

# "BTS PRO" SRL

IS A DELL TECHNOLOGIES AUTHORIZED SOLUTION PROVIDER PARTNER

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Rola Dagher Global Channel Chief, Dell Technologies Fachwary 2021 to January 2002





Certificate of Registration of Quality Management System to ISO 9001:2015

The National Standards Authority of Ireland certifies that:

Dell Inc. One Dell Way Round Rock, TX 78682 USA

has been assessed and deemed to comply with the requirements of the above standard in respect of the scope of operations given below:

The Design, Development, Manufacture, Procurement, Fulfillment, Delivery, Sales, Sales Operations, Customer Service, Support, Deployment, Consulting, Take-Back and Recycling, Refurbishment and Supporting Functions of Technology Products, Services and Solutions

Additional sites covered under this multi-site certification are listed on the Annex (File No. 19.5000)

Approved by: Geraldine LarkinChief Executive Officer Approved by: Lisa Greenleaf Operations Manager

Registration Number: 19.5000 Certification Granted: January 25, 2011

Effective Date: June 09, 2020 Expiry Date: January 24, 2023





National Standards Authority of Ireland, 20 Trafalgar Square, Nashua, New Hampshire, NH 03063, USA T +1 603 88,



# Scope of Registration:

The Design, Development, Manufacture, Procurement, Fulfillment, Delivery, Sales, Sales Operations, Customer Service, Support, Deployment, Consulting, Take-Back and Recycling, Refurbishment and Supporting Functions of Technology Products, Services and Solutions

#### **Activity**

# Location

Central Function, Design,
Development, Manufacture,
Procurement, Fulfillment, Delivery,
Sales, Service, Take-Back &
Recycling, Refurbishment, Supporting
Functions

Dell Inc. One Dell Way Round Rock, TX 78682 USA

File No.: 19.5000

Manufacture, Fulfillment, Delivery, Refurbishment, Service, Support

Dell Computadores do Brazil Ltda. BRH1 Facility

Av da. Emancipação, 5000 Hortolândia, SP 13.184-654

Brazil

File No.: 19.5000/R1/A

Service, Support, Sales

Dell Computadores do Brazil Ltda. Avenida Industrial Belgraf, 400

(Service and Support, Sales/Marketing and CC) Bairro Medianeira

El la Calancha

Eldorado do Sul - CEP 92990-000

Brazil

File No.: 19.5000/R1/B

Service, Support, Sales

Dell Inc.

Park Plaza Tower 1

Javier Barros Sierra 540, 10th Floor Santa Fe, Del. Alvaro Obregon

Mexico City, C.P. 01210

Mexico

File No.: 19.5000/R1/C



# Scope of Registration:

The Design, Development, Manufacture, Procurement, Fulfillment, Delivery, Sales, Sales Operations, Customer Service, Support, Deployment, Consulting, Take-Back and Recycling, Refurbishment and Supporting Functions of Technology Products, Services and Solutions

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#### Location

Service, Support, Sales

Dell Inc.

Area Especial Economica Panama - Pacifico

Avenida Bryant

Building No. 255, Arraijan

Panama City Panama

File No.: 19.5000/R1/D

Design, Development, Delivery, Sales, Fulfillment, Service, Support Dell Inc. One Dell Way

Round Rock, Texas 78682

File No.: 19.5000/R1/E

Sales, Service

Dell Inc.

Federal Systems, L.P.

One Dell Way

Round Rock, Texas 78682

File No.: 19.5000/R1/F

Fulfillment, Delivery, Sales, Service,

Support

Dell Inc.

One Dell Parkway

Nashville, Tennessee 37217

USA

File No.: 19.5000/R1/L



# **Scope of Registration:**

The Design, Development, Manufacture, Procurement, Fulfillment, Delivery, Sales, Sales Operations, Customer Service, Support, Deployment, Consulting, Take-Back and Recycling, Refurbishment and Supporting Functions of Technology Products, Services and Solutions

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#### Location

Service, Support, Sales

Dell Inc.

