



OFERTA TÉCNICA

Junta Central Electoral

13 de enero de 2021

NOMBRE DEL OFERENTE: H&H Solutions, S.R.L.

ITEM No.	Descripción del Bien, Servicio u Obra	Unidad	Cantidad ¹
1	<p>Renovación Soporte Recoverpoint, Unity & Data Domain</p> <p>S/N: CK2SY174200021</p> <p>Descripción:</p> <p>(1) DELL RPA GEN6 FOR UNITY</p> <p>(1) DELL RPA GEN6 FOR UNITY</p> <p>Tipo de soporte: PROSUPPORT PLUS 4HR/MC</p> <p>HARDWARE SUPPORT</p> <p>Periodo de cobertura: Desde el 28 de septiembre del 2020 hasta el 28 de febrero del 2022.</p> <p>*****</p> <p>S/N: CK2SY174200022</p> <p>Descripción:</p> <p>(1) DELL RPA GEN6 FOR UNITY</p> <p>(1) DELL RPA GEN6 FOR UNITY</p> <p>Tipo de soporte: PROSUPPORT PLUS 4HR/MC</p> <p>HARDWARE SUPPORT</p> <p>Periodo de cobertura: Desde el 28 de septiembre del 2020 hasta el 28 de febrero del 2022.</p> <p>*****</p>	UND	1

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S/N: CK2SY174200023

Descripción:

(1) RPA GEN 6 FOR UNITY

Tipo de soporte: PROSUPPORT PLUS 4HR/MC
HARDWARE SUPPORT

Periodo de cobertura: Desde el 28 de septiembre del 2020
hasta el 28 de febrero del 2022.

S/N: CK2SY174200024

Descripción:

(1) RPA GEN 6 FOR UNITY

(1) VPLEX 180 DAY MIGRATION LIC=IC

(1) RP4VM ESSENTIAL SW FOR UNITY=IB

(1) RP BASIC LOC FOR UNITY =IC

(1) RP BASIC REM FOR UNITY =IC

(1) RP BASIC FOR UNITY 400/400F/450F =IC

(1) APPSYNC BSC FOR UNITY 400/480=IC

(1) RECOVERPOINT FOR VM STARTER PACKS

(1) UNITY 400 BASE SOFTWARE=IC

Tipo de soporte: PROSUPPORT PLUS 4HR/MC
HARDWARE AND SOFTWARE SUPPORT

Periodo de cobertura: Desde el 28 de septiembre del 2020
hasta el 28 de febrero del 2022.

S/N: CKM00173901209

Descripción:

(1) UNITY 400 2U DPE 25X2.5 DRIVE FLD RCK

(2) UNITY 2U 25X2.5 DRIVE DAE FLD RCK

(2) UNITY 3U 15X3.5 DRIVE DAE FLD RCK

(3) UNITY 200GB FAST CACHE 25X2.5 DRIVE

(1) UNITY 4X10GB SFP ISCSI/ETH CONNECTION

(1) UNITY 2X4 PORT 16G FC IO

(1) VPLEX 180 DAY MIGRATION LIC=IC

(1) RP4VM ESSENTIAL SW FOR UNITY=IB



RNC 1-01-88755-9
Santo Domingo, R.D.

(1). RP BASIC LOC FOR UNITY =IC
 (1). RP BASIC REM FOR UNITY =IC
 (1). RP BASIC FOR UNITY 400/400F/450F =IC
 (1). APPSYNC BSC FOR UNITY 400/480=IC
 (1). RECOVERPOINT FOR VM STARTER PACKS
 (1). UNITY 400 BASE SOFTWARE=IC
Tipo de soporte: PROSUPPORT 4HR/MC HARDWARE
 AND SOFTWARE SUPPORT
Periodo de cobertura: Desde el 27 de octubre del 2020
 hasta el 28 de febrero del 2022.

S/N: CKM00174200024

Descripción:

- (1) UNITY 400 2U DPE 25X2.5 DRIVE FLD RCK
- (1) UNITY 2U 25X2.5 DRIVE DAE FLD RCK
- (1) 2U 25X2.5 12G EXPDAE PRM- FLD INS
- (2) UNITY 3U 15X3.5 DRIVE DAE FLD RCK
- (3) UNITY 200GB FAST CACHE 25X2.5 DRIVE
- (1). UNITY 4X10GB SFP ISCSI/ETH CONNECTION
- (1). UNITY 2X4 PORT 16G FC IO

Tipo de soporte: PROSUPPORT 4HR/MC HARDWARE
 SUPPORT

Periodo de cobertura: Desde el 27 de octubre del 2020
 hasta el 28 de febrero del 2022.

S/N: CKM00174202297

Descripción:

- (1) SYSTEM DD6300-12X4 34TB NFS CIFS
- (1) LICENSE BASE DD OE DD6300=IA
- (1) FS 800GB 0.8TB RAW=CF

Tipo de soporte: PROSUPPORT 4HR/MC HARDWARE
 AND SOFTWARE SUPPORT

Periodo de cobertura: Desde el 27 de octubre del 2020
 hasta el 28 de febrero del 2022.



<p>***** S/N: CKM00174200024 Descripción: (4) UPGRADE FAST CACHE DELL EMC UNITY 400 D3FC-2S12FX-200U 4x UNITY 200GB FAST CACHE 25X2.5 DRIVE UPG M-PSM-HWE-004 PROSUPPORT 4HR/MC HARDWARE SUPPORT 36 Months Incluye: Servicios Profesionales de Instalación & Configuración - Proyecto llave en mano - Instalación física de los discos y configuración Cache Fast</p>	
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Términos de Pago: Treinta (30) días después de recibida y aceptada la factura.
Tiempo de entrega: El Upgrade; de 5 a 6 semanas y las Renovaciones; en quince (15) días calendario.

Heriberto Gregorio Mondesi Muñoz en calidad de Gerente General debidamente autorizado para actuar en nombre y representación de H&H Solutions

Firma _____




DELL PROSUPPORT MISSION CRITICAL OPTION



Dell's most rapid resolution option minimizes downtime on your business critical systems

TIME IS MONEY

Every minute of unplanned downtime is lost productivity and quite often, lost revenue. Reducing recovery time from days to hours is a must. It's for these scenarios that Dell offers the Mission Critical option with Dell ProSupport for IT or ProSupport for End Users. Mission Critical is Dell's most rapid resolution option. You can choose from 2-, 4- or 8-hour onsite parts and/or labor. Rely on Dell's proven and reliable Critical Situation Process to get you back up and running fast.

KEY FEATURES OF DELL PROSUPPORT MISSION CRITICAL OPTION

- Onsite Response - 2-Hour, 4-Hour or 8-Hour onsite service¹ with 6-hour hardware repair available 24x7, including holidays. 2-hour response is not available on desktops; availability may vary by country
- Onsite Response - 2-Hour, 4-Hour or 8-Hour onsite service¹, including holidays. 2-hour response is not available on desktops.
- CritSit Procedures - Severity level 1 issues will be reviewed by Dell and may be nominated for CritSit incident coverage through Dell Global Command Centers.
- Emergency dispatch - Onsite service technician dispatched in parallel with phone-based troubleshooting when you declare a Severity level 1 incident.
- Priority production - In the event of a critical situation caused by natural disaster or other event normally excluded from limited warranty, Dell will expedite production of a new system(s).
- Storage fault monitoring - Alerts from storage fault monitoring helps you maximize uptime by identifying and correcting potential issues before they occur.

NEW REMOTE SUPPORT FEATURES FOR SERVERS WITH PROACTIVE SYSTEMS MANAGEMENT:

Spend less time troubleshooting and permit Dell to monitor and send alert notifications for most Mission Critical servers. Utilize Dell's new Phone Home capability to generate support cases with predetermined failure analysis so you can see eye-to-eye with Dell technical support when a hardware failure occurs.

