

**Program** : International NGO

**Project** : Dell

**Time Period** : 2011 (Since 2009)

**Location** : Worldwide

**Contract Value** : USD 1,200,000 (approx.)



**Professional Staff Allocated**

Barry Kroon – Managing Director (USA)

Tamara Burnett – Programs Manager (USA)

Kayla Johnson – Project Specialist (USA)



United States, Zimbabwe, Niger, Zambia, Uganda, Rwanda, Pakistan, Swaziland, Burundi, Haiti, Lesotho, Niger, Tanzania, Kenya, Philippines, Ghana, Chad, Senegal, Malawi, Honduras, Uganda, Mongolia, Ethiopia, Mozambique, Sierra Leone, Uganda, Cyprus, Dominican Republic, Laos, Mali, Israel, China

**Objective** : Provision of Dell Laptops, Desktops, Servers and IT accessories to NGO field offices throughout the world.

**Needs Assessment** : IPA has partnered with the client for over 25 years in various projects. IPA assists with this particular Dell program by maintaining stock of the most needed laptops and accessories for immediate dispatch in emergency situations. IPA provides the client with order forms so that field offices are able to access and base their decisions on current model availability and pricing.

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

**Supply Chain & Logistics** : IPA provides warehousing, inventory control and asset management for the program. IPA maintains records of all computer service tags and to which country the hardware is shipped. Along with all applicable customs documentation, IPA provides detailed instructions for any warranty support issues that may arise.

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



Export-Packed Dell Equipment for Burundi



Dell Equipment for Rwanda