

Program : NGO International
Project : IT Equipment – Dell
Time Period : 2013
Location : Worldwide
Contract Value : USD 24,000



Professional Staff Allocated

Barry Kroon – Managing Director (USA)
Tamara Burnett – Programs Manager (USA)
Kayla Johnson – Project Specialist (USA)



East Timor



Papua New Guinea

Objective : Provision of Dell Laptops, Desktops, Servers and IT accessories to Agency Offices.

Equipment & Supplies : Dell Desktops / Laptops / Servers along with all accessories

Programs: IPA has partnered with the Agency to assist with their company-wide server refresh pilot program. IPA recently sourced Dell Servers, Racks, UPS and other required accessories in order for the Agency to update their older equipment to new technology standards.

Solutions: IPA has created personalized order forms for the Agency’s Offices to standardize and streamline ordering.

Supply Chain & Logistics : IPA provides warehousing, inventory control and asset management for the Agency. IPA maintains records of all computer service tags and to which country the hardware is shipped. IPA provides a solution for difficult to reach destinations in the Pacific—including special packaging and treatment for lithium-ion batteries to conform to airline restrictions and requirements—offering easier, custom solutions for unique projects.

Support & Aftersales : In addition to the Dell International Warranty coverage, IPA offers a “Global Back-to-Base” program that assists the Agency with any repairs that may be required. If Dell is unable to repair the unit in the country of use, IPA will bring the unit back to the United States to facilitate the repairs and return the unit to the end-user at no charge to the Agency.



Shipment of Dell Equipment to East Timor.