- Asset Visibility and Reporting - Reduce complexity with a single Web-based portal for managing assets, warranties and hardware fault alerts.
- Warranty Tracking and Expiration Notifications - Avoid surprises and reduce admin costs with customizable notifications before your service contracts expire.
- Hardware Monitoring and Alerting - Increase efficiency and optimize operational expenses with a SaaS monitoring connection which notifies you within 5 minutes of a hardware failure.
- Automated Diagnostics - A connection to Dell will detect and diagnose hardware faults for faster recovery and more accurate remediation.
- Auto-Support Case - Accelerate resolution with proactive communication from Dell allowing you to bypass standard troubleshooting.

Learn about a more efficient and personalized support experience at www.Dell.com/Proactive.

DELL'S AWARD WINNING SUPPORT CAN REDUCE SEVERITY 1 DOWNTIME BY UP TO 22% ON AVERAGE*



SHIFT YOUR IT
RESOURCES
FROM
MAINTENANCE
TO MOMENTUM

SHIFT YOUR IT
RESOURCES
FROM
MAINTENANCE
TO MOMENTUM

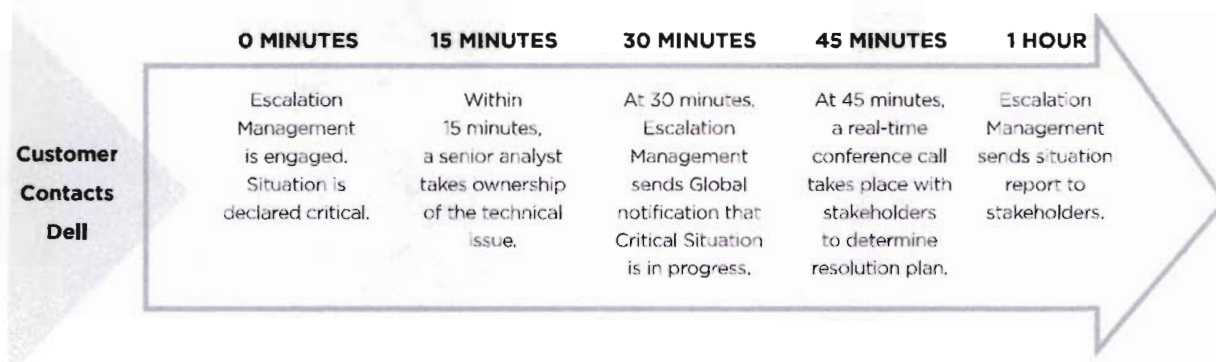
DELL CRITSIT PROCESS

During critical situation events, Dell Global Command Centers will activate our CritSit Process to help ensure that our expert resources are mobilized to get you back up and running fast. Dell's CritSit

Process includes:

- Emergency Dispatch, which provides simultaneous phone and onsite troubleshooting for customerdefined
- Severity 1 situations
- Problem replication in Dell's simulation labs (as needed)
- Ongoing, scheduled situation updates to keep you informed every step of the way

PROCESS FOR FAST AND FOCUSED RESOLUTION DURING "CRITICAL SITUATION" EVENTS



ABOUT DELL GLOBAL SERVICES

Dell Global Services simplify the management of your IT environment so you get up and running quickly, with lower deployment costs, fewer hassles, and less time spent on non-strategic tasks. You pay only for the services you need, gain instant access to the latest innovations without additional infrastructure investment, and take your business from maintenance to momentum.

HOW TO GET IT

Dell ProSupport Mission Critical Option is only available for purchase along with a Dell ProSupport service model.



SIMPLIFY YOUR IT MANAGEMENT AT Dell.com/ProSupport

Availability varies by country. To learn more, customers and Dell Channel Partners should contact your sales representative for more information.

¹ May be provided by third-party. Technician will be dispatched if necessary following phone-based troubleshooting. Availability varies. See dell.com/servicecontracts for details.

² Based on an internal study of Severity 1 resolution time for Dell customers upgrading to Platinum Plus Enterprise Support. Select features of Platinum Plus are now available in the Dell ProSupport Mission Critical Option. These features include critical situation procedures for Severity 1 issues, emergency dispatch, problem replication in simulation labs, and 2-hour or 4-hour onsite response, August 2007.

*Based on an internal study of Sev1 resolution time for Dell customers using Mission Critical support Platinum Plus compared to other service levels, August 2007.



ProSupport for Enterprise

Introduction

Dell Technologies¹ is pleased to provide ProSupport for Enterprise (the “Service(s)” or “Support Services”) in accordance with this Service Description (“Service Description”). Your quote, order form or other mutually-agreed upon form of invoice or order acknowledgment from Dell Technologies (the “Order Form”) will include the name(s) of the Product(s)², applicable Service(s) and related option(s), if any. For additional assistance, or to request a copy of your governing agreement applicable to the Services (the “Agreement”), contact your Dell Technologies sales representative. For Customers who purchase from Dell under a separate Agreement that authorizes the sale of these Services, the Dell Services Terms & Conditions Supplement³ also applies to these Services. For a copy of your agreement with your applicable Dell Technologies reseller, contact that reseller.

The Scope of This Service

The features of this Service include:

- Access on a 24x7 basis (including holidays)⁴ to the Dell Technologies Customer Service and Support organization for troubleshooting assistance of Products.
- On-site dispatch of a technician and/or delivery of replacement parts to the Installation Site or other Customer business location approved by Dell Technologies as detailed in the Agreement (as necessary and according to the support option purchased) to address a Product problem. See below for more details on severity levels and onsite service options.

Please review the table below for more details.

How to Contact Dell Technologies if You Require Service

Online, Chat, and Email Support: Dell Technologies website, chat, and email support available for select products at <https://www.dell.com/support>.

Telephone Support Requests: Available on a 24x7 basis (including holidays). Availability may differ outside of the United States and is limited to commercially reasonable efforts unless otherwise specified in this document. Visit <https://www.dell.com/support> for a list of applicable telephone numbers for your location.

The following chart lists the service features of ProSupport for Enterprise provided under Dell Technologies's warranty and/or maintenance terms. ProSupport for Enterprise is available to support and maintain:

1. Dell Technologies® Equipment which is identified on the Dell Technologies Product Warranty and Maintenance Table or on your Order Form as
 - including ProSupport for Enterprise during the applicable warranty period; or
 - eligible for upgrade to ProSupport for Enterprise during the applicable warranty period; or
 - eligible for ProSupport for Enterprise during a subsequent maintenance period.
2. Dell Technologies Software which is identified on the Dell Technologies Product Warranty and Maintenance Table or on your Order Form as eligible for ProSupport for Enterprise during a maintenance period.

¹ “Dell Technologies”, as used in this document, means the applicable Dell sales entity (“Dell”) specified on your Dell Order Form and the applicable EMC sales entity (“EMC”) specified on your EMC Order Form. The use of “Dell Technologies” in this document does not indicate a change to the legal name of the Dell or EMC entity with whom you have dealt.

² As used in this document, “Dell Technologies Products”, “Products”, “Equipment” and “Software” means the Dell Technologies Equipment and Software identified on the Dell Technologies Product Warranty and Maintenance Table or on your Order Form, and “Third Party Products” is defined in your Agreement, or in the absence of such definition in your Agreement, in the Dell Technologies Commercial Terms of Sale, or your local Dell Technologies terms of sale, as applicable. “You” and “Customer” refers to the entity named in the purchaser of these Services named in the Agreement.

³ To review the Dell Services Terms of Sale Supplement, please go to <https://www.dell.com/servicecontracts/global>, choose your country and select the Support Services tab on the left hand navigation column of your local country page.

⁴ Availability varies by country. Contact your sales representative for more information.