Oklahoma Business Center - A & B

3501 S.W. 15th Street

Buildings A, B

Oklahoma City, Oklahoma 73108

**USA** 

File No.: 19.5000/R1/M

Service, Support, Sales, Marketing

Dell Canada

155 Gordon Baker Road

Suite 501

North York, Ontario M2H 3N5

Canada

File No.: 19.5000/R1/Q

Design, Development, Support

Dell International Services India, Pvt. Ltd.

Dell Networking Research and Development

8th & 9th Floor

Altius/Fortius Block

Olympia Tech Park, Plot No:1 SIDCO Industrial Estate

Guindy, Chennai Tamil Nadu 600032

India

File No.: 19.5000/R1/T3

Design, Development, Sales, Support,

Service

Dell Inc. (Compellent)

7615 Smetana Lane

Eden Prairie, MN 55344-3712

**USA** 

File No.: 19.5000/R1/Y



# Scope of Registration:

The Design, Development, Manufacture, Procurement, Fulfillment, Delivery, Sales, Sales Operations, Customer Service, Support, Deployment, Consulting, Take-Back and Recycling, Refurbishment and Supporting Functions of Technology Products, Services and Solutions

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#### Location

Design, Development, Support

Dell Inc.,

Dell Digital IT (DDIT)

401 Dell Way

Round Rock, TX 78682

File No.: 19.5000/R1/Z

Support

Dell, Inc.

Del Mall Real Cariari

600 MTS N. Zona Franca America

Costa Rica S.A.

File No.: 19.5000/R1/GG

Design, Development, Customer

Service, Support

Dell Silicon Valley Design Center (SVDC)

5450 & 5480 Great America Parkway

Buildings 1 & 2

Santa Clara, CA 95054

**USA** 

File No.: 19.5000/R1/JJ

Design, Development, Deploy, and

Support Security Software Products

Dell Inc. (Credant) 1500 N. Greenville Ave.

Richardson, TX 75081

**USA** 

File No.: 19.5000/R1/LL

Design, Servicing, and Customer Support for Computer Storage

**Products** 

Dell Inc.

176 South Street

Hopkinton, MA 01748

USA

File No.: 19.5000/R1/MM



# **Scope of Registration:**

The Design, Development, Manufacture, Procurement, Fulfillment, Delivery, Sales, Sales Operations, Customer Service, Support, Deployment, Consulting, Take-Back and Recycling, Refurbishment and Supporting Functions of Technology Products, Services and Solutions

Activity
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#### Location

Manufacture and Supply

Dell EMC

5800 Technology Drive

Apex, NC 27539

USA

File No.: 19.5000/R1/QQ

Design, Development, Servicing and Support of Storage Technology

**Products and Services** 

Dell Inc.

505 1st Avenue South Seattle, WA 98104

USA

File No.: 19.5000/R1/UU

Manufacture and Supply

Dell EMC

50 Constitution Blvd Franklin, MA 02038

USA

File No.: 19.5000/R1/VV

Customer Service, Services, Solutions

DELL EMC UTAH

13197 South Frontrunner Boulevard

11747 Lone Peak Pkwy #200

Draper, UT 84020

USA

File No.: 19.5000/R1/XX



# **Scope of Registration:**

The Design, Development, Manufacture, Procurement, Fulfillment, Delivery, Sales, Sales Operations, Customer Service, Support, Deployment, Consulting, Take-Back and Recycling, Refurbishment and Supporting Functions of Technology Products, Services and Solutions

Activity	
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#### Location

Service, Support, Sales, Marketing Dell N.V.

Zone 3 Doornveld 130 B-1731 Asse-Zellik

Belgium

File No.: 19.5000/R2/A

Service, Support, Sales, Marketing Dell A/S

Arne Jacobsens Allé 15 -17

Copenhagen Denmark DK-2300

File No.: 19.5000/R2/C

Service, Support, Sales, Marketing Dell S.A. (France)

1 Rond Point,

Benjamin Franklin 34938

Montpellier 34000

France

File No.: 19.5000/R2/E

Service, Support, Sales, Marketing DELL EMC

80 Quai Voltaire Riverwest Building Bezons 95870

France

File No.: 19.5000/R2/F

Service, Support, Sales, Marketing Dell Gmbh

Unterschweinstiege 10 60549 Frankfurt am Main

Germany

File No.: 19.5000/R2/H



# **Scope of Registration:**

The Design, Development, Manufacture, Procurement, Fulfillment, Delivery, Sales, Sales Operations, Customer Service, Support, Deployment, Consulting, Take-Back and Recycling, Refurbishment and Supporting Functions of Technology Products, Services and Solutions

