Top barriers to achieving digital residency gains:

- Insufficient automation & analytics to optimize infrastructure & workload performance (27%)
- Lack of necessary staff skills & headcount (24%)
- Growth in volume & diversity of data disrupting data storage, integration & management (24%)
- Cost & complexity of managing a hybrid, multi-cloud environment (27%)

IDC conducted a global survey of 1,058 IT and business professionals to understand their experiences with Residency Services.

DID YOU KNOW?

- 60% believe the information in this document is accurate as of its publication date. The information is subject to change without notice. December 2022
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Getting more out of technology investments is critical and requires advanced IT skills.

Residency Services deliver significant value, with survey respondents indicating high levels of satisfaction with resident engineer capabilities—both for IT operational results and for helping businesses achieve specific results.

Innovation
In today’s business climate, organizations identified as needs shift to digital business models driven by innovative digital business models—embracing new technologies, optimizing infrastructure & workloads—optimize costs and reduce waste.

Revenue
Employee productivity
Customer satisfaction
Operational efficiency

DID YOU KNOW?

- 81% say that managing multi-cloud IT infrastructures requires advanced IT skills.
- 27% say that managing multi-cloud IT infrastructures requires advanced IT skills.
- 24% say that managing multi-cloud IT infrastructures requires advanced IT skills.
- 25% say that managing multi-cloud IT infrastructures requires advanced IT skills.

31% Dell Residency Services deliver measurable results.

- 78% reporting measurable benefits
- 78% reporting measurable cost savings
- 76% reporting measurable productivity
- 74% reporting measurable lead time savings

78% CIOs and IT managers recognize Residency Services in helping achieve desired business outcomes.

- 74% reporting measurable benefits
- 74% reporting measurable cost savings
- 76% reporting measurable productivity
- 78% reporting measurable lead time savings

- 81% say that managing multi-cloud IT infrastructures requires advanced IT skills.
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For more information visit www.dell.com/residency or contact your Dell Technologies representative.