

Professional Services for Generative AI

Accelerate the power of AI for your data



Achieve tangible value and breakthrough transformation

Generative AI (GenAI) has enormous potential for driving breakthroughs in how we engage, especially for driving greater value from data. But as with any emerging technology, tangible organizational value is gained only by leveraging GenAI the right way for the unique demands of your organization.

The Dell AI Factory, Dell's approach to help accelerate AI innovation, comprises a portfolio of products, solutions and services optimized for AI workloads. It brings together these AI-optimized technologies with an open ecosystem of partners, validated and integrated solutions, expert services, and best practices to help customers achieve AI outcomes faster.

Dell GenAI experts become your experts

GenAI success requires extensive expertise and poses significant challenges, and AI skills are in short supply. Dell Professional Services provide critical AI building blocks within the Dell AI Factory to deliver on AI's core capabilities and quickly enable business outcomes. Through constant innovation of an already extensive portfolio of capabilities, we meet you wherever you are in your AI journey to ensure you can quickly capitalize on new opportunities.

We work alongside you to build a strategy and roadmap, validate and securely managed data to power AI, implement, train, validate and support GenAI models and simplify operations close skills gaps for maximized ROI of AI solutions.

Momentum for GenAI continues to grow, don't let challenges slow you down

GenAI opportunities

77%

GenAI will have the largest impact on their organization of all emerging technologies¹

**\$1
Trillion**

In productivity gains by 2026, driven by GenAI powered skills as adoption accelerates²

Top GenAI challenges organizations face³

39%

Lack expertise and skills

31%

Concerned with data quality

¹ KPMG, Generative AI: From Buzz to Business Value, May 2023

² IDC, IDC Predicts GenAI-Powered Skills Development Will Drive \$1 Trillion in Productivity Gains by 2026, 12 Dec 2023

³ ESG, Beyond the Hype: Real-world investments, use cases & concerns, Aug 2023



Forbes named Dell Technologies among best Management Consulting Firms



Deep expertise from strategy through adoption accelerates time-to-value



Over 44TB of telemetry data per day to help you achieve digital transformation*

Accelerate GenAI outcomes and ensure long-term success with help at every stage from Professional Services



Strategy



Data



Platform



**Model/
Use Case**



**Operate
& Scale**

OUTCOMES

Gain consensus on a defined AI strategy & roadmap

Validate and securely manage data to power AI projects

Quickly establish an operational AI platform, primed for innovation

Accelerate time to value of prioritized AI use cases

Simplify operations and close AI skills gaps for maximized ROI

<p>STRATEGY</p>	<ul style="list-style-type: none"> • Rely on proven methodology to assess your current state and define your ideal future state, with prioritized use cases and an actionable roadmap that aligns business stakeholders and objectives. • Streamline business and technical processes through an established process optimization with value stream mapping approach. • Promote individualized adoption of new GenAI tools within your workforce to drive optimal results.
<p>DATA</p>	<ul style="list-style-type: none"> • Identify data security threats throughout the lifecycle to mitigate risk and improve resiliency. • Prepare enterprise data for Large Language Model integration and ensure data integrity. • Leverage deep expertise with data to accelerate time to value of an optimized Dell Data Lakehouse platform to support modern data analytics and help drive AI value.
<p>PLATFORM</p>	<ul style="list-style-type: none"> • Experience seamless integration of new AI technology, with expert guidance to assess your environment and deploy solutions to meet unique needs, quickly establishing an operational platform for model inferencing/customization/training aligned to Dell Validated Designs. • Eliminate costly, time-consuming data preparation and model training efforts. • Enhance efficiency, automate outcomes, and integrate GenAI across service management workflows and the ServiceNow platform.
<p>Model/ Use Case</p>	<ul style="list-style-type: none"> • Accelerate time to value in achieving business outcomes aligned to specific use cases, with configured large language models that meet your business requirements. • Enable rapid GenAI prototyping in a cost-effective, low-risk sandbox environment. • Enhance developer and infrastructure efficiency of validated model containers, capitalizing on the immense benefits of the new Llama 3.1 model. • Maximize the value of your investments by quickly getting GenAI tools into the hands of end users and driving readiness. • Transform self-service and boost operational efficiency with digital assistants, leveraging an end-to-end solution and expert guidance that is tailored to your business.
<p>Operate & Scale</p>	<ul style="list-style-type: none"> • Realize greater value from GenAI investments by ensuring employee understanding and utilization is optimized from the start. • Simplify operations and drive AI workloads with experts to fully manage your GenAI environment. • Extend capabilities and skills to drive GenAI initiatives forward and keep infrastructure running at peak efficiency. • Up-level internal IT skills through learning courses and certifications to ensure future success. • Benefit from proactive, predictive, and personalized support for your AI infrastructure.

Delivering outcomes every day

Dell's unique approach leverages simplified, tailored and trusted solutions that combine customer data with the power of GenAI to drive innovation and tangible business value.

- ✓ Forbes named Dell Technologies among 2023 World's Best Management Consulting Firms
- ✓ The world's broadest GenAI solutions portfolio from desktop to data center to cloud, all in one place*
- ✓ Our deep expertise from strategy through adoption accelerates tangible time-to-value
- ✓ Decades of AI experience using over 44TB of telemetry data per day to help customers with digital transformations**

How ready is your organization for GenAI?

Achieving tangible business value from GenAI requires a well-defined strategy and actions that need to be taken to achieve objectives. Dell Services experts will help assess your organization's state of readiness across key dimensions of AI.



Strategy



How well articulated is your GenAI strategy?



Data



How will you incorporate & protect data in GenAI models?



AI Models



How will you evaluate, select, secure and evolve GenAI models?



Platform



How will you build & run your GenAI platform?



People



Do your teams have the skills & resources needed for GenAI success?



Adoption



Can you efficiently adopt GenAI into your business?

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

Talk to a Dell expert today, whether you're just getting started or looking to accelerate high-value AI use cases, Dell Services will help you wherever you are in your AI journey. Not sure how to get started? **Dell Accelerator Workshop for GenAI** might be a great first step. This half day workshop is a great way to uncover how your business will achieve maximized benefits from GenAI.

* Based on Dell analysis, August 2023

** Based on internal Dell Technologies numbers, November 2023.



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