## Activity

#### Location

Service, Support, Sales

Dell Halle GmbH Raffineriestraße 28 06112 Halle (Saale)

Germany

File No.: 19.5000/R2/I

Design, Development, Service, Support, Sales, Marketing

**Dell Products** The Campus, Cherrywood, Loughlinstown, Dublin 18, **Ireland** 

EIRCODE: D18 XP84 File No.: 19.5000/R2/J

Service, Support, Sales

Dell Limerick

Raheen Business Park

Limerick Ireland

File No.: 19.5000/R2/K

Service, Support, Sales

EMC Computer Systems Italia S.p.A.,

Division of Dell Inc.

Dell Italian Services, Dell SpA

Via Spadolini 5 Lombardia Milano 20141

Italy

File No.: 19.5000/R2/L



#### Scope of Registration:

The Design, Development, Manufacture, Procurement, Fulfillment, Delivery, Sales, Sales Operations, Customer Service, Support, Deployment, Consulting, Take-Back and Recycling, Refurbishment and Supporting Functions of Technology Products, Services and Solutions

Activity	Location

Service, Support, Sales Dell SAS Shore12

> Casanearshore Park 1100 Bd Qods Sidi Maarouf 20270 Casablanca

Morocco

File No.: 19.5000/R2/M

Service, Support, Sales Dell B.V

Transformatorweg 12

38-72 1014, AK Amsterdam

Netherlands

File No.: 19.5000/R2/N

Service, Support, Sales Dell AS

Lilleakerveien 2B, 0283

Oslo NO-0275 Norway

File No.: 19.5000/R2/O

Service, Support, Sales Dell Corporation Ltd

City Park

368 Alexandra Parade

Glasgow G31 3AU

United Kingdom

File No.: 19.5000/R2/R

Service, Support, Sales Dell s.r.o.

Fazulova 7 811 07

Bratislava, Slovak Republic File No.: 19.5000/R2/S



# Scope of Registration:

The Design, Development, Manufacture, Procurement, Fulfillment, Delivery, Sales, Sales Operations, Customer Service, Support, Deployment, Consulting, Take-Back and Recycling, Refurbishment and Supporting Functions of Technology Products, Services and Solutions

<b>Activity</b> Lo	cation
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Service, Support, Sales Dell Computers S.A. (South Africa)

The Campus, Wembley Building, 2nd floor

Cnr Main and Sloan Streets

Braynston

2021, Johannesburg

South Africa

File No.: 19.5000/R2/T

Service, Support, Sales Dell AB

Frösundaleden 2B 169 26 Solna

Sweden

File No.: 19.5000/R2/U

Service, Support, Sales, Marketing [

Dell SA

Route de l'Aéroport 29-31

Case postale 216 1215 Genève 15 Switzerland CH-1215 File No.: 19.5000/R2/V

Service, Support, Sales

Dell Computer S.A. / EMC Computer Systems

Spain S.A.U. Ribera del Loira 8 Madrid, 28042

Spain

File No.: 19.5000/R2/W

Service, Support, Sales

Dell Corporation Ltd

Dell House

The Boulevard, Cain Road Bracknell, Berkshire RG12 1LF

United Kingdom

File No.: 19.5000/R2/X



# **Scope of Registration:**

The Design, Development, Manufacture, Procurement, Fulfillment, Delivery, Sales, Sales Operations, Customer Service, Support, Deployment, Consulting, Take-Back and Recycling, Refurbishment and Supporting Functions of Technology Products, Services and Solutions

<b>Activity</b> Locat	ion
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Design, Development Dell Technology & Solutions Israel Ltd

7 Hamada Street Herzliya 46733

Israel

File No.: 19.5000/R2/Z

Sales Dell International Services S.R.L.

