

# Dell Managed Services for AI

Realize simplified AI solutions to drive unmatched innovation



## AI unlocks new possibilities for innovation and business growth

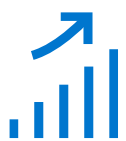
While AI offers immense potential, its complexity—integrating diverse technologies, managing massive datasets, ensuring security and compliance and continuously optimizing models—can hinder progress. To unlock its full value, businesses must adopt advanced solutions rapidly, yet many struggle with resource and skill shortages.

With **Dell Managed Services for AI**, we offer end-to-end management of the entire AI stack— including infrastructure, data, application up to use case. Whether you need support with certain components or full-stack management, our solutions scale to meet your needs. This adaptability, paired with proven expertise, empowers you to accelerate innovation and achieve impactful AI-driven outcomes.



### Modernize IT Operations

Simplify AI complexity with full stack, end-to-end managed solutions that seamlessly integrate into your IT framework



### Scale Reliably

Meet evolving AI demands with elastic scalability backed by our AI ecosystem partnerships



### Optimize IT investments

Maximize ROI with cost effective managed services designed to maximize utilization of AI technology, software and data



Deep expertise at every stage to accelerate tangible time-to-value



Proven operational optimization from Dell Managed Services



Full-stack scalable AI solutions, in collaboration with NVIDIA, AMD and Intel

## Managed Services for AI is the ultimate easy button

Accelerating time to value of this high-performance architecture, we enable the creation of AI solutions aligned to specific business needs and use cases. We simplify operations so you stay focused on customizing and tailoring models, enabling your business to leverage AI in the most effective and efficient way to drive tangible business value.

### Optimize the full AI stack

with expert management of end-to-end NVIDIA-powered solutions

### Seamless integration of AI use cases

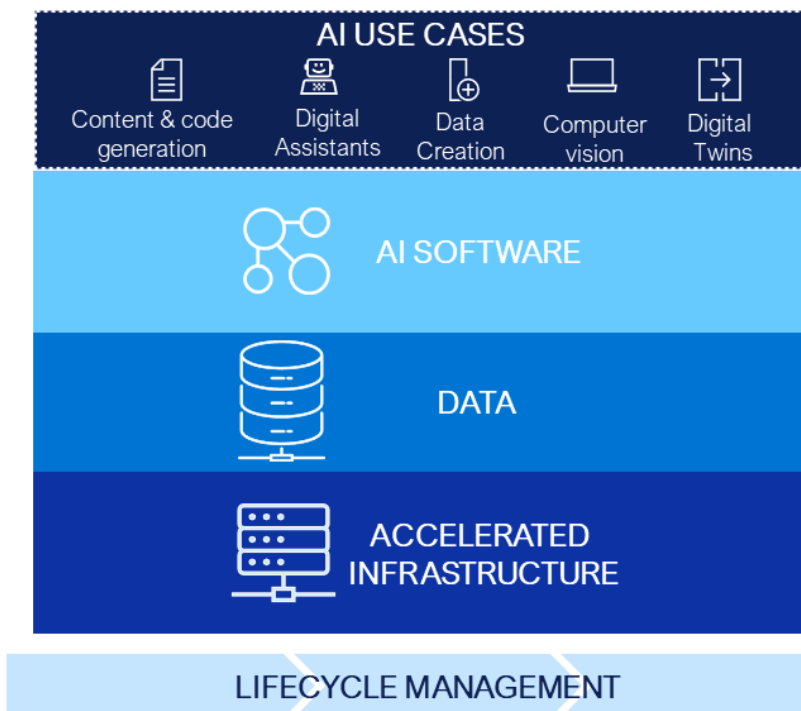
that scale with your business for outcome-focused success

### Empower strategic focus

by freeing up resources to accelerate AI innovation

### Realize efficient and reliable AI operations

through proactive 24/7 monitoring, SLAs and effortless updates



99.99%

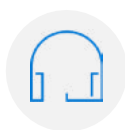
SLA availability

1.9+

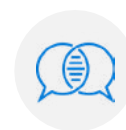
exabytes actively under management



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# Simplify complexity with AI-driven expert management

## Comprehensive capabilities to manage your AI environment



Focus on what matters most



Leverage expert insights



Adapt and grow seamlessly



Stay ahead of problems



Boost efficiency

	<b>24x7 Monitoring &amp; Management</b>	Remote telemetry and scheduled diagnostics
	<b>Service Desk &amp; Request Management</b>	Incidents, service requests and problem management
	<b>Change Management</b>	Scheduled maintenance windows, provisioning, configuration management, release and upgrade management
	<b>Availability SLA*</b>	99.99% with monthly service credit
	<b>Response SLO</b>	Priority levels and response via service request or phone
	<b>Account Management</b>	Designated Service Delivery Manager
	<b>Security Management &amp; Compliance</b>	ISO & SOC
	<b>Dell Managed Services Platform</b>	Reporting, analytics, ITSM

*\*SLAs vary by service / technology; typical infrastructure SLAs start at 99.99% except for Storage which is at 99.9999%*



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