SERVICE FEATURE	DESCRIPTION	PROSUPPORT—COVERAGE DETAILS
GLOBAL TECHNICAL SUPPORT	<p>Customer contacts Dell Technologies by telephone or web interface on a 24x7 basis to report an Equipment or Software problem and provides input for initial assessment of Severity Level.</p> <p>Dell Technologies provides (i) a response by remote means using a Dell Technologies technical support resource for troubleshooting assistance based on the Severity Level of the problem; or (ii) when deemed necessary by Dell Technologies, Onsite Response as described below.</p>	Included.
ONSITE RESPONSE	<p>Dell Technologies sends authorized personnel to Installation Site to work on the problem after Dell Technologies has isolated the problem and deemed Onsite Response necessary.</p>	<p>Included for Equipment only.</p> <p>Initial Onsite Response objective is based on the option purchased by the Customer. The options available to the Customer are the following; either 1) a four-hour service response during the same business day, or 2) a service response during the next local business day, during normal business hours, after Dell Technologies deems Onsite Support is necessary.</p> <p><u>4-Hour Mission Critical On-site Response</u></p> <p>Typically arrives on-site within 4 hours after completion of telephone-based troubleshooting.</p> <ul style="list-style-type: none"> • Available seven (7) days each week, twenty-four (24) hours each day - including holidays. • Available within defined four (4) hour response locations. • 4 Hour parts locations stock essential operational components, as determined by Dell Technologies. Non-essential parts may be shipped using overnight delivery. • Ability to define if the issue is a Severity 1 upon remote supports initial diagnosis • Critical situation procedures - Severity level 1 issues are eligible for quick Escalation/Resolution Manager and "CritSit" incident coverage. • Emergency dispatch - onsite service technician dispatched in parallel with immediate phone-based troubleshooting for Severity 1 issues. <p><u>Next Business Day On-site Response</u></p> <p>Following telephone-based troubleshooting and diagnosis, a technician can usually be dispatched to arrive on-site the next business day.</p> <ul style="list-style-type: none"> • Calls received by Dell Technologies after local cutoff at Customer site local time may require an additional business day for service technician to arrive at Customer's location. • Available only on select models of Products. <p>Onsite Response does not apply to Software and may be separately purchased.</p>

***SEVERITY LEVEL DEFINITIONS**

SEVERITY 1 Critical – loss of ability to perform critical business functions and requires immediate response

SEVERITY 2 High – able to perform business functions, but performance/capabilities are degraded or severely limited.

SEVERITY 3 Medium/Low – little to no business impact.



REPLACEMENT PARTS DELIVERY	Dell Technologies provides replacement parts when deemed necessary by Dell Technologies.	<p>Included. Replacement parts delivery objective is based on the option purchased by the Customer. The options available to the Customer are the following; either 1) a four-hour service response during the same business day, or 2) a service response during the next local business day, during normal business hours, after Dell Technologies deems that a replacement part delivery is necessary. A Same Business Day part is one which upon failure may prevent the Supported Product that causes the loss of ability to perform critical business functions and requires immediate response. Parts deemed non-critical include, but are not limited to: bezels, mechanical chassis, hard drive blanks, rail kits, cable management accessories. Parts that may be deemed critical are: motherboards, CPUs, select memory modules and hard disk drives.</p> <p>Local country shipment cut-off times may impact the same day/next local business day delivery of replacement parts.</p> <p>Installation of all replacement parts performed by Dell Technologies as part of Onsite Response, but Customer has option to perform installation of Customer Replaceable Units (CRUs). See <u>Dell Technologies Product Warranty and Maintenance Table</u> for listing of parts designated as CRUs for specific Equipment or contact Dell Technologies for more details.</p> <p>If Dell Technologies installs the replacement part, Dell Technologies will arrange for its return to an Dell Technologies facility. If Customer installs the CRU, Customer is responsible for returning the replaced CRU to a facility designated by Dell Technologies.</p> <p>If the Dell technician determines that the Supported Product is one that should be replaced as a whole unit, Dell Technologies reserves the right to send Customer a whole replacement unit. Whole unit replacements may not be stocked for same day response times and there may be extended lead times for arrival of a whole unit replacement at your location, depending on where you are located and the type of Product being replaced.</p>
PROACTIVE SOLID STATE DRIVE REPLACEMENT	Included for Storage and Converged Products. If the Endurance Level (as defined below) for any solid-state drive prior to the device reaching its full capacity or less (as determined by Dell Technologies), the Customer is eligible to receive a replacement solid state drive. Endurance Level means the average percentage of life span remaining on the eligible SSD.	<p>Included.</p> <p>Response objective is based on the applicable Replacement Parts Delivery and Onsite Response service features detailed above. Customer must activate and maintain the currently supported version(s) of SupportAssist and/or Secure Remote Support software during the applicable term of support. SupportAssist and/or Secure Remote Support enablement, as applicable is a prerequisite for these additional renewal service features.</p>
RIGHTS TO NEW RELEASES OF SOFTWARE	Dell Technologies provides the rights to new Software Releases as made generally available by Dell Technologies.	Included.
INSTALLATION OF NEW SOFTWARE RELEASES	Dell Technologies performs the installation of new Software Releases.	<p>Equipment Operating Environment (OE) Software Included with ProSupport 4 Hour/Mission Critical only for Software which Dell Technologies classifies as Equipment operating environment Software and only when the associated Equipment into which the operating environment Software is being installed is covered by a Dell Technologies warranty or then current Dell Technologies maintenance contract.</p> <p>Other Software (non-OE) Customer performs the installation of new Software Releases unless otherwise deemed necessary by Dell Technologies.</p>



24X7 REMOTE MONITORING AND REPAIR	Certain Products will automatically and independently contact Dell Technologies to provide input to assist Dell Technologies in problem determination. Dell Technologies remotely accesses Products if necessary for additional diagnostics and to provide remote support.	Included for Products that have remote monitoring tools and technology available from Dell Technologies. Once Dell Technologies is notified of a problem, the same response objectives for Global Technical Support and Onsite Response will apply as previously described.
24X7 ACCESS TO ONLINE SUPPORT TOOLS	Customers who have properly registered have access on a 24x7 basis to Dell Technologies's web-based knowledge and self-help customer support tools via the Dell Technologies Online Support site.	Included.



ADDITIONAL SUPPORT WITH CLOUDIQ

SERVICE FEATURE	DESCRIPTION	COVERAGE DETAILS
CLOUDIQ	Customers who have properly connected their entitled-system to Dell Technologies using either Secure Remote Services or SupportAssist have access to CloudIQ, which provides proactive health scores, performance impact analysis and anomaly detection and workload contention analysis.	Included for the following Dell Technologies platforms; PowerMax, PowerStore, PowerScale, PowerVAut, Dell EMC Unity XT, XtremIO, SC Series, VxBlock and Connectrix switches.

COLLABORATIVE ASSISTANCE

If a Customer opens a service request and Dell Technologies determines that the problem arises with an eligible third-party vendor's products commonly utilized in conjunction with Products covered by a current Dell Technologies warranty or maintenance contract, Dell Technologies will endeavor to provide Collaborative Assistance under which Dell Technologies: (i) serves as a single point of contact until the problems are isolated; (ii) contacts the third-party vendor; (iii) provides problem documentation; and (iv) continues to monitor the problem and obtain status and resolution plans from the vendor (where reasonably possible).

To be eligible for Collaborative Assistance, Customer must have the appropriate active support agreements and entitlements directly with the respective third-party vendor and Dell Technologies or an authorized Dell Technologies reseller. Once isolated and reported, the third-party vendor is solely responsible to provide all support, technical and otherwise, in connection with resolution of the Customer's problem. **Dell Technologies IS NOT RESPONSIBLE FOR THE PERFORMANCE OF OTHER VENDORS' PRODUCTS OR SERVICES.** A list of Collaborative Assistance partners can be found on the [Collaborative Assistance List](#). Please note that supported third-party products may change at any time without notice to Customers.