Bucharest Service Center 10A Dimitrie Pompei Blvd Building C3, 5<sup>th</sup> Floor Bucharest 020337

Romania

File No.: 19.5000/R2/BB

Manufacture, Fulfillment Dell Products (Poland) Sp. z.o.o.

Informatyczna Street No 1, 92-410 Lodz

Poland

File No.: 19.5000/R2/DD

Manufacture and Supply Dell EMC

**EMC Information Systems International** 

Unit B IDA Industrial Estate

Ovens Co. Cork Ireland

File No.: 19.5000/R2/HH

Customer Support, Deploy Services

and Sales Operations

Dell Inc.

El-Swedey Building North 90th St Plot No 39 5th District City Center

Cairo, Egypt

Arab Republic of Egypt File No.: 19.5000/R2/II



#### Scope of Registration:

The Design, Development, Manufacture, Procurement, Fulfillment, Delivery, Sales, Sales Operations, Customer Service, Support, Deployment, Consulting, Take-Back and Recycling, Refurbishment and Supporting Functions of Technology Products, Services and Solutions

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## Location

Design, Development, Customer Service, Support Dell EMC Ireland COE IDA Industrial Estate

Ovens

Co, Cork P31 D253

Ireland

File No.: 19.5000/R2/JJ

Customer Service, Support, Sales, Customer Care

EMC Computer Systems Italia S.p.A.,

Division of Dell Inc.

Dell Italian Services, Dell SpA

Via Amsterdam, 125

00144 Roma

Italy

File No.: 19.5000/R2/KK

Sales, Customer Service

Dell SA

**EMC Computer Systems AG** 

Hardturmstrasse 161

8005 Zürich Switzerland

File No.: 19.5000/R2/LL

Sales, Customer Service

Dell III –

Comercio de Computadores, Unipessoal Lda

Lagos Park Edificio 5B, 3°, Andar 2740-298 Porto Salvo

Lisboa Portugal

File No.: 19.5000/R2/MM



# Scope of Registration:

The Design, Development, Manufacture, Procurement, Fulfillment, Delivery, Sales, Sales Operations, Customer Service, Support, Deployment, Consulting, Take-Back and Recycling, Refurbishment and Supporting Functions of Technology Products, Services and Solutions

#### **Activity**

#### Location

Service, Support, Sales

Dell Australia Pty Limited Forestridge Business Park

Building 3, Level 2

14 Aquatic Drive, Frenchs Forest

Sydney, New South Wales

Australia 2086

File No.: 19.5000/R3/A

Design, Development, Support

Dell International Services India, Pvt. Ltd.

No.65, 2 Bagmane Tech Park Byra Sundra, C V Raman Nagar

Bagmane Parin Katha Bangalore South Taluk Bangalore 560093

India

File No.: 19.5000/R3/B

Service, Support, Sales

Dell International Services India Pvt. Ltd.

No.12/1,12/2A,13/1A Divyasree Greens

Challaghatta, Varthur Hobli Koramangala Inner Ring Road

Domlur Post

Bangalore 560071

India

File No.: 19.5000/R3/C



# Scope of Registration:

The Design, Development, Manufacture, Procurement, Fulfillment, Delivery, Sales, Sales Operations, Customer Service, Support, Deployment, Consulting, Take-Back and Recycling, Refurbishment and Supporting Functions of Technology Products, Services and Solutions

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#### Location

Manufacture, Delivery Dell International Services India, Pvt. Ltd.

Sriperumbudur Hi-Tech SEZ SIPCOT Industrial Park Sriperumbudur Phase-II Sunguvarchatram Post Sirumangadu Village Sriperumbudur Taluk Kancheepuram

Tamil Nadu 602106

India

File No.: 19.5000/R3/E

Service, Support, Sales Dell International Services India, Pvt. Ltd.

Vipul Tech Square, Golf Course Road

Sector - 43, Gurgaon Haryana 122 002

India

File No.: 19.5000/R3/F

Service, Support, Sales Dell International Services India, Pvt. Ltd.

Plot No. 42 Hitec City Layou

Hitec City Layout Madhapur, Hyderabad Telangana 500081

India

File No.: 19.5000/R3/G

Service, Support, Sales Dell Inc.

