

Professional Services for AI

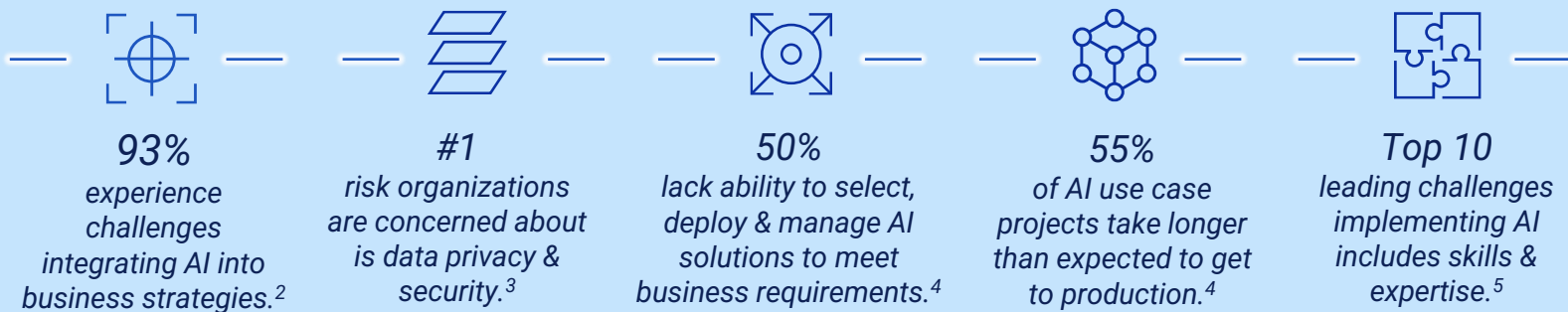
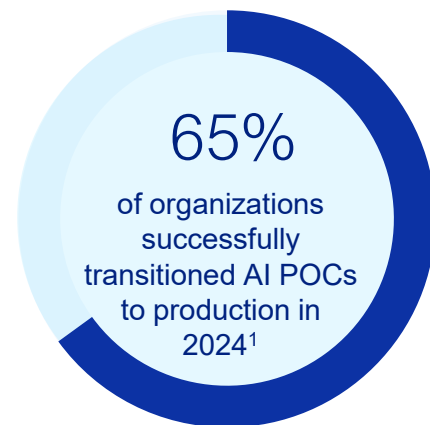
Accelerate high-value AI outcomes



AI has the potential to drive breakthrough transformation in telecom

Rapid acceleration of AI and Generative AI technology has introduced extraordinary potential for the telecom industry. Amid growing market maturity and operational readiness, it's critical for Communications Service Providers (CSPs) to capitalize on opportunities to drive competitive advantage.

Many telecom operators are challenged to overcome the immense demands and complexity of AI/GenAI. While CSPs recognize that data is at the core of AI success, they struggle to protect and capitalize on the vast volumes of network, customer, and operational data they generate. Additionally, cost optimization, scalability and growing skills gaps lead to stalled progress in an increasingly data-driven industry.



The Dell AI Factory simplifies enterprise AI, delivering tailored, end-to-end solutions for CSPs. Dell Professional Services is critical to quickly achieve business-aligned outcomes with expert guidance throughout the AI lifecycle—closing skills gaps, accelerating time to production of AI solutions and streamlining processes—our experts improve AI adoption and maximize ROI in an evolving telecom landscape.