DELL TECHNOLOGIES SYSTEM SOFTWARE SUPPORT

Dell Technologies Software support included within ProSupport for Enterprise provides support for select Third Party Products, including select end-user applications, operating systems, hypervisors and firmware when such Third Party Products are 1) purchased from Dell Technologies, 2) purchased with Products, 3) currently installed and operating on Products at the time that support is requested, and 4) the Product is covered by an existing ProSupport for Enterprise support and maintenance term of service. Customer is solely responsible for correcting any problems with licenses and purchases of eligible software to be eligible to receive these Services at any time during the coverage period. A list of eligible software can be found on the [Comprehensive Software Support List](#). Please note that supported Third Party Products may change at any time without notice to Customers. Situations giving rise to Customer's questions must be reproducible on a single system, which may be physical or virtual. Customer understands and accepts that resolutions of certain issues giving rise to Customer's service request may not be available from the publisher of the relevant software title and may require support from the publisher, including installation of additional software or other changes to Products, Customer accepts that in such situations where no resolution is available from the publisher of the relevant software title, Dell Technologies's obligation to provide support to the Customer will be fully satisfied.

Additional Terms and Conditions Applicable to End Users Purchasing Product(s) from an OEM

An "OEM" is a reseller who sells the Supported Products in a capacity as an original equipment manufacturer that is purchasing Dell Technologies Products and Services from the OEM Solutions (or its successor) business group for an OEM project. An OEM typically embeds or bundles such Dell Technologies Products in or with OEM Customer's proprietary hardware, software or other intellectual property, resulting in a specialized system or solution with industry or task-specific functionality (such system or solution an "OEM Solution") and resells such OEM Solution under OEM's own brand. With respect to OEMs, the term "Supported Products" includes Dell Technologies Supported Products that are provided without Dell Technologies branding (i.e. unbranded OEM-ready system), and "End-User" means you, or any entity purchasing an OEM Solution for its own end-use and not for reselling, distributing or sub-licensing to others. It is OEM's responsibility to provide first level troubleshooting to the End User. An appropriate best-effort initial diagnosis should be performed by OEM before the call goes to Dell Technologies. This OEM maintains responsibility for providing the initial troubleshooting even when its End User engages Dell Technologies to request service, and if an End User contacts Dell Technologies for service without contacting their OEM, Dell Technologies will ask the End User to contact their OEM to receive first level troubleshooting before contacting Dell Technologies.

Dell Technologies ProSupport for Enterprise on Non-Standard Parts in Custom Server Products

The repairs and exchanges of non-standard or unique parts ("Non-Standard Component Support Services") are a value-added exchange service complementing Customer's PowerEdge Product warranty that covers standard Dell Technologies components in a standard configuration, and that require replacement due to defects in workmanship or materials ("Warranty Repairs"). Dell Technologies branded firmware/software for "Non-Standard Components" is NOT available, and the Customer must use manufacturer provided utilities to monitor and/or update the component. The Customer will also work with the manufacturer directly to resolve any quality issues related to software/firmware, utilities, and hardware. Dell Technologies will provide Non-Standard Support Services to replace non-standard or unique parts that Customer forecasted and guaranteed to be available as set forth above, and once Customer has made corresponding arrangements to assist Dell Technologies in placing any orders for service stock in order to facilitate repair activity. Provided Customer has accurately forecasted stocking needs, Dell Technologies will exchange the part that exhibits a defect according to the Customer's applicable response time for Warranty Repairs and install the replacement part in the Customer's Product, but Customer acknowledges and agrees that Dell Technologies is not liable to Customer to ensure part availability. Same day (e.g. 4 hour) parts and field response may not be available for "non-standard" component replacement, and Dell Technologies will default to Next Business Day Service in these cases. Replacement parts may be new or refurbished as permitted by local law, and fulfillment of Non-Standard Component Support Services repairs and exchanges may require Dell Technologies to utilize a third party manufacturer/third party publisher's warranty and/or maintenance services, and Customer agrees to assist Dell Technologies and provide any materials requested by any third party manufacturer or third party publisher to facilitate utilization of the corresponding third party warranty and/or maintenance services.

Dell Technologies's engineering testing of the resulting configuration pursuant to a separate statement of work (SOW) after installation of the non-standard or unique parts, software requested by Customer is a point in time activity and the Non-Standard Component Support Services are available only on the specific configuration as defined by Customer and tested by Dell Technologies. Dell Technologies will communicate the exact hardware configuration tested including firmware levels. Once engineering testing is complete Dell Technologies will provide the results via reports with indication of Pass/Fail. Dell Technologies will use commercially reasonable efforts to support recognition and operation of the non-standard component on the Dell Technologies Product, however modification of Dell Technologies standard utilities (including BIOS, IDRAC, and SupportAssist) will not be supported. Customer will be responsible for working with the manufacturer directly to resolve any non-standard component issues which arise during engineering testing (including quality issues, software, firmware, or hardware specifications/limitations). Additional Dell Technologies engineering testing after Customer has received a report with an indication of PASS will require a new SOW and associated non-recurring engineering fees, including any engineering testing requested in connection with a repair or replacement of any component of the configuration during the warranty term of the Customer's Equipment.

Other Details about Your Service

The warranty periods and support options ("Support Information") on this website apply (i) only between Dell Technologies and those organizations that procure the applicable products and/or maintenance under a contract directly with Dell Technologies (the "Dell Technologies Customer"); and (ii) only to those products or support options ordered by the Dell Technologies Customer at the time that the Support Information is current. Dell Technologies may change the Support Information at any time. Other than changes caused by publishers and manufacturers of Third Party Products, the Dell Technologies Customer will be notified of any change in the Support Information in the manner stated in the then current product ordering and/or maintenance related agreement between Dell Technologies and the Dell Technologies Customer, but any such change shall not apply to products or support options ordered by the Dell Technologies Customer prior to the date of such change.

Dell Technologies will have no obligation to provide Support Services with respect to Equipment that is outside the Dell Technologies Service Area. "Dell Technologies Service Area" means a location that is within (i) one hundred (100) drivable miles or one hundred sixty



(160) drivable kilometers of an Dell Technologies service location for Storage and Data Protection Equipment and/or components; and (ii) the same country as the Dell Technologies service location, unless otherwise defined in your governing agreement with Dell Technologies, in which case the definition in the governing agreement prevails. For EMEA customers, unless stated otherwise in this Service Description or the Agreement, on-site service is available within a distance of up to 150 kilometers from nearest Dell Technologies Logistics location (PUDO or Pick-Up/Drop-off location). Please contact your sales representative for more information about availability of on-site service in EMEA.

This Service is not available at all locations. If your Product is not located in the geographic location that matches the location reflected in Dell Technologies's service records for your Product, or if configuration details have been changed and not reported back to Dell Technologies, then Dell Technologies must first re-qualify your Product for the support entitlement you purchased before applicable response times for the Product can be reinstated. Service options, including service levels, technical support hours, and on-site response times will vary by geography and configuration, and certain options may not be available for purchase in Customer's location, so please contact your sales representative for these details. Dell Technologies's obligation to supply the Services to relocated Products is subject to various factors, including without limitations, local Service availability, additional fees, and inspection and recertification of the relocated Products at Dell Technologies's then-current time and materials consulting rates. Unless otherwise agreed between Dell Technologies and Customer, in cases where service parts are shipped directly to Customer, the Customer must be able to accept shipment at the location of the Products to be serviced. Dell Technologies will not be held liable for support delays due to the Customer's failure or refusal to accept shipment of parts. Multi-component storage systems require active support option agreements on all hardware and software components of the system in order to receive all of the benefits of the support agreement for the entire solution. Unless otherwise agreed in writing with Customer, Dell Technologies reserves the right to change the scope of Support Services on sixty (60) days' prior written notice to Customer.