Kawasaki

Solid Square East Tower 20F

580 Horikawa-cho

Saiwai-ku, Kawasaki-shi

Kanagawa Japan 212-8589

File No.: 19.5000/R3/I



#### **Scope of Registration:**

The Design, Development, Manufacture, Procurement, Fulfillment, Delivery, Sales, Sales Operations, Customer Service, Support, Deployment, Consulting, Take-Back and Recycling, Refurbishment and Supporting Functions of Technology Products, Services and Solutions

#### **Activity**

#### Location

Service, Support, Sales

Dell Inc.

Miyazaki

Carino Miyazaki 5F

4-8-1 Tachibana-dori-Higashi

Miyazaki-shi Miyazaki, Japan

880-0805

File No.: 19.5000/R3/J

Service, Support, Sales

Dell Inc.

Tokyo 1

3-5-27 Mita Minato ku

9th Fl., West Wing, Sumitomo Fudosan

Mita Twin Bldg

Tokyo Japan 108-6309

File No.: 19.5000/R3/K

Service, Support, Sales

Dell Inc.

Cyberjaya 1

Global Business Center 2900 Persiaran APEC

Floors 1-4

63000 Cyberjaya Selangor Darul Ehsan

Malaysia

File No.: 19.5000/R3/L



# **Scope of Registration:**

The Design, Development, Manufacture, Procurement, Fulfillment, Delivery, Sales, Sales Operations, Customer Service, Support, Deployment, Consulting, Take-Back and Recycling, Refurbishment and Supporting Functions of Technology Products, Services and Solutions

Activity	Location
Service, Support, Sales	Dell Global Business Center Sdn. Bhd. (742481-H) Plot P27, Bayan Lepas Industrial Zone Phase IV 11900 Bayan Lepas Penang Malaysia File No.: 19.5000/R3/M
Service, Manufacturing, Fulfillment, Delivery	Dell Global Business Center Sdn Bhd (APCC) Plot 76, Mukim 11 Bukit Tengah Industrial Park 14000 Bukit Mertajam Penang Malaysia File No.: 19.5000/R3/N
Service, Support, Sales	Dell International Services Philippines, Inc. 17th Floor World Plaza Building 5th Avenue Bonifacio Global City Taguig City, 1634 Philippines File No.: 19.5000/R3/O
Service, Support, Sales	Dell (China) Co., Ltd. Beijing Branch Unit 507, 5/F, Tower A Full Link Plaza No.18 Chao Yang Menwai Avenue Beijing China 100020

File No.: 19.5000/R3/P



# **Scope of Registration:**

The Design, Development, Manufacture, Procurement, Fulfillment, Delivery, Sales, Sales Operations, Customer Service, Support, Deployment, Consulting, Take-Back and Recycling, Refurbishment and Supporting Functions of Technology Products, Services and Solutions

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#### Location

Service, Support, Sales

Dell (China) Co., Ltd.
Dalian Branch
11 Floor, IC Building
No. 56 Huoju Road
Hi-Tech Industrial Zone
Dalian
China 116023
File No.: 19.5000/R3/Q

Sales, Service, Design, Support Dell Inc. Shanghai

Shanghai Zhaofeng Multimedia Plaza

999 Changning Road Changning District

Suites 501, 502, 503, 603

Shanghai China 200050

File No.: 19.5000/R3/R

Manufacture, Fulfillment

Dell (Xiamen) Co. Ltd. No. 2366 Jinshang Road

Information Photo-Electronic Park

Xiamen Torch Hi-Tech Zone

Fuilan

China 361011

File No.: 19.5000/R3/T

Manufacture, Sales, Service, Support

Dell (China) Co. Ltd. No. 2388 Jinshang Road

Information Photo-Electronic Park

Xiamen Torch Hi-Tech Zone

Fujian

China 361011

File No.: 19.5000/R3/U



# **Scope of Registration:**

The Design, Development, Manufacture, Procurement, Fulfillment, Delivery, Sales, Sales Operations, Customer Service, Support, Deployment, Consulting, Take-Back and Recycling, Refurbishment and Supporting Functions of Technology Products, Services and Solutions

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#### Location

Sales, Service, Support

Dell (China) Co. Ltd (CCC5) No. 613 Sishui Road Haicang Building #1

Wuyuan Bay

**Business Operation Center** 

Xiamen

China 361015

File No.: 19.5000/R3/U2

Design, Development, Service, Support

Dell (Taiwan) B.V. Taiwan Branch

No. 216 and No. 218, Sec. 2

Tun Hua S. Road

Taipei

Taiwan, R.O.C.

