

Residency Services

Certified technical experts help achieve business objectives

IT innovation remains a high priority and IT teams are challenged to maximize value from new solutions. With Residency Services, certified technical experts will help you achieve businesses objectives and fulfill outcomes. Directed by you, residents act like an extension of your IT staff to enhance internal capabilities and resources, helping you realize faster adoption and maximized ROI of new technology.

65%

Of IT leaders

Agree their organization lacks resources or expertise to realize the full value of technology purchases¹

81%

Of companies

Need external technology-specific expertise to help their internal IT team be successful¹

Residency Services deliver measurable benefits²

99.5%

Recognize a direct value from resident engineers across IT and business outcomes

Among those 99.5% almost **half saw increased revenue as a result**

40%

Reduction in cost of IT service delivery

50%

Improvement in technology performance

47%

Increase in technology utilization

45%

Improvement in IT staff efficiency

2 months saved and 23 fewer incidents per month when transitioning to new technology

Maximize technology value with Residency Services

What is a resident expert? A highly skilled engineer that is specialized in specific technology

- Extensive training and testing
- Vast global experience among top industries and organizations
- Technical certification that evolves to keep pace with shifting technologies and needs

How can Residency help my business? Ensure technology adds maximum value to your business

- Adopt new technology quickly
- Ease new technology transition for maximized utilization and minimal business interruption
- Pair solutions to your environment; optimize IT configurations, processes and procedures
- Keep technology running at peak performance
- Best practice sharing to enhance internal IT capabilities

Will Residency meet my unique needs? Innovation and flexibility make it the perfect match

- Backed by Dell Technologies' global network
- Availability in 100+ countries
- Rigorous resource selection process
- Extensive options for modern business needs
- In-person or virtual delivery, with local language capability for in-person engagement
- Engagement minimums start at 1 week with flexibility to adjust as needs shift



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

Extensive opportunities for modern business needs



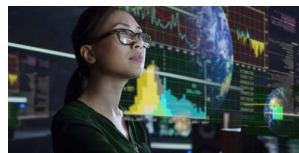
Residency for Infrastructure Solutions

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



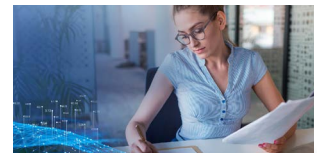
Residency for Client Systems

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



Residency for APEX

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



Residency for Modern Business Outcomes

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

For more information visit delltechnologies.com/Residency or contact your Dell Technologies representative

¹A Commissioned study conducted by Forrester Consulting on behalf of Dell Technologies, March 2021

²IDC InfoBrief, sponsored by Dell Technologies, The Value of Resident Engineers on your IT Transformation Journey, June 2020