Products or services obtained from any Dell Technologies reseller are governed solely by the agreement between the purchaser and the reseller. That agreement may provide terms that are the same as the Support Information on this website. The reseller may make arrangements with Dell Technologies to perform warranty and/or maintenance services for the purchaser on behalf of the reseller. Customers and resellers who perform warranty and/or maintenance services or professional services must be properly trained and certified. Performance of any services by untrained/uncertified Customers, resellers or third parties may result in additional fees if support from Dell Technologies is required in response to such third parties' performance of services. Please contact the reseller or the local Dell Technologies sales representative for additional information on Dell Technologies's performance of warranty and maintenance services on Products obtained from a reseller.



CONTACT US

To learn more, contact your local representative or authorized reseller.

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EMC Corporation believes the information in this document is accurate as of its publication date. The information is subject to change without notice.

Rev. January 28 2020



Matriz de escalamiento H&H

Responsable	Nombre	Contacto Fijo	Contacto Movil	Email	Tiempo de escalamiento
Coordinadora de Proyectos y Servicios	Sthefanny Morel	(809) 475-4474 ext. 235	(829) 213-0775	smorel@hyhsolutions.com.do	2 horas
Auxiliar de Proyectos	Luciana Reyes	(809) 475-4474 ext. 235	(809) 796-9327	lreyes@hyhsolutions.com.do	2 horas
Soporte en turno de servicio	Servicios horarios no laborables	(829) 345-4366	(829) 345-4366	servicios@hyhsolutions.com.do / proyectos@hyhsolutions.com.do	4 horas
Gerente de Servicios	Miguel A. Peralta	(809) 475-4474 ext. 225	(829) 761-5878	(809) 475-4474, ext. 225	8 horas

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ALFREDO GUERRERO PÉREZ

INFORMACIÓN PERSONAL

Email :
aguerrero@hyhsolutions.com.do

Cédula :
001-0772651-5

Fecha de Nacimiento :
20 de Abril del 1968

Lugar de Nacimiento :
República Dominicana

Nacionalidad :
Dominicano

DIRECCIÓN

Edificio Gala 3. #34 Apto
401
Calle Virgilio Maynardi
Reina #34
Ens. Ozama
Santo Domingo Este
Zona Oriental

CONTACTO

Celular
809-431-4371

REFERENCIAS LABORALES

Ing. Heriberto Gregorio Mondesi
Munoz
(Gerente General de HYH
Solutions)

829-299-2239

Lieda Zolla Fabiany Blanco
(Gerente de Operaciones y
RRHH)

829-345-4363

PREPARACIÓN ACADÉMICA

• UNIVERSIDAD ACCIÓN PRO EDUCACIÓN Y CULTURA (UNAPEC)

- Ingeniero en Sistemas

PREPARACIÓN TÉCNICA

- Técnica de Supervision : Relaciones Humanas
- Cursos de Re-Ingenierías & Calidad Total
- Cursos de mercadeo y ventas (BMC)
- Administración Novell 4.x
- Administración NT.
- Ad. AS/400
- Instalación & Adm. OS/2
- Cableado Estructurado (Hubbell)
- Configuración de Routers (Bay Networks)
- Redes Inalambricas (BreezeCOM)
- Tecnologia Thin-Clients (WYSE)
- Partner Sales Training (BMC)
- Cableado Estructurado (ORTONICS)
- Citrix Certified Administrador (Citrix)
- Sun ONE Infraestructure (SUN MICROSYSTEMS)
- Oracle Sales Training (ORACLE)
- Patrol Technical Training (BMC)
- VMware Certified Professional
- Citrix Certified Administrator
- Quantum Scalar Library
- Programacion
- Operación de Sistemas
- Comunicaciones Wireless
- Telecomunicaciones IP
- Almacenamiento SAN EMC
- VMware
- Sistemas de Respaldo con duplicación
- Sistemas de librerías Quantum



EXPERIENCIA LABORAL

- **Banco Gerencial y Fiduciario / 1988-1989**

- Operador de Sistemas.
- Programador Analista RPG.
- Encargado de Micro computadores.

- **Compañía Nacional de Seguros / 1988-1996**

- Programador Analista / 1989-1996
- Enc. Seguridad Computacional / 1992-1994
- Sub. Gerente de Soporte Técnico / 1994-1996
- Instructor de Seguridad de Oficina.

Logros

Primer sistema automatizado de Seguros /
Instalación de la Primera LAN/WAN Token
Ring.

- **Multicomputos S.A. / 1996-2005**

- Asistente de Gerente de Redes
- Pre-Venta de Productos
- Ejecutivo de Cuenta.

Logros

Técnico con mayor instalaciones LAN/WAN, Frame
Relay.

Enc. Mercadeo Redes Wireless, LAN, WAN.

Enc. De Mercadeo de Citrix, Líder en el Mercado
Local

Enc. De Mercadeo BMC

Enc. De Mercadeo Servidores INTEL

Enc. De Mercadeo Servidores INTEL/SUN



HYH SOLUTIONS SRL | GERENTE DE PREVENTAS 2011 - ACTUAL

Aparte de la experiencia laboral local he realizado trabajos de implementacion y consultorias en soluciones de respaldos y archiving para empresas internacionales como:

Petroleo de Venezuela, PDVSA, Dirección de Impuestos de Guatemala, Banco Maduro, Curazao, Medellin, Colombia, Costa Rica y Ecuador.

ENTRENAMIENTOS REALIZADOS ENVIADO POR HYH SOLUTIONS

- **Certificación de Quantum Scalar i2000 | Denver, Colorado 2008.**
- **Certificación VMware | Mexico, DF 2007**
- **EMC Avamar Backup | Mexico, DF 200**
- **EMC Infraestructure | Caracas Venezuela 2007**
- **Administración de Proyectos | Quality, Santo Domingo, Rep. Dom. 2010.**
- **Vmware | Revalidando**
- **VxRail | Dell Technologies**





ELVIS JUNIOR MARTÍNEZ GARCÍA

INFORMACIÓN PERSONAL

Email :
emartínez@hyhsolutions.
com.do

Cédula :
223-0153632-6

Fecha de Nacimiento :
07 de Agosto del 1994

Lugar de Nacimiento :
República Dominicana

Nacionalidad :
Dominicano

DIRECCIÓN

C/ Guayacanes #13
prados del cachón Santo
Domingo Este.

CONTACTO

Celular :
829-421-3071

REFERENCIAS LABORALES

Ing. Heriberto Gregorio
Mondesi Muñoz
(Gerente General de HYH
Solutions)

829-299-2239

Lieda. Zoila Fabiany Blanco
(Gerente de Operaciones y
RRHH)

829-345-4363

PREPARACIÓN ACADÉMICA

- **UNIVERSIDAD ACCIÓN PRO EDUCACIÓN Y CULTURA (UNAPEC) 2012-2017**
 - Ingeniería en Sistema

PREPARACIÓN TÉCNICA

- **INSTITUTO TECNOLÓGICO DE LAS AMÉRICAS (ITLA) 2011-2012**
 - Cisco Certified Network Associate (CCNA)
 - Ingles (semi-intensivo)
- **ADVANCED ADMINISTRATION OF WINDOWS SERVER | SCHNELL SOLUTIONS. / HYH SOLUTIONS 2018**

- Implementing DHCP
- Implementing DNS
- Implementing ADDS
- Managing objects in ADDS
- Advanced ADDS Infrastructure
- Management Implementing and Administering ADDS sites and replication.
- Implementing Group Policy
- Managing user settings with Group Policy
- Securing Active Directory Domain Services
- Monitoring, managing and recovering ADD

- **ADMINISTRACIÓN DE INFRAESTRUCTURA DE VIRTUALIZACIÓN (VMWARE) / HYH SOLUTIONS**

- VCenter Deployment
- VMs Migration
- VMs Creation
- Data Storage Creation
- Data Storage Assignment
- Backup of Appliance VCenter Server

- **GESTIÓN HERRAMIENTAS DE RESPALDO | HYH SOLUTIONS (TRAINING PROGRAM)**

- Veeam (Backup and Replication)
- Retrospect
- Networker (Dell EMC)



EXPERIENCIA LABORAL

- **Battery Smart Shop / 2015**

- Servicio al Cliente
- Gestión de compras de equipos

HYH Solutions / Encargado de Monitoreo de Servicios y Aplicaciones.

