
Subject: What's up with Dell?

Posted by [excelav](#) on Thu, 17 May 2007 14:49:46 GMT

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Hopefully Michael Dell can get them straitened out again.

<http://apnews.excite.com/article/20070517/D8P646980.html>

Subject: Re: What's up with Dell?

Posted by [Aaron Allen](#) on Thu, 17 May 2007 18:02:37 GMT

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FWIW, the problems I've seen are that the financial services are heartless and uncaring, and they have pulled this kind of nonsense before. I have a client that will 'never' do Dell again, even if it costs more to go elsewhere because of the treatment she recieved on a server purchase for her small business. The machines are fine, the support, depending on what level you bought can range from "what did you just say, sorry I can't understand Hindu" to "absolutely beautiful". Bottom line is if you buy the cheap support, you get India. This model has options, so it's really incumbent upon the purchaser if they don't want India to buy a better plan. The repair varies greatly because they contract to local businesses - which I think is a great model because it speeds things up, they have criteria that the local shops must meet, and that employs local workers in each city, town and state.

AA

"James McCloskey" <excelsm@hotmail.com> wrote in message
news:464c6b8a\$1@linux...

>

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Subject: Re: What's up with Dell?

Posted by [TCB](#) on Thu, 17 May 2007 19:14:59 GMT

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If you get the super high end server support, it's spectacular. I once had a drive fail in a RAID 5 array on a dataserer about 3.15 on a Friday afternoon. I had a replacement drive (that the guy offered to install for me) within an hour and the support tech gave me his CELL PHONE NUMBER in addition to his department, direct line, and supervisor. I was done in time to make happy

hour.

Of course we pay many thousands of dollars for a few incidents per year like this, but our goal is to be a 'five nines' shop and that doesn't come cheap.

TCB

"Aaron Allen" <know-spam@not_here.dude> wrote:

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Subject: Re: What's up with Dell?

Posted by [xpam_mark](#) on Fri, 18 May 2007 10:42:12 GMT

I'm withya on the I-support thing Aaron. My wifes Inspiron went tu twice. The tech answered with such Swaharian swank that I literally had to get a threeppeat of every word, separated by air space to understand the dude -- who called himself "Jimmy." Right.... JIMMY... and you live on Iowa Street in Ferndale, India.

Never again... bye Dell, so long, happy 'trials' support 'gurus'.

WMW

"Aaron Allen" <know-spam@not_here.dude> wrote in message news:464c9a42@linux...

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Subject: Re: What's up with Dell?

Posted by [Aaron Allen](#) on Fri, 18 May 2007 13:50:24 GMT

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In cases like that, I either ask for the manager (and they will get him IME) or hang up and call back. Used to be in the consumer channels never call after 3 PM central standard because it was a guarantee you'd get India, not

sure if that's still the case or not.

AA

"W. Mark Wilson" <xpam_mark@avidrecording> wrote in message
news:464d8493@linux...

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