File No.: 19.5000/R3/V

Service, Support

Dell International Inc. (Korea) Prudential Tower 11th, 12th Floors 298 Gangnamdaero, Gangnam-Gu

Seoul, Korea 135-982

File No.: 19.5000/R3/Y

Design, Development, Service, Support, Sales

Dell Global B.V. (Singapore Branch)

Singapore Design Center 2 International Business Park The Strategy Tower 2, #01-34

Singapore 609930 File No.: 19.5000/R3/Z



# **Scope of Registration:**

Activity

The Design, Development, Manufacture, Procurement, Fulfillment, Delivery, Sales, Sales Operations, Customer Service, Support, Deployment, Consulting, Take-Back and Recycling, Refurbishment and Supporting Functions of Technology Products, Services and Solutions

Location

Activity	
Service, Support	Dell Corporation (Thailand) Co., Ltd. 22 <sup>nd</sup> Floor Empire Tower 1 South Sathorn Road Yannawa, Sathorn

Bangkok 10120 Thailand

File No.: 19.5000/R3/BB

Manufacture, Fulfillment Dell (Chengdu) Company Limited

No. 800 Tianqin Road Hi-Tech Zone West

Chengdu Sichuan China 611731

File No.: 19.5000/R3/NN

Design and Development of Data Dell Inc.

Protection Software 36/40 Sredny pr. VO St-Petersburg 199004 Russian Federation

File No.: 19.5000/R3/RR

Software Design, Service Support, HR Facilities, Security, IT EMC Software and Services India Private Bagmane Developers Private Limited Sez, Marathahalli Outer Ring Road

Doddanekundi, Bengaluru

Karnataka, 560037

India

File No.: 19.5000/R3/SS



# **Scope of Registration:**

The Design, Development, Manufacture, Procurement, Fulfillment, Delivery, Sales, Sales Operations, Customer Service, Support, Deployment, Consulting, Take-Back and Recycling, Refurbishment and Supporting Functions of Technology Products, Services and Solutions

# **Activity**

#### Location

Software Design, Service Support, Facilities, Security, IT

EMC Software and Services India Private Limited Floor No. 9, Bldg IT-9

S.No.154/6, M/s. Qubix SEZ Rajiv Gandhi Infotech Park Hinjewadi, Phase-1, Pune Maharashrta, 411057

India

File No.: 19.5000/R3/TT

Design

EMC Information Technology

Research & Development (Beijing) Co., Ltd. 7-8 & 19/F, Block D, Qidi Science Park, No.1

Zhongguancun East Road,

Haidian District, Beijing 100084

China

File No.: 19.5000/R3/VV

Design

**EMC Information Technology** 

Research & Development (Chengdu) Co., Ltd.

7-8/F, Building C12 & 17F,

Building C11, Tianfu Software Park,

No.219 Tianhua Second Street, Hi-Tech Zone

Chengdu 610041

China

File No.: 19.5000/R3/YY



# **Scope of Registration:**

The Design, Development, Manufacture, Procurement, Fulfillment, Delivery, Sales, Sales Operations, Customer Service, Support, Deployment, Consulting, Take-Back and Recycling, Refurbishment and Supporting Functions of Technology Products, Services and Solutions

# **Activity**

Design and Development of Data Protection Software

#### Location

EMC Information Technology Research & Development (Shanghai) Co., Ltd. 3-5F, Building #1, KIC Plaza, No.234 2-3F, Building #2, KIC Plaza, No.252 2-3F, Building #5, KIC Plaza, No.316 5-6F, Building #6, KIC Plaza, No.433 Songhu Road, Yangpu District Shanghai, 200433 China

File No.: 19.5000/R3/ZZ

Verified by: Operations Manager