

# Dell Technologies Implements RealObjects' PDFreactor for Strategic Application

Dell embeds RealObjects' PDFreactor into its premier monitoring and analytics SaaS application

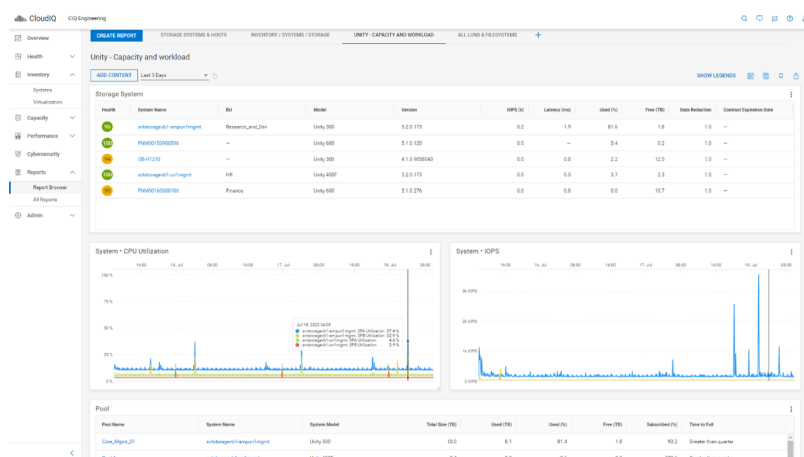
Dell Technologies provides the IT industry's broadest and most innovative technology and services portfolio for the data era. That includes next-generation IT software, such as CloudIQ, a web-based AIOps application that IT teams use to proactively monitor and predictively analyze the health and cybersecurity of their Dell server, storage, data protection, networking and hyperconverged infrastructure systems.

A worldwide community of Dell software engineers and related infrastructure specialists are churning out new CloudIQ features weekly, instantly delivering them to users' web browsers. When Dell needed a way for users to export CloudIQ data, the company turned to RealObjects' PDFreactor.

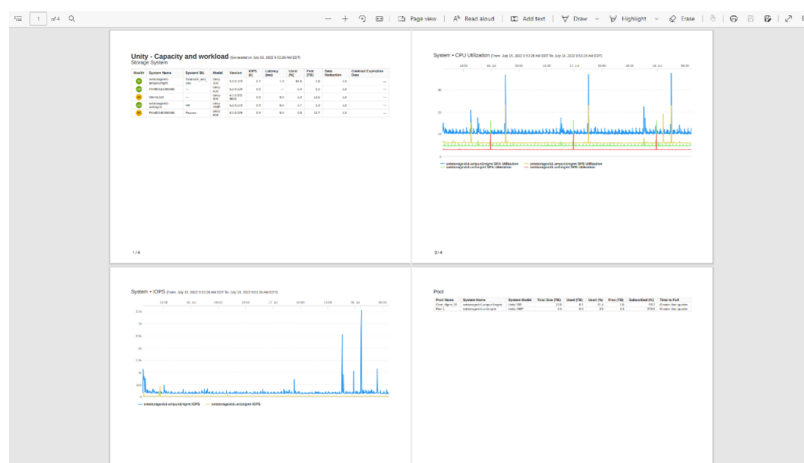
## Customizing and Sharing Report PDF is Essential to IT Operations Success

Enabling CloudIQ users to customize and export reports were top-tier software development priorities. According to Fred Meunier, CloudIQ Product Manager, *“customers wanted to create reports on the fly, customize them for different audiences and stakeholders, schedule and automatically deliver them via email, and present them in a universal, ready-to-consume format: PDF.”*

Top custom report use cases were System Inventory, System Health and (tied for third place) System Performance and Capacity Monitoring.



Example of a custom report in CloudIQ UI, mixing different content in tables and charts.



Same report's content in a PDF file. Report can be scheduled, and PDF export can be shared via email.

Top reasons why IT teams use custom reports are to share reports via email, mix different data sets into a single report, to expose data not shown in pre-defined views and to automate workflows.

## **Dell Selects RealObjects Among a Field of Alternatives**

*“Of course, we had some expertise in PDF Export, but it still is very tricky and complex for anyone to undertake. So, we decided to look for a vendor with the competencies and SMEs who could quickly provide us with an assured capability - and free us to focus our CloudIQ development staff on what they know best, which is IT monitoring and analytics and automation software,”* added Meunier.

Dell looked across the industry for a PDF development vendor, chose eight to extensively review and whittled the number to three finalists for deeper examination.

Dell selected RealObjects based on 4 key values:

### Right Architecture for Availability, Scalability and Security

Versus choosing a SaaS PDF service, Dell preferred a solution consisting of libraries to embed in its application. Embedding assured that the PDF capabilities would always be always there and seamlessly scale with end-user growth. Embedding also enables Dell to meet its customers' expectations for security and privacy. Unlike a SaaS PDF service, where user data is transferred to a third party for PDF formatting, embedded PDF libraries enable Dell to keep CloudIQ user data in its secure data center with all the cybersecurity and privacy protection that its customers expect.

### Rich Feature Set

RealObjects' PDFreactor HTML to PDF, custom JavaScript and CSS support and embeddable library features supported all of Dell's use cases. They ranged from text, tables, charts and other complex visualizations which other PDF vendors could not support.

### Efficiency and Support

Time to market was another Dell priority. With Real Object's support, Dell developed a proof of concept in just 5 days, and the project was completed start to finish in just 16 weeks. This was an exceptionally fast time to results, especially because it was concurrent with Dell's development of the custom reporting capability itself.

### Pricing Model

Dell required a simple pricing model and wanted to avoid complex per user or per report pricing. RealObjects and Dell arrived upon a balanced flat rate agreement.

## **Customer Satisfaction**

Reflecting on a smooth development process and final product, Francis Beale, Dell's Senior Manager of Software Development said, *“RealObjects' PDFreactor features set and easy to use approach made it the go-to product for any simple or complex PDF creation use cases. In the first year of production, we've only had to query RealObjectx less than a handful of times -- and their time to response was fantastic.”*

Meunier concluded, *“Our CloudIQ users have enthusiastically embraced our application's custom reports and PDF export capabilities. RealObjects is a clear leader in a crowded marketplace.”*

## **About Dell Technologies**

Dell Technologies (NYSE: DELL) helps organizations and individuals build their digital future and transform how they work, live and play. The company provides customers with the industry's broadest and most innovative technology and services portfolio for the data era.