

# On-demand partner services deployment training and certification opportunities for Unity, VxRail and DP4400

Available April through May 31, 2020

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# On-demand services training and certification

## Offer details and eligibility criteria

**Fee-waived** on-demand services deployment training and certification opportunities are available for Unity, VxRail and DP4400 Individual resources from any metal tiered partner company is eligible to become deployment services enabled may participate in the on-demand services deployment training opportunities — includes solution providers, distributors and OEM partners

### Participation allowances in the fee-waived on-demand services deployment training and certification by metal tier:

GOLD	PLATINUM	TITANIUM	DISTRIBUTORS and OEM
A <b>total</b> of three (3) individual resources may participate <b>per</b> company	A <b>total</b> of six (6) individual resources may participate <b>per</b> company	A <b>total</b> of ten (10) individual resources may participate <b>per</b> company	A <b>total</b> of two (2) individual resources may participate <b>per</b> company

- Partner must have booked product revenue for the training requested with Dell Technologies in the past four quarters
- In order to participate, each individual resource must complete the training sign-up process and do so using a valid corporate email address associated to the metal tiered partner company
- The on-demand services deployment training opportunities are limited to one certification/authorization per resource for either Unity, VxRail or DP4400 — the exam voucher is also for one attempt at passing the certification exam
- The on-demand services deployment training and certification opportunities begin in April and continue until May 31, 2020
- The Dell Technologies [Channel Services Helpdesk](#) is the primary resource to help partners access the on-demand services training opportunities

*Please refer to the Frequently Asked Questions on slides 6 and 7 or contact the Channel Services Helpdesk for additional information.*

# On-demand services training and certification

Fee-waived services training to tiered partner resources for three popular Dell Technologies products

**Available for services deployment training until May 31, 2020.**

## Unity/Unity XT

### Overview:

Learn the features and functionality of Unity and Unity XT, including hardware, storage and performance, architecture and installation, scalability, data protection, data mobility, installation and service.

Review the [Unity](#) delivery enablement document for more information.

### Course information:

- DECS-IE Unity Implementation Engineer Partners
- Access: Stream
- Package Number:  
**MR-7MM-UNTIESPPTRV**

## VxRail

### Overview:

Gain the skills to administer and manage the VxRail platform, including hardware installation, customer network environment validation, post-deployment tasks and other critical skills.

Review the [VxRail](#) delivery enablement document for more information.

### Course information:

- DECS-IE VxRail Appliance Implementation Engineer Partners
- Access: On Demand
- Package Number:  
**MR-7MM-DECSIEVXRILAPPIMP**

## DP4400

### Overview:

Learn and develop the skills to implement and manage the DP4400 appliance, including configuring a customer network, implementing internal components, performing server backups and other critical skills.

Review the [DP4400](#) delivery enablement document for more information.

### Course information:

- DP4400 – Partners
- Access: On-Demand
- Package Number:  
**MR-7MM-DP4400PTROD**

# On-demand services training and certification process

Partner steps to completion process

## Step 1:

Pick an on-demand learning path:  
It's **limited** to one opportunity per individual partner resource.

The on-demand learning path options are for either Unity, VxRail or DP4400

## Step 2:

Contact the Channel Services Helpdesk Team to begin the sign-up process.

Open a case\* with the Dell Technologies Channel Services Helpdesk

\*Please include **Services Training Offer** in the subject line of the case entry.

## Step 3:

Once approved, the applicable on-demand training will be sent to your education account.

Complete your on-demand training and certification\*\* by the program deadline:  
May 31, 2020

\*\*When prompted, access the fee-waived training and use the provided promo code to schedule the exam.

**Contact the Channel Services Helpdesk with any questions regarding the program.**

# Opening a case with the Channel Services Helpdesk

Follow these steps to submit a '**Services Training Offer**' request through the Dell Technologies Partner Portal

1. Access the [Dell Technologies Partner Portal](#) (login required)

The screenshot shows the Dell Technologies Partner Program navigation menu. Callout 1 points to the 'Support' link in the top navigation bar. Callout 2 points to the 'Support' link in the secondary navigation bar. Callout 3 points to the 'CHANNEL SERVICES HELPDESK' link in the left sidebar. Callout 4 points to the 'Channel Services Helpdesk' button in the main content area.



5.