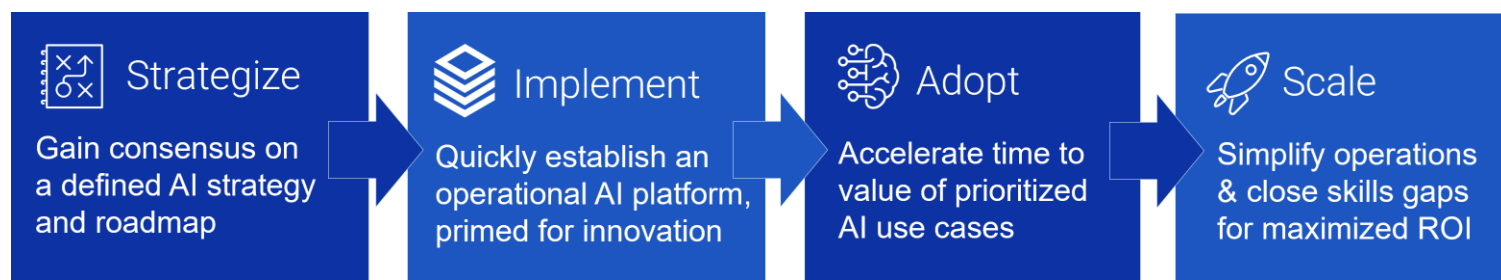
1. Source: Dell Chief Strategy Office enterprise AI adoption survey of ~3,800 ITDMs & AI practitioners across US, UK, Germany, Japan and India, November 2024.

2. Dell Technologies survey across 750 business and IT decision makers across US, UK, DE, FR and JP, all segments, Feb 2025.

3. IDC Report: From Breakthrough Innovation to Impact: Monetizing the AI Moment Philip Carter, Directions 2024

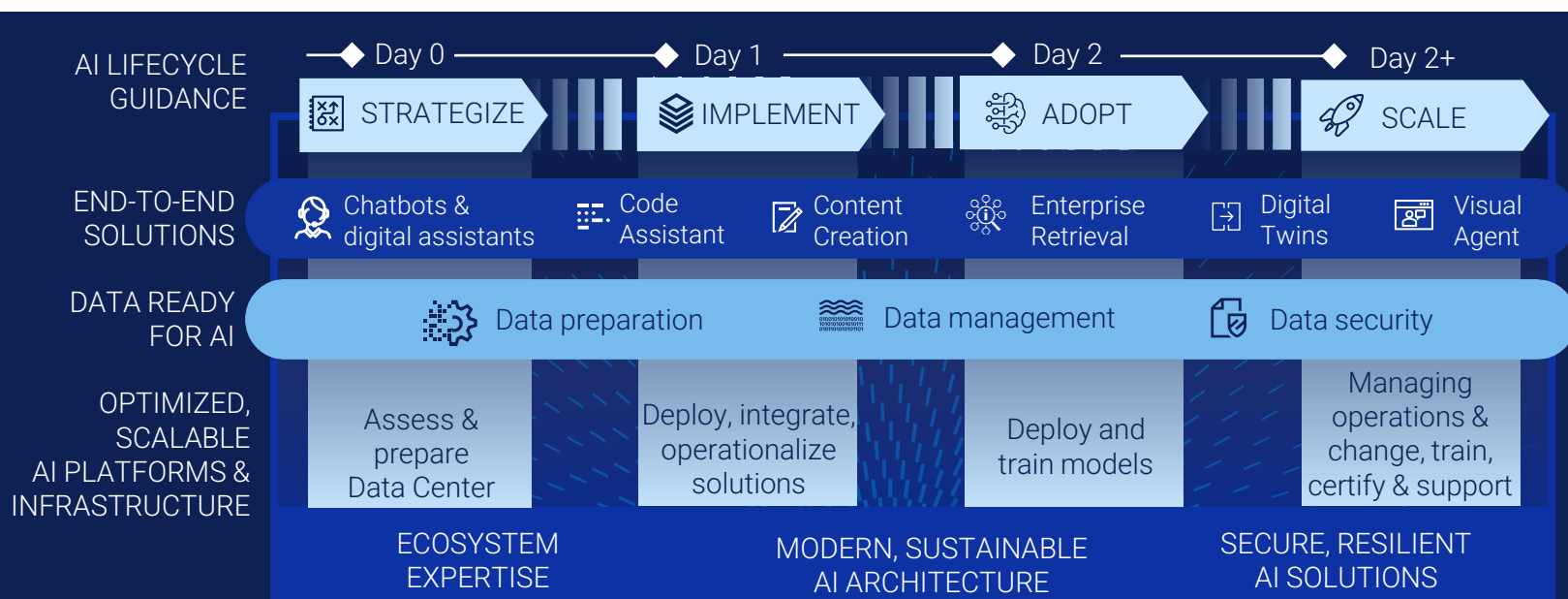
4. ESG, "The AI Maturity Playbook: Driving Business Impact and Innovation", Mike Leone, commissioned by Dell Technologies, actual results may vary