- Velar por la salud de la infraestructura virtual de servicios.

HYH Solutions / Soporte Técnico área de Backup

- Implementación de Soluciones
 - * Networker
 - * Veeam Backup and Replication
 - * Quantum
 - * Soporte, incidencias e anomalías.

HYH Solutions / Soporte Técnico área de Infraestructura

- Especialista en Implementación de soluciones de infraestructura.
 - * Vmware
 - * Dell EMC : (Almacenamientos : Unity, VNX's, Avamar, Iomega).
 - * Qnap
 - * Recovery Point Appliance (RPA)
- Instalación, configuración y soporte a Vmware.
- Instalación, configuración y soporte a Cajas de disco:
 - * Qnap
 - * EMC
- Configuración de dispositivos de almacenamientos en los sistemas operativos.
- Instalación y configuración básica de :
 - * Switches Ethernet
 - * Switches FC.





HÉCTOR MICHAEL SENCIÓN SENCIÓN

INFORMACIÓN PERSONAL

Email :
hsencion@hyhsolutions.com.do

Cédula :
010-0064380-7

Fecha de Nacimiento :
01 de Octubre del 1977

Lugar de Nacimiento :
República Dominicana

Nacionalidad :
Dominicano

DIRECCIÓN

C/ Miguel Duvergé #38
San Gerónimo | Distrito
Nacional República
Dominicana

CONTACTO

Celular :
829-345-7087

REFERENCIAS LABORALES

Ing. Heriberto Gregorio
Mondesí Muñoz
(Gerente General de HYH
Solutions)

829-299-2239

Licda. Zoila Fabiany
Blanco
(Gerente de Operaciones y
RRHH)

829-345-4363

PREPARACIÓN ACADÉMICA

- **UNIVERSIDAD ACCIÓN PRO EDUCACIÓN Y CULTURA (UNAPEC) 1996 - 2000**
 - Ingeniería en Sistema

PREPARACIÓN TÉCNICA

• CERTIFICACIONES

- ITIL Foundation V2 Certified
- SNIA Certified Storage Engineer
- SNIA Certified Storage Professional
- CompTIA Server+ Certified Professional
- CompTIA Network+ Certified Professional

• ENTRENAMIENTOS

- Red Hat System Administration I, II y III
- Oracle 10g Workshop I y II
- Cisco CCNA Official Curriculum
- Panduit Network Infrastructure Essential
- #GetModern Methodology - Storage Heroes
- DellEMC Bootcamp Panama 2018: VxRail Appliance Deployment and Implementation Dell EMC Unity Implementation and Administration Dell EMC SC Implementation and Administ.



EXPERIENCIA LABORAL

- H & H Solutions / Arquitecto de Infraestructura TI 2017 - Actual
- BANCO BHD León / Subgerente Infraestructura TI - Open System 2009 - 2016
- BANCO BHD / Subgerente Almacenamiento y Contingencia 2008 - 2009
- Verizon, Claro-CODETEL, Ingeniero Sistemas IV / Administración de Capacidad y Almacenamiento 2005 - 2008
- Suprema Corte de Justicia / Soporte Técnico Desktop 1998 - 2005

PERFIL PROFESIONAL

• ARQUITECTO DE INFRAESTRUCTURA TI.

- Diseño e implementación de infraestructura y servicios de Datacenter. Virtualización. Almacenamiento SAN/NAS, Networking, Respaldo y Recuperación de Datos.

- Desarrollo y actualización de Plan de Continuidad del Negocio (BCP) y Plan de Recuperación (DRP)

• STORAGE ADMINISTRATOR BASADO EN TECNOLOGÍA EMC SYMMETRIX VMAX | VNX | UNITY.

- Experiencia en el aprovisionamiento de almacenamiento, desmantelamiento y resolución de problemas.

- Administración y gestión de EMC VMAX, VNX y Unity utilizando SYMCLI.

- Creación de LUNS y asignación de capacidad de almacenamiento a los servidores según requerimientos.

- Excelente capacidad de resolución de problemas y de relación con el cliente para las operaciones cotidianas diarias.

- Experiencia en operaciones locales de replicación de TimeFinder.

- Experiencia en operaciones remotas de replicación de EMC Symmetrix Remote Data Facility (SRDF).

- Experiencia en la integración de VMware, Linux (RHEL CentOS), AIX, iSeries y Microsoft Windows OS.

• DATA BACKUP AND RECOVERY ADMINISTRATOR

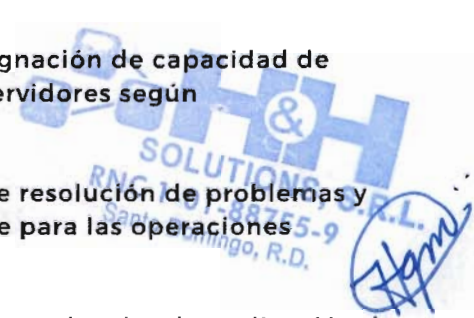
- Monitoreo, mantenimiento y resolución de problemas de Backups y Restores en diversas aplicaciones y plataformas.

- Proporcionar pruebas de Backups y Restores para pruebas de integración e interoperabilidad.

- Proporcionar servicios de soporte a DBA's, analistas de aplicaciones y otros administradores de sistemas.

- Proporcionar Restores periódicos según lo solicitado por usuarios finales y otros miembros del equipo.

- Experiencia con librerías de cintas virtuales y físicas para la eficacia de copias de seguridad y recuperación del equipo.



- **SAN ADMINISTRATOR CON SWITCHES CISCO MDS Y BROCADE**

- Experiencia en el aprovisionamiento de almacenamiento, desmantelamiento y resolución de problemas.
- Administración y gestión de EMC VMAX, VNX y Unity utilizando SYMCLI.
- Creación de LUNS y asignación de capacidad de almacenamiento a los servidores según requerimientos.
- Excelente capacidad de resolución de problemas y de relación con el cliente para las operaciones cotidianas diarias.
- Experiencia en operaciones locales de replicación de TimeFinder.
- Experiencia en operaciones remotas de replicación de EMC Symmetrix Remote Data Facility (SRDF).
- Experiencia en la integración de VMware, Linux (RHEL CentOS), AIX, iSeries y Microsoft Windows OS.

- **DBA JUNIOR ORACLE | MICROSOFT SQL SERVER.**

- Responsable de desarrollar y mantener las bases de datos de la organización.
- Construir la arquitectura y los modelos de la base de datos. - Diseñar esquemas, permisos y tablas para la base de datos según sea apropiado para su uso.
- Instalar, configurar y actualizar el servidor para adaptarse a las necesidades de la base de datos.
- Diseñar sistemas automatizados para extraer información y realizar informes.
- Proporcionar insumos para desarrollar nuevas versiones de bases de datos adaptadas a necesidades particulares.
- Incluir objetos en la base de datos como tablas, vistas, funciones, triggers, etc.
- Controlar el acceso a la base de datos mediante la introducción de contraseñas y permisos de seguridad.

