

**Program** : International NGO

**Project** : IT Equipment – Dell

**Time Period** : 2012

**Location** : Worldwide

**Contract Value** : USD 210,000



**Professional Staff Allocated**

Barry Kroon – Managing Director (USA)

Baily Meeker – Program Coordinator (USA)

Kayla Johnson – Project Specialist (USA)



Australia



East Timor



Zimbabwe



Vanuatu

**Objective** : Provision of Dell Laptops, Desktops, Servers and IT accessories to International NGO Offices.

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

**Programs**: IPA has partnered with an International NGO (Australia Office) to assist with their company-wide server refresh pilot program. IPA recently sourced Dell Servers, Racks, UPS and other required accessories in order to update their older equipment to new technology standards.

**Solutions**: IPA has created personalized order forms for the International Offices to standardize and streamline ordering.

**Supply Chain & Logistics** : IPA provides warehousing, inventory control and asset management for the International NGO. 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 NGO 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 client.



Shipment of Dell Equipment to East Timor