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Dell Managed Services for Compute & Hyperconverged Infrastructure (HCI)

Drive efficiencies in data center operations while scaling your business

Smart Compute/HCI management, Better business results

Today's IT landscapes are more complex than ever. Compute resources power critical applications, AI advancements, and multi cloud environments. Organizations must scale infrastructure, maintain reliability, optimize performance, and control costs—all while managing skills gaps and evolving technologies.

.
The Business Challenges We Solve

Modern IT environments are increasingly complex, introducing new challenges in managing compute systems.

✓ **Complex IT infrastructure management:**
Modern IT environments span multi cloud, on prem and hybrid systems.

✓ **Security and Compliance Risks:**
Ensuring consistent security policies and compliance across clouds is difficult.

✓ **Uptime Standards:**
Businesses need 99.99% availability but often lack the resources to sustain these standards consistently.

✓ **Addressing Skill gaps:**
Evolving technologies demand specialized skillsets that may not be available in house .

Dell Managed Services for Compute / Hyper Converged Infrastructure (HCI) removes the operational burden, allowing your team to focus on innovation and strategic goals. Our expert-led solutions ensure your infrastructure is secure, efficient, and adaptable.

Whether adopting AI, streamlining multi cloud, or optimizing your environment, we provide the tools and expertise to simplify IT operations.

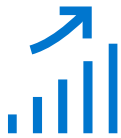Unlock the full potential of your compute /HCI resources with Dell.

54%

IT Decision Maker's believe that IT services providers can reduce complexity and make handling of current environment easier, freeing up resources to innovate. 1

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Modernize IT Operations

Streamline workflows and automate processes, enabling teams to focus on innovation rather than maintenance. With enhanced efficiency and reliable support, your business can stay ahead in a competitive market.
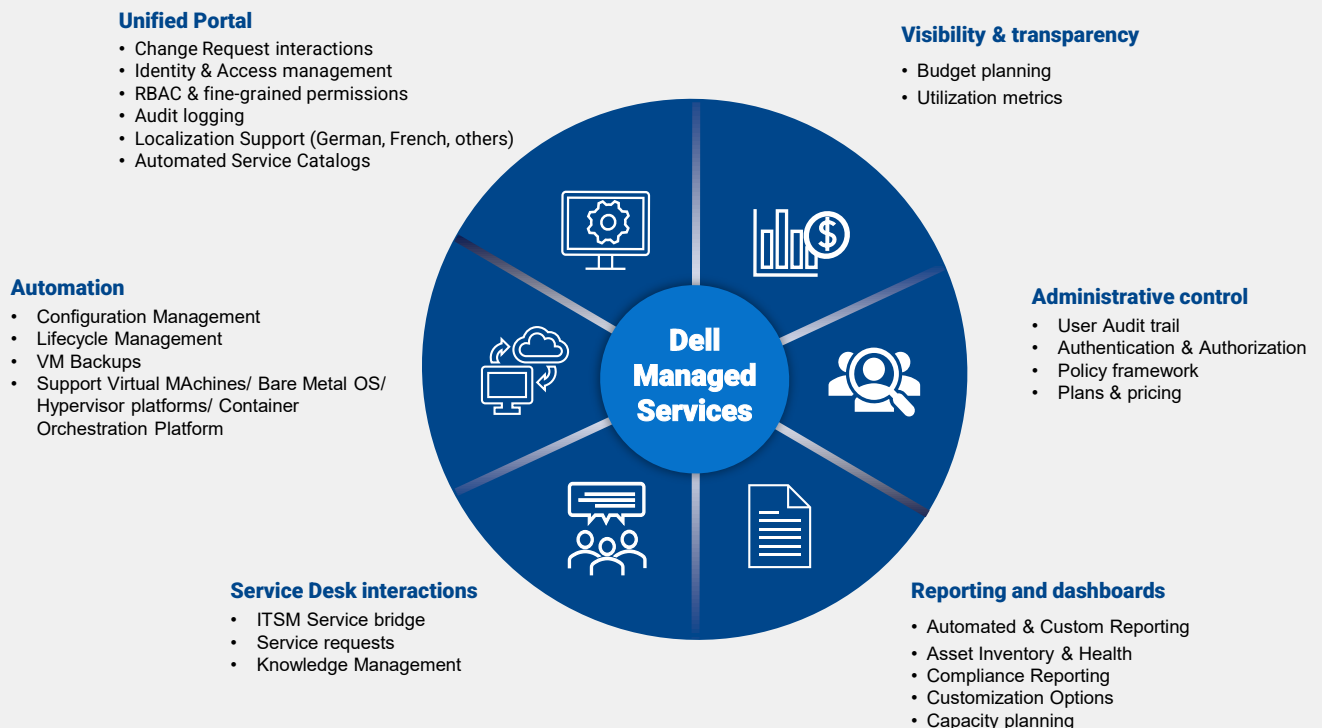
Scale Reliably

Rely on 24/7 monitoring, industry-leading SLAs, and advanced incident management to ensure uninterrupted operations. Dell goes beyond basic data center management, proactively identifying issues before they impact business continuity.

Optimize IT investments

Maximize ROI, free up internal resources, and gain transparency in budgeting. From onboarding new technologies to optimizing existing systems, Dell helps you make the most of your IT investments.

Comprehensive features for seamless IT management

Unified Portal
- Change Request interactions
- Identity & Access management
- RBAC & fine-grained permissions
- Audit logging
- Localization Support (German, French, others)
- Automated Service Catalogs

Visibility & transparency
- Budget planning
- Utilization metrics

Automation
- Configuration Management
- Lifecycle Management
- VM Backups
- Support Virtual MAchines/ Bare Metal OS/ Hypervisor platforms/ Container Orchestration Platform

Dell Managed Services

Administrative control
- User Audit trail
- Authentication & Authorization
- Policy framework
- Plans & pricing

Service Desk interactions
- ITSM Service bridge
- Service requests
- Knowledge Management

Reporting and dashboards
- Automated & Custom Reporting
- Asset Inventory & Health
- Compliance Reporting
- Customization Options
- Capacity planning

Deep expertise at every stage to accelerate tangible time-to-value

Proven operational optimization from Dell Managed Services

Comprehensive reporting and insights so you can make informed decisions

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Maximize your technology investments with expert management

Comprehensive capabilities to manage your Infrastructure environment

Focus on what matters most

Leverage expert insights

Adapt and grow seamlessly

Stay ahead of problems

Boost efficiency

✓	**24x7 Monitoring & Management**	Remote telemetry and scheduled diagnostics
✓	**Service Desk & Request Management**	Incidents, service requests and problem management
✓	**Change Management**	Scheduled maintenance windows, provisioning, configuration management, release and upgrade management
✓	**Availability SLA* Response SLO**	99.99% with monthly service credit. Priority levels and response via service request or phone
✓	**Account Management**	Designated Service Delivery Manager
✓	**Security Management & Compliance**	ISO, SOC1 & SOC 2
✓	**Dell Managed Services Platform**	Reporting, analytics, ITSM
✓	**Compute/HCI Capabilities**	Platforms: PowerEdge, PowerFlex, VxRail, PowerEdge XC, Microsoft Azure Local, Operating Systems: SUSE, RHEL, Win, Ubuntu Hypervisor: VMware, Hyper-V, Nutanix, RHOSO

Managing compute systems doesn't have to be an obstacle. With Dell Managed Services, you gain a trusted partner to handle the complexity while you focus on transformation and innovation.

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