREDGE MX7000

7

POWER EDGE M1000...

3

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