

Digital transformation makes it easier, faster and more efficient to do business

...but also introduces more complexity. The struggle to maximize value from new solutions and recruit and upskill talent means more companies are turning to service providers for help.

81% of companies need external technology-specific expertise to help their internal IT team be successful

61% of ITDMs said services are very or extremely important when making infrastructure purchases

65% of IT leaders agree their organization lacks sufficient resources or expertise to realize the full value of technology purchases

81%

rate IT innovation as a high or critical priority in the coming year, increasing the importance of IT services providers in filling knowledge gaps

Source: A commissioned study conducted by Forrester Consulting on behalf of Dell Technologies, March 2021

Dell EMC Residency Services deliver measurable results for your business

Directed by you, resident engineers bring a high level of technical expertise and experience to focus on outcomes aligned to your business priorities.

- Transition to new capabilities quickly
- Extend your workforce with the flexibility to adjust as needs do
- Pair solutions to their unique environment
- Optimize IT configurations, processes & procedures
- Keep infrastructure running at its peak

Residency engagements deliver high customer satisfaction

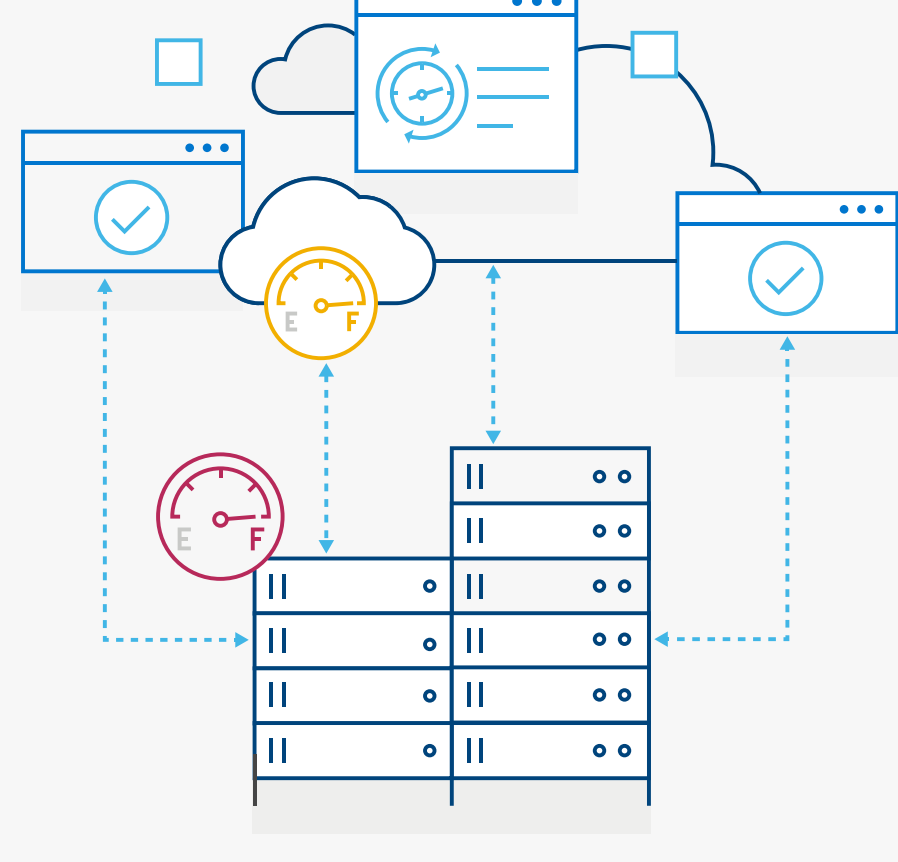
99.5%

of those surveyed recognize a direct value from resident engineers across IT and business outcomes

Directed by customer needs, Residency services solve a diverse mix of challenges

78%

of respondents indicated residents performed well in helping to optimize existing IT infrastructure



47%

of respondents said resident engineers were able to help them use technology to directly increase revenue



Resident engineers deliver significant, measurable benefits

50%

improvement in overall technology performance



increase in technology utilization

47%

40%

reduction in cost of IT service delivery

23

less incidents

Resident engineers help transition to new technologies faster and optimize across IT infrastructure.

9

weeks saved

Experience the perfect match with the flexibility of Residency Services

Learn more about [Dell EMC Residency Services](#)

Read the entire [InfoBrief from IDC](#)

Highly specialized experts are available to meet all your needs across Dell Technologies infrastructure product groups as well as IT and application transformation and workforce productivity initiatives.

A rigorous selection process carefully pairs the best resident for each individual need. Backed by Dell Technologies extensive global network we can provide utmost flexibility via onsite, remote and even short-term engagements.

Take an [interactive simulation](#) and see how a business can meet objectives and realize outcomes with the help of a resident expert