• **IT SYSTEM ADMINISTRATOR VMWARE | AIX | LINUX (RHEL, CENTOS) Y MICROSOFT WINDOWS SERVER.**

- Instalación, administración y monitoreo de Sistemas.
- Asegurar alta disponibilidad y niveles aceptables de rendimiento del hardware misión crítica.
- Realizar Health Check y Línea base del sistema para toma de decisiones.
- Realizar monitoreo del sistema, comprobar la integridad, la disponibilidad del hardware y los recursos del servidor.
- Revisar los logs de aplicación y validar la ejecución de los trabajos programados.
- Regularmente programar sistema de seguridad monitorización para identificar posible intrusión y / o vulnerabilidades.
- Matener al día las actualizaciones, nuevos lanzamientos, actualizaciones y parches del sistema.
- Diseñar una estrategia de backup y un plan para restaurar documentado.
- Realizar la solución de problemas cuando sea requerido.





JOSIAS NICANOR STUBBS NUÑEZ

INFORMACIÓN PERSONAL

Email :
jstubbs@hyhsolutions.com.d
o

Cédula :
002-0014345-0

Fecha de Nacimiento :
28 de Junio del 1980

Lugar de Nacimiento
República Dominicana

Nacionalidad :
Dominicano

DIRECCIÓN

C/19 de marzo esq. Padre
Ayala. Centro San Cristóbal.
Rep. Dom.

CONTACTO

Celular
829 345 1776

REFERENCIAS LABORALES

Ing. Heriberto Gregorio Mondesi
Muñoz
(Gerente General de HYH
Solutions)

829-299-2239

Licda. Zoila Fabiany Blanco
(Gerente de Operaciones y
RRHH)

829-345-4363

PREPARACIÓN ACADÉMICA

- **UNIVERSIDAD DOMINICANA O&M / 2001-2007**
 - Ingeniero Eléctrico
- **INSTITUTO POLITÉCNICO LOYOLA / 1994-1999**
 - Tecnólogo en Electrónica Industrial Mención Digital.

PREPARACIÓN TÉCNICA

- Curso Protección Electroestática
- Mantenimiento de Redes GSM
- Administración básica A/S 4000
- Manejo de Cientes
- Maestría y Oratoria
- Implementación de Sistemas UPS
- SAP
- Reparación Impresoras IBM
- Implementación Citrix Metaframe.
- Sistema de Radio Telecomunicaciones Digital SRTI-11GHZ.
- Entrenamiento sobre equipos de telecomunicaciones SDH-MXA.
- Administración Active Directory Windows 2003.
- Curso instrumentación /Automatización equipos.
- Instalación, administración y puesta a punto Exchange 2007.
- Instalación, administración VMWare.
- Instalación, administración EMC Data Domain
- Instalación, administración Linux/Unix (básica y avanzada).
- Implementación del programa de las 5S's
- ITIL mejores prácticas.
- Principios Básicos de seguridad industrial y Control de Perdidas.
- Implementación cajas HP StoreOne
- Técnicas de Supervisión
- Seminario de Calidad
- Data Domain administración básica / EMC - Puerto Rico
- Store One (Venta / Pre-Venta) / Tech Data - Miami
- Veeam / República Dominicana



EXPERIENCIA LABORAL

- **HYH Solutions / Coordinador de Backup 2015 - Actual**

Administrar y coordinar los trabajos pendientes así como también los servicios que ofrece la compañía. En caso de ser necesario interactuar con algunos casos pendientes de mayor envergadura.

- **Logros**

- Participé activamente en las implementaciones de equipos EMC a nivel del país (Edenorte, Banco Progreso, Banco BHD, Claro, Edesur, AES, Cervecería Nacional Dominicana, etc).

- Implementación de varias plataformas de backup a nivel de Latinoamérica y Puerto Rico implementación de sistemas Data Domain 2200 en Trinidad Tobago (Fujitsu) y Costa Rica (Banco Nacional).

- **Banco del Progreso / Oficial del Dpto. de BackOffice 2009-2015**

Administrar toda la plataforma física y virtual del banco, así como también administrar la plataforma de correos, la plataforma del Internet Banking y la plataforma de backup de la parte de BackOffice.

Adicionalmente administrar los 1600 usuarios del banco y los 70 servidores de las sucursales dispersadas por todo el país.

- **Logros**

- Implementación de la aplicación de VMWare y la posterior migración de todos los servidores al ambiente virtual (se creó una granja con 10 servidores ESX y 15 TB de almacenamiento y sobre 150 servidores virtuales).

- Re estructuración de la plataforma completa de respaldos y la puesta a punto de 2 cajas de backup DD2200.

- Participé activamente en la puesta a punto del sistema SWIFT de transferencias de líneas bancarias desde USA, México y Panamá.

- Re estructuración completa del dominio Windows a nivel de DNS y DHCP.

- **Bizion / Soporte a Instalación Producto Citrix 2008**

Implementar las soluciones Citrix tanto de la plataforma XenApp así como de los equipos de seguridad y conexiones VPN.

- **Logros**

- Participé activamente en la transferencia de nuevos y productos y líneas de producción desde USA, donde fui el representante del departamento para la obtener los conocimientos de los mismos.

- Participé activamente en la introducción de las tecnologías de automatización de procesos en las áreas de administración remota y seguridad.

- Colaboré significativamente en la optimización de todas las plataformas instaladas en el país.

- **HYH Solutions / Ingeniero de Servicios 2006-2008**

- Logros**

- Participé activamente en las implementación de equipos EMC a nivel del país (Edenorte, Banco Progreso, Banco BHD, Claro, Edesur, AES, Cervecería Nacional Dominicana, etc).

- Implementación de varias plataformas de backup a nivel de Latinoamérica y Puerto Rico.

- **Tricom Dominicana / Oficial Plataforma de BackOffice 2003 - 2006**

Control, instalación de todos los servidores de la plataforma Windows y administrador de los servidores de Terminal Server. Interacción directa con 1000 usuarios a nivel de todas las sucursales de la empresa en el país y fuera de ella (panamá y USA)

- **Logros**

- Participé en el desarrollo y la migración del dominio Windows NT a Active Directory 2003.

- Logré junto a un equipo de trabajo las instalaciones a tiempo de cada unos de los sites de la sur del país bajo nuestra responsabilidad.

- Instalación de Exchange 2003 post migración AD Puesta a punto y funcionamiento de la Intranet y SharePoint.





ARISTIDES ROSENDO DIAZ MENDEZ

INFORMACIÓN PERSONAL

Email :
aridiaz12@gmail.com

Cédula :
402-2076130-4

Fecha de Nacimiento :
12 de Marzo del 1993

Lugar de nacimiento:
República Dominicana

Nacionalidad :
Dominicano

DIRECCIÓN

C/ Marrero Aristi #69 Ens.
Ozama, santo domingo Este

CONTACTO

Celular : 829-764-1845
Casa : 809-414-7237

REFERENCIAS LABORALES

Ing. Heriberto Gregorio Mondesi
Muñoz
(Gerente General de HYH
Solutions)

829-299-2239

Licda. Zoila Fabiany Blanco
(Gerente de Operaciones y
RRHH)

829-345-4363

PREPARACIÓN ACADÉMICA

- **UNIVERSIDAD PRO EDUCACIÓN Y CULTURA / 2011 - 2016**

Ingeniero en Sistemas de Computación

PREPARACIÓN TÉCNICA

- **ADVANCED ADMINISTRATION OF WINDOWS SERVER |
SCHNELL SOLUTIONS. / HYH SOLUTIONS 2018**

- Implementing DHCP
- Implementing DNS
- Implementing ADDS
- Managing objects in ADDS
- Advanced ADDS Infrastructure
- Management Implementing and Administering ADDS sites and replication.
- Implementing Group Policy
- Managing user settings with Group Policy
- Securing Active Directory Domain Services
- Monitoring, managing and recovering ADD

- **ADMINISTRACIÓN DE INFRAESTRUCTURA DE
VIRTUALIZACIÓN (VMWARE) / HYH SOLUTIONS**

- VCENTER DEPLOYMENT
- VMS MIGRATION
- VMS CREATION
- DATA STORAGE CREATION
- DATA STORAGE ASSIGNMENT
- BACKUP OF APPLIANCE VCENTER SERVER

- **GESTIÓN HERRAMIENTAS DE RESPALDO | HYH
SOLUTIONS (TRAINING PROGRAM)**

- VEEAM (BACKUP AND REPLICATION)
- RETROSPECT
- NETWORKER (DELL EMC)

HYH SOLUTIONS. S.R.L.
RNC 1-07-123456789
Santo Domingo, R.D.

