

Residency Services



Understanding and implementing best practices to maximize efficiency is key to success.

The force multiplier for your IT staff and data center

Business challenges

Complex technology initiatives like cloud and virtualization are a growing priority for organizations looking to innovate and decrease time to market. To remain relevant, IT groups need to be agile when introducing new technologies. At the same time, agility must be balanced with budget constraints, the demand for improved productivity, and the need for specialized skill sets. Once new technologies are in place, it's critical that IT staff be able to take advantage of new features with little or no ramp time.

Understanding and implementing best practices to maximize efficiency is key to success. With any new technology, knowledge gaps can exist and need to be addressed. Let Dell EMC Residency Services help.

Service overview

Residency Services provide technology experts to optimize configurations, processes and procedures, and share knowledge with your IT staff. Transition to your new platform capabilities quickly, while keeping your data center running at its peak. With total control of these experts' priorities and time, you'll have the flexibility to adjust resources and budget to your evolving business needs. Free your IT staff from the tactical to give them more time to innovate.

Every resident is backed by Dell EMC expert engineers, solution architects and implementation specialists—supplementing their own skills with an arsenal of proven tools, ITIL-aligned processes, and industry best practices.

Key benefits

- Increase IT staff expertise with knowledge and best practices sharing from our technology experts
- Accelerate technology adoption and maximize your infrastructure capabilities
- Optimize the operation and management of your data center

A Residency engagement could include a wide range of technologies, including Dell EMC:

- VMware
- Converged Infrastructure
- Data Protection
- Software
- Storage
- Networking
- Servers

Residents play an important role in the technology adoption lifecycle—with both long and short-term services available. There are two types of Dell EMC Residency Services:

- **Transitional Residents:** provide post implementation management and knowledge transfer related to a new technology acquisition
- **Operational Residents:** provide day-to-day operational management of the IT infrastructure

Why Dell EMC Residency Services?

Dell EMC is a global provider of information infrastructure solutions and services. We specialize in helping IT leaders transform their operations and deliver more value to the business in agile, trusted and cost-effective ways. Choose Dell EMC Residency Services to support your needs on technologies we work with every day.

Experts:

- Certified Dell EMC technical experts*
- Backed by 60,000+ Dell EMC Services and partner professionals
- Specialized experts across Dell EMC products

Insights:

- Access Dell EMC product engineering, IP, knowledge databases, and tools
- Benefit from Dell EMC use cases relevant to your needs
- Extend IT staff performance with on-the-job knowledge sharing

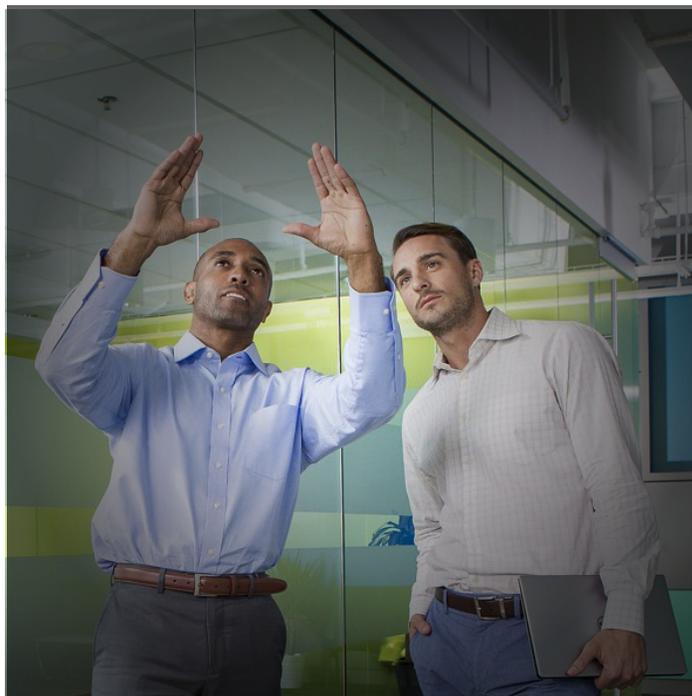
Ease:

- Onsite and remote delivery options available across all regions**
- Flexibility to adjust engagement timeframes to fit your needs and budget
- Expert resources focus on your business priorities

*Certifications vary across specific technologies

**Remote delivery available for select technologies only.

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



Choose Dell EMC
Residency Services to
support your needs on
technologies we work
with every day.