5. Source: ESG, "There's No Time to Waste: Confidently Moving Ahead With Enterprise AI, Mike Leone, November 2024



Professional Services accelerate telecom AI adoption from day zero

Dell Services experts help CSPs overcome pressing challenges and move forward in a way that maximizes outcomes and achieves business value faster. Whether there's uncertainty about the right approach to meet business goals, a lack of internal alignment, or hesitation with investment decisions, we meet organizations where they are. Our experts define the right use cases, focus areas, data sets, security requirements, and technology options, plus the actions needed for success.



Overcome complexity and maximize business-aligned outcomes

Telecom operators often struggle to define and integrate the right AI solutions that align with their unique networks, use cases, and operational workflows. End-to-end solutions backed by extensive ecosystem expertise from Dell Services provide seamless deployment, implementation, and optimization of high-performing on-prem AI hardware, software, tools, and applications. We enable streamlined operations and ensure optimal technology performance for telecom environments, with options for fully managed operations, dedicated resident experts, training and certification, comprehensive infrastructure support, and improved adoption of new systems and tools tailored to the needs of CSPs.

Maximize AI outcomes with data and promote trust in your use of AI

Organizations must determine how to bring the right teams together at the right time to deliver IT, data management, security, and resilience aligned to business priorities. Dell Services streamlines robust data management, delivering repeatable, scalable, and automated data processes that address the unique demands of telecom networks and scale across multiple AI use cases. This accelerates time-to-value of data platforms, enhances data governance, and supports scalable AI systems to maximize ROI. Additionally, our deep expertise, aligned with industry-leading security frameworks, meets the critical AI security and resilience needs of CSPs throughout the lifecycle.



**Strategy &
Governance**



**Data
Preparation
& Onboarding**



**Data
Virtualization
& Serving**



AI Models



Platform



People



**Adoption &
Scaling**



**Security &
Resilience**

Effortless deployment and world-class support for edge AI solutions

Dell Services for Dell AI for Telecom edge solutions are designed to simplify and accelerate your deployment process. Benefit from 24x7 direct access to in-region ProSupport engineers and proactive monitoring, including predictive hardware alerts.

With expert technicians managing rack, stack, cabling, and software installation, your Edge AI infrastructure is precisely configured to meet your needs. AI Platform Implementation Services further enhance this process, implementing the necessary tools and framework to establish a fully operational platform, primed for innovation. Our team works with stakeholders to ensure architecture is aligned to business needs and enables ongoing success through knowledge transfer of new solutions. Combined with next business day onsite repairs and comprehensive project management, Dell Services simplifies deployment and streamlines operations, enabling CSPs to monetize AI at the edge efficiently and effectively.



- ✓ Most comprehensive AI portfolio to securely, easily deploy enterprise AI workloads at scale¹
- ✓ Over 3,000 global customers accelerating AI initiatives with the Dell AI Factory²
- ✓ Up to 62% more cost effective inferencing on-prem vs. public cloud with Dell AI Factory³
- ✓ 49+ Exaflops of accelerated computing power globally
- ✓ 1.9+ Exabytes active Managed Services engagements⁴
- ✓ 25 years, 250+ experts in HPC, InfiniBand & Enterprise SONiC deployments & AI networking

¹ Based on Dell analysis, July 2024.

² Based on April 2025 Dell analysis of customer order data.

³ Based on Enterprise Strategy Group White Paper commissioned by Dell, "Understanding the total cost of inferencing large language models," April 2025. Actual results may vary.

⁴ Based on Dell analysis, May 2025

Start developing a point of view on how AI will drive business value



Half-day fee waived facilitated workshop to gain consensus and defined actions for achieving AI use case objectives

[Learn more about our Accelerator Workshop](#)

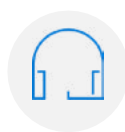


Experiment and evaluate use case feasibility and value creation ahead of on-prem scaled production

[Ask your Dell representative about an AI use case pilot](#)



Learn more about [Professional Services for Generative AI](#)



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