- **INGLES DE INMERSIÓN | UNIVERSIDAD APEC 2015**
- **CCNA 1 - 3 | ITLA 2012**
- **TECNICO EN INFORMATICA | NSPS (FAD) 2006 - 2010**
- **REPARACIÓN Y MANTENIMIENTO DE PC | CENTU 2007**

EXPERIENCIA LABORAL

- **SOPORTE TECNICO EN BACKUP / HYH SOLUTIONS 2015 - ACTUAL**

- Implementación de Soluciones

- * Networker
- * Veeam Backup and Replication
- * Quantum
- * Soporte, incidencias e anomalías
- * Vmware
- * Data Domain

- Configuración e Instalación

- * Qnap
- * Unity
- * iOmega
- * VNX`s
- * Switches Brocade



- **BANCO BHD LEÓN | 2014 - 2015**

- Ejecutivo de ventas (marketing, buen manejo de gestión en beneficios y margenes..)

- **AMOV INTERNATIONAL TELESERVICES | OPITEL 2012 - 2013**

- Servicios al cliente en el área de Ventas.

- **BATISTA RIVAS & ASOC. | ENS. OZAMA 2010 - 2013**

- Administrador del funcionamiento de todo el sistema computacional.

A handwritten signature in blue ink is located in the bottom right corner of the page. The signature appears to be 'Fpm' or similar, written in a cursive style.

OSCAR MANUEL MÉNDEZ MERCADO

INFORMACIÓN PERSONAL

Email :
omendez@hyhsolutions.com.do

Cédula :
001-0318038-6

Fecha de Nacimiento :
07 de Abril del 1972

Lugar de nacimiento:
República Dominicana

Nacionalidad :
Dominicano

CONTACTO

Celular : 829-392-8019

REFERENCIAS LABORALES

Ing. Heriberto Gregorio
Mondesí Muñoz
(Gerente General de HYH
Solutions)

829-299-2239

Licda. Zoila Fabiany Blanco
(Gerente de Operaciones y
RRHH)

829-345-4363

PREPARACIÓN ACADÉMICA

- **UNIVERSIDAD CATÓLICA DE SANTO DOMINGO (UCSD)**



Licenciatura en Informática

PREPARACIÓN TÉCNICA

- Instalación y Administración de Redes de Área Local (LAN) y Mantenimiento de Microordenadores / **Centre D' Ensenyaments Professionals, SL. Alicante, España, Junio 2008**
- Nivel 4 Pre-Intermedio Inglés Básico / **Alicante, España, Enero- Septiembre 2005.**
- Auxiliar de Contabilidad / **Centro de Estudios José Reyes. Santo Domingo, R.D. 2002**
- Seminarios Servicio al Cliente, Trabajo en Grupo y Administración Efectiva del Tiempo / **INFOTEP**
- SOLUCIONES EN IMPRESIÓN DE SEGURIDAD HP
- SOLUCIONES EN COMPUTO DE SEGURIDAD HP
- Sales: Core Client Credential 2019 | **DELL EMC**
- Sales: Data Protection Credential 2019
- SE: Data Protection Credential 2019
- Data Domain System Administration | **EMC - VmWare - RSA - PIVOTAL - VCE.**
- SE: Enterprise Storage Credential 2017 | **DELL EMC**
- SE: Data Protection Credential 2017
- SE: MidRange Storage Credential 2017
- Sales: Data Center Portfolio Credential 2017
- VTSP Foundation 2017 | **VmWare**
- VSP - SV (Server Virtualization 2017) | **VmWare**
- Sales: Data Center Portfolio Credential 2017 | **DELL EMC**

• EXPERIENCIA LABORAL

- **Especialista en Backup** | HYH Solutions S.R.L Noviembre 2014 - Actualidad
- **Especialista Instalador de Redes de Datos** | Avanzit. Terminal 3, Aeropuerto de Alicante Enero- Abril 2010.
- **Programador Informático** | Asesoría y Sistemas Computarizados JRD Marzo 1999- Septiembre 2004.





HYH Solutions, SRL

HAS MET THE PROGRAM PREREQUISITES AND BUSINESS REQUIREMENTS TO QUALIFY AS A DELL EMC PARTNER PROGRAM PLATINUM SOLUTION PROVIDER

A handwritten signature in black ink, appearing to read "Joyce Mullen".

Joyce Mullen
President
Dell EMC Global Channel, OEM and IoT



February 2019 to January 2020

Dell Technologies

Proven Professional

Dell Technologies is proud to award

Alfredo Guerrero

with the title of

Specialist - Technology Architect, Data Protection Version 1.0

in recognition of completing all certification requirements



Verification Code: L5ZLZBQ6FFO41250
Verify at: dell.com/verifycert

January 07, 2021



Dell EMC is proud to award

Alfredo Guerrero

with the title of

Associate - Information Storage and Management Version 3.0

in recognition of completing all certification requirements.



Verification Code: EMTBVMN6D1EE189T
Verify at: www.certmetrics.com/emc/public/verification.aspx

Dell EMC

January 12, 2018



Dell EMC is proud to award

Alfredo Guerrero

with the title of

Specialist - Implementation Engineer, Data Domain Version 2.0

in recognition of completing all certification requirements.





Learning & Enablement

This certificate recognizes

Hector Michael Sencion Sencion



has successfully completed the

SE: Converged Infrastructure Credential 2019

Verification Code: K1H0E9T2EBAEQ0W8
Verify at: dell.com/verify/cert

August 16, 2019



Learning & Enablement

This certificate recognizes

Hector Michael Sencion Sencion

has successfully completed the

SE: Unstructured Storage Credential 2019



Verification Code: XBB4FKBRMTB4TL0K
Verify at: dell.com/verifycert

July 22, 2019

Dell EMC Learning and Enablement



This certificate recognizes

Hector Michael Sencion Sencion

has successfully completed the



Dell EMC Partner Program

Sales: Data Center Portfolio Credential 2018



2018-09-29

Verification Code: 2VC4B6T6G1100QK3
Verify at: www.certmetrics.com/emc/public/verification.aspx

Dell Technologies

Proven Professional

Dell Technologies is proud to award

Hector Michael Sencion Sencion

with the title of

Associate - Information Storage and Management Version 3.0
SANTO DOMINGO, R.D.
Santo Domingo, R.D.

in recognition of completing all certification requirements



Verification Code: 8N42B39RDMBE1PWG
Verify at: dell.com/verifycert

March 01, 2019



Learning & Enablement

This certificate recognizes

Hector Michael Sencion Sencion

has successfully completed the

SE: High-end Storage Credential 2019



Verification Code: D024EPATGFR11PSL
Verify at: dell.com/verifycert

July 09, 2019

EMC²

vmware

RSA

Pivotal

VCE

This is to acknowledge that

Oscar Manuel Mendez Mercado

has completed the following Instructor-Led Training Course

Data Domain System Administration

October 26, 2015 - October 29, 2015

