

# MULTI-CLOUD OPERATING MODEL SERVICES

Determine the optimal organizational structure, roles, processes and governance to support your transformation journey and business goals.

## ESSENTIALS

- Provide the IT structure, roles and processes to achieve your business goals
- Deliver standardized services supported by repeatable processes and automation
- Accelerate businesses outcomes and drive higher adoption and consumption of your cloud platforms
- Gain alignment and buy-in from both your leadership and workforce for the IT transformation

## Business Challenges

IT management today extends beyond the data center—including cloud, edge and co-location environments. When managing this multi-cloud environment, your business stakeholders expect a consistent consumption experience.

Legacy data center operating models do not meet the needs of a modern, services-oriented IT environment and may impede service delivery. Traditionally, IT management focuses on manual processes that lead to lengthy service times complicated by siloed services which are difficult to support.

Modern operating models (Modern XaaS Operating Models) streamline services consumption with a standardized catalog of services and automated on-demand fulfillment. These modern operating models optimize both cost and employee experience.

During technology implementations, organizations frequently run into problems by trying to implement everything at once, jumping to implement technology solutions before defining the operating model, and failing to gain buy-in from both leadership and employees.

## Service Description

Taking the time to define the operating model at each stage of a technology transformation improves the likelihood that the technology solution will effectively solve for business needs. With Dell Multi-Cloud Operating Model Services, determine the optimal organizational structure, roles, processes and governance to support your organization's transformation journey and business goals.

Drive multi-cloud success with a strong foundation by addressing the operating model at each stage of your cloud journey.



**Apply operating model principles to any transformation.**

Operating model services support IT transformations beyond cloud.

### STRATEGIZE

Assess the current state, define objectives and align on a plan.

### IMPLEMENT

Design, implement, and integrate the technology solution.

### ADOPT

Operate, utilize and drive adoption of the multi-cloud solution.

### SCALE

Improve and optimize solution and incorporate new priorities.

Dell Consulting Services facilitates operating model development during all phases of your multi-cloud journey:



**Strategize:** Build the proper operational foundation at the outset to avoid costly rework and redesign. Align with leadership to support the transformation and identify the business objectives and the necessary organizational structure, roles and skills needed to achieve them. Establish service governance to ensure IT delivers the required business value. Empower employees with training to close skill gaps.

**Available services include:** Transformation Strategy Workshop, Multi-Cloud Roadmap, IT Operating Model Design, Cloud Education Services, Learning Accelerator Program



**Implement:** Ensure you have the right processes to support IT service delivery once you have selected a technology solution. Deliver standardized services supported by repeatable processes and automation. Condition effective-cross functional communication and streamline operational process handoffs.

**Available services include:** Value Stream Mapping, IT Process Design, Process Assessment and Recommendations for Improvements



**Adopt:** Simplify service consumption and increase end user satisfaction with a robust catalog and self-service portal. Drive and promote adoption of self-service offerings to reduce exceptions and costs. Ensure your customers understand exactly how much they pay for the services you deliver.

**Available services include:** Service Catalog Design, IT Financial Management



**Scale:** Assess progress towards goals, objectives and transformation KPIs. Conduct employee IT pulse check to assess employee engagement and satisfaction with cloud services. Incorporate new priorities and continue the momentum for continuous improvement.

**Available services include:** Employee Experience Management and Continual Improvement Process

### Summary of Benefits

Our consulting experts assess current readiness, build a roadmap based on your organization's objectives and develop a new XaaS operating model including a governance structure. By defining the operating model at each stage of your multi-cloud journey, you improve the likelihood that the technology solution will meet your business needs the first time—avoiding costly rework and redesign.

Successful transformation requires fresh skills and roles aligned to cloud processed and services. We work with your organization to identify skill gaps and build a robust training plan to engage your team with training and certifications for their new roles. Gaining the buy-in from the team and maintaining morale ensures a smoother transformation.

Building a standardized catalog of services delivered by self-service automation eliminates siloed services not only reducing operational costs but also improving business stakeholder satisfaction. Fast fulfillment of resources and services provides the stakeholders the services when they need them to accelerate business outcomes. A robust operating model promotes adoption and consumption of this self-service catalog.

Incorporating a governance model assigns the decision-making authority to the right governing bodies to make the decisions about the IT service portfolio. A financial chargeback model provides the transparency to track cost savings and ensure your customers understand exactly how much they pay for the services you deliver.



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