

IDC conducted a global web survey of 1,015 IT and business professionals to understand their experiences with Residency Services

Digital infrastructure resiliency is key to business success

As we transition from the era of digital transformation to the era of digital business, enterprises must move quickly, adopting innovative digital business models driven by multi-cloud IT infrastructures that still include legacy on-premises systems.

DID YOU KNOW? 60%

of organizations view digital infrastructure resiliency as key to business success yet struggle to attract and retain the skilled IT staff necessary to manage complex environments, balancing innovative new technologies with mission-critical legacy systems.*

Top barriers to achieving digital resiliency goals*

Cost & complexity of managing a hybrid, multi-cloud environment

Insufficient automation & analytics to optimize infrastructure & workload performance

Growth in volume & diversity of data disrupting data storage, integration & management

Lack of necessary staff skills & headcount

Roadblocks preventing businesses from taking full advantage of their cloud platform approach*

27%
Insufficient ability to optimize costs and reduce waste

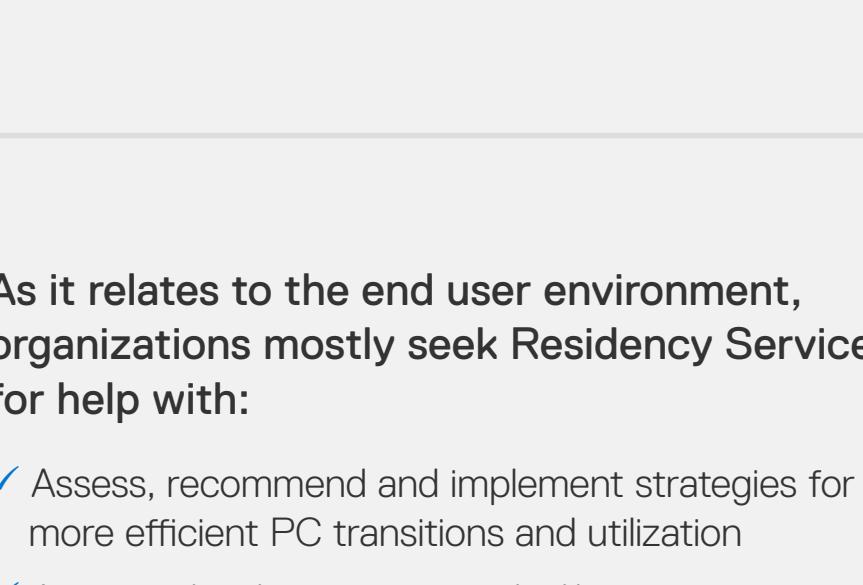
24%
Shortage of people with cloud governance skills

24%
Lack of visibility into infrastructure availability/use/security

74%

say that managing hybrid, multi-cloud IT environments is the "new normal" going forward*

What are your organization's top 3 business priorities?*



Lack of technical skills is:*

- Impeding operational efficiency
- Impeding revenue from new markets, customers and/or products
- Delaying the organization's digital transformation journey
- Lengthening time to market for new products and services

Residency Services deliver significant value, with survey respondents indicating high levels of satisfaction with resident engineer capabilities – both for IT operational metrics and for help achieving specific results for business managers.*

Increase employee productivity due to better performance of IT systems

Reduce their overall IT costs

Increase the value delivered to line of business managers

Get more value out of new technologies

Deliver a better customer experience due to better performance of IT systems

As it relates to the end user environment, organizations mostly seek Residency Services for help with:

- Assess, recommend and implement strategies for faster, more efficient PC transitions and utilization
- Assist with administrative tasks like image management
- Help implement modern device management with provisioning

In today's business climate, organizations identified their most critical needs in these newer areas*

Client Device Operations	61%
Cybersecurity	57%
Windows Optimized Deployments	54%

Residency Services deliver measurable results*

31%

improved IT staff efficiency

26%

reduction in IT service delivery cost

25%

improvement in technology performance

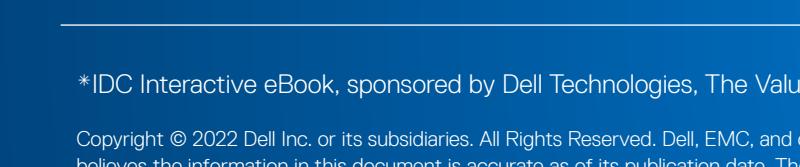
1-3 MONTHS SAVED, 18 LESS MONTHLY INCIDENTS ON AVERAGE WHEN TRANSITIONING TO NEW TECHNOLOGY

Dell Residency Services provides the skill and experience you need



Industry standard with top 10 ranking in Pearson VUE Value of IT Certification survey

- Engineers undergo extensive training and testing
- Experts bring vast global experience from leading industries and organizations
- Technical certifications and capabilities evolve to keep pace with shifting technologies and needs



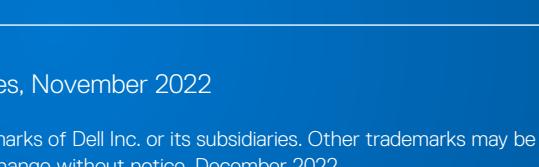
Residency for Infrastructure Solutions

Helping you to seamlessly integrate and optimize new or existing infrastructure and maintain data center operations.



Residency for Client Systems

Accelerate technology adoption, maximize end-user environment capabilities and optimize end-user technology.



Residency for Dell Apex

Enhance internal capabilities and resources with technical experts that can focus on operational processes for new technology.



Residency for Business Outcomes

Helping you to design and drive targeted transformation outcomes across a variety of modern business objectives.

*IDC Interactive eBook, sponsored by Dell Technologies, The Value of Residency Services, November 2022.

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