

Dell-HiED Personal Computer (PC) and
Peripherals Procurement Interim Update

College Division Administrators (CDA)
Meeting Presentation
3/10/2022

Robert S. Adkins
Director, Purchasing
(713)-743-7488

Dell-HiED Problem Statement

University of Houston is experiencing order fulfillment issues for PCs and peripherals from vendors Dell-HiED.

- Excessive order lead times, order changes, and order cancellations
- Lack of effective communications

Results of Root Cause Analysis

- Global supply chain issues impacted Dell's ability to obtain required components and products.
- Dell's build-to-order business model became challenging to execute.
- Overall lack of communication and visibility.
- Order process improvement opportunities.

Initial Actions

- Create UH desktop and laptop personal computer standard configurations for “smart select-quick ship.”
- Revise the ordering procedure.
 - Key: Ensure accurate contact information and ship-to-information is entered on the quote.
- Automate fulfillment communications to UH order contact, Dell Sales, and HiEd.

Contacts

- Dell Representative
 - Ezekiel Adewusi: Ezekiel_Adewusi@Dell.com
- HiED President
 - Leslie Harris: leslie@hied.com
- UH Purchasing
 - Your Buyer
 - Rob Adkins: rsadkins@central.uh.edu