**(SPH - Channel Partners, OEM and Distributors)**  
Select the Services Partner Helpdesk for Services partner inquiries. Case types may include onboarding, training requirements and status, delivery status, authorization and entitlement, and Dell EMC delivery tools. (Supported only in English)



6.

**Services Competency Training**  
Select this service for the tasks and delivery requirements to get your resources fully enabled to deliver services. (Supported only in English)

Case Information	
Case Type	SPH - Services Partner Enablement and Support
Case Subtype	Services Competency Training
Status	Open
Inquiry Type	Access to Training

7. →

8. →

Complete your contact information and information for your partner company

9. →

Enter '**Services Training Offer**' in the Subject line of the case

10. →

Case Description: Enter the product training you would like to enroll in. **Click Submit**

# On-demand services training and certification process

## Frequently asked questions

- Which partners are eligible to participate?
  - Individual resources from any tiered partner company that can become enabled to deploy services are eligible to participate. This includes partners that are solution providers, distributors and OEM partners. Partner must have also booked product revenue with Dell Technologies in the past four quarters.
- Are there participation allowances by Dell Technologies Partner Program metal tier status?
  - Yes. There are participation allowances by metal tier listed for Gold, Platinum and Titanium partners:
    - Gold tier partners may have a **total** of three (3) individual resources participate **per** company.
    - Platinum tier partners may have a **total** of six (6) individual resources participate **per** company.
    - Titanium tier partners may have a **total** of ten (10) individual resources participate **per** company.
    - Distributors and OEM partners may have a **total** of two (2) individual resources participate **per** company.
- Can I sign up using my personal email address and sign up multiple people at one time?
  - No. In order to participate, each individual resource must complete the training sign-up process and do so using a valid corporate email address associated to the metal tiered partner company.
- Does the training and certification include support delivery enablement?
  - No. The on-demand services training and certification opportunities are exclusively for **deployment** delivery enablement.
- How do I contact the Channel Services Helpdesk?
  - You may open a case with the Channel Services Helpdesk by going to this [link](#). A member of the Channel Services Helpdesk will reach out to you to start the on-demand services deployment training and certification process and help with any issues.

# On-demand services training and certification process

## Frequently asked questions (continued)

- Am I limited to one fee-waived training and certification?
  - **Yes.** The fee-waived on-demand services learning opportunity is **limited** to one certification/authorization per resource. The training and certification choices are Unity, VxRail **or** DP400. The exam voucher is also for **one** attempt at passing the certification exam.
- What if I don't have an education account with Dell Technologies?
  - The Dell Technologies Channel Services Helpdesk will help you with the sign-up process regardless of whether you are:
    - an existing partner with no education account
    - an existing partner with an education account that hasn't participated in any training and certification for the three eligible products
- Can I use the exam voucher for the associate or specialist exam?
  - Yes. The exam voucher (code) may be used to take **either** the associate or the specialist exam.
- What if I started deployment training for one of these products prior to April 2020?
  - On-Demand services training and certifications started prior to April 1, 2020 are not eligible for the offer.
- What if I start training but don't finish the certification exam by May 31, 2020?
  - The On-Demand services training and certification offer is **only** available until May 31, 2020 and will expire if not completed by that date.
- Is the On-Demand services training opportunity available to partners globally?
  - **Yes.** It is available to partners in all global regions where Dell Technologies products are sold and deployed.

Learn more about On-Demand  
Services Delivery training offers



# Dell Technologies Education Services

## Training purchase options for Services Delivery Partners

A simplified purchase option plan that allows for maximum flexibility, ease of use, tailored learning and an opportunity to minimize overall costs and resource time with On Demand training offers. Access the Services Delivery On-Demand training tutorial [here](#).

### Available plans:

Purchase Options	Single Competency Aligned Training Plan	All Competency Aligned Training Plan	Team Competency Aligned Training Plan	Partner Subscription	Class/Virtual Class Priced Separately
2020 Price (TC)*	1,000 TC/Person	3,000 TC/Person	18,000 TC/Team	9,000 TC/Person	20% off retail
Access Period	1 program year	1 program year	1 year from purchase	1 year from purchase	NA
On Demand Class/Package	1	All	50/Team	All	NA
On Demand Lab	1	3	50/Team	3	NA
Skills Maintenance	All	All	All	All	NA
Classroom	NA	NA	NA	15+ days	Course Catalog
Exam Vouchers	50% off retail	50% off retail	50% off retail	50% off retail	50% off retail

\*Training Credits (TC) are the equivalent of one dollar (\$1).

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