Digital transformation makes it easier, faster and more efficient to do business, but also introduces more complexity. The ability to match new technologies with the speed at which they can benefit the business is critical.

In our research, we found that IT leaders agree their organization would benefit from new technologies faster and optimization across IT infrastructure.

Read the InfoBrief from IDC

81\% of respondents said resident engineers were able to help transition to new capabilities quickly.

78\% of respondents indicated residents performed well in helping to optimize existing IT infrastructure.

47\% of respondents said resident engineers were able to help maximize technology to directly increase revenue.

99.5\% of those surveyed recognize a direct value from resident engineers across IT and business outcomes.

50% improvement in overall technology performance

47% reduction in cost of IT service delivery

40% less incidents

23 weeks saved

Experience the perfect match with the flexibility of Residency Services

Learn more about the Residency Services by downloading Dell EMC Residency Services deliver reasonable results for your business. Download the InfoBrief and get more information.

Residency engagements deliver high customer satisfaction.

Directed by customer needs, residency services take a diverse range of challenges.

As a perfect match with the flexibility of Residency Services, residents are highly trained and specialized, with a rigorous selection process carefully pairing the best resident for each individual need. Backed by experienced managers, residents are highly effective and experienced.

Highly specialized experts are available to create and optimize across IT and business outcomes. Managing the complexity of IT transformation over the next 5 years, balancing a complex mix of IT services providers, for companies are turning to residency services to solve a diverse mix of challenges.

Residency supports enterprises that need help in 3 core areas:

- Transition to new capabilities quickly
- Optimize IT configurations, processes & procedures
- Extend your workforce with the flexibility to adjust to focus on outcomes aligned to your business priorities.

Directed by you, resident engineers bring a high level of technical expertise and experience to service providers for IT leaders agree their organization would benefit from new technologies faster and optimization across IT infrastructure.

74% of IT leaders agree their organization would benefit from new technologies faster and optimization across IT infrastructure.

74% residents were able to help them use technology to directly increase revenue.

65% of IT leaders agree their organization would benefit from new technologies faster and optimization across IT infrastructure.

61% residents were able to help them use technology to directly increase revenue.

56% of IT leaders agree their organization would benefit from new technologies faster and optimization across IT infrastructure.

51% residents were able to help them use technology to directly increase revenue.

47% of IT leaders agree their organization would benefit from new technologies faster and optimization across IT infrastructure.

42% residents were able to help them use technology to directly increase revenue.

33% of IT leaders agree their organization would benefit from new technologies faster and optimization across IT infrastructure.

30% residents were able to help them use technology to directly increase revenue.

23% of IT leaders agree their organization would benefit from new technologies faster and optimization across IT infrastructure.

20% residents were able to help them use technology to directly increase revenue.

16% of IT leaders agree their organization would benefit from new technologies faster and optimization across IT infrastructure.

14% residents were able to help them use technology to directly increase revenue.

10% of IT leaders agree their organization would benefit from new technologies faster and optimization across IT infrastructure.

8% residents were able to help them use technology to directly increase revenue.

5% of IT leaders agree their organization would benefit from new technologies faster and optimization across IT infrastructure.

3% residents were able to help them use technology to directly increase revenue.

2% of IT leaders agree their organization would benefit from new technologies faster and optimization across IT infrastructure.

1% residents were able to help them use technology to directly increase revenue.

0% of IT leaders agree their organization would benefit from new technologies faster and optimization across IT infrastructure.

0% residents were able to help them use technology to directly increase revenue.

Source: A commissioned study conducted by Forrester Consulting on behalf of Dell Technologies, March 2021

Source: Forrester Consulting, commissioned by Dell Technologies, June 2020