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Dell Managed Services for Data Protection

Stay ahead of risks with proactive data protection

End-to-End Data Protection Services You Can Rely On

Dell Managed Services for Data Protection help safeguard critical data across hybrid environments. We simplify backup client and hardware management while ensuring compliance and operational continuity.

Our expert-led approach fills skill gaps and boosts efficiency. With outcome-driven services, you stay resilient and future-ready. Focus on growth—while we protect what matters most.

The key challenges we solve

- We help **protect** your business from data loss, corruption, and system disruptions with reliable, end-to-end protection strategies.

- We assist your teams in meeting compliance requirements by simplifying data management and aligning with industry regulations to protect sensitive information.

- We ensure continuous access to essential business data, helping minimize downtime and maintain smooth operations during planned maintenance or unexpected disruptions.

- Receive tailored support, transparent reporting, and outcome-based SLAs designed to drive your business forward.

Dell Managed Services for Data Protection ensure uninterrupted access to your critical business data—keeping operations running smoothly, efficiently, and with resilience, through any challenge.

54%

IT Decision Maker's believe that IT services providers can reduce complexity and make handing of current environment easier. freeing up resources to innovate. 11

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Modernize IT Operations

Secure and Compliant Solutions: Protect your business with enterprise-grade security and compliance tools, ensuring data safety and alignment with evolving regulatory requirements.
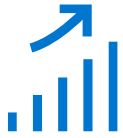
Scale Reliably

Reliable Business Continuity
Minimize downtime with advanced backup solutions and expert recovery support to keep operations running smoothly.

24/7 Monitoring and Support
Ensure optimal performance with round-the-clock monitoring and issue resolution before disruptions occur.

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
- Showback reporting
- Utilization metrics

Automation
- Automated backup and retention policies
- Protection for such as a physical server, virtual machine, or application host
- Expert assistance for fast data recovery
- Consistent backups for critical applications
- Secure access controls and data isolation
- Centralized management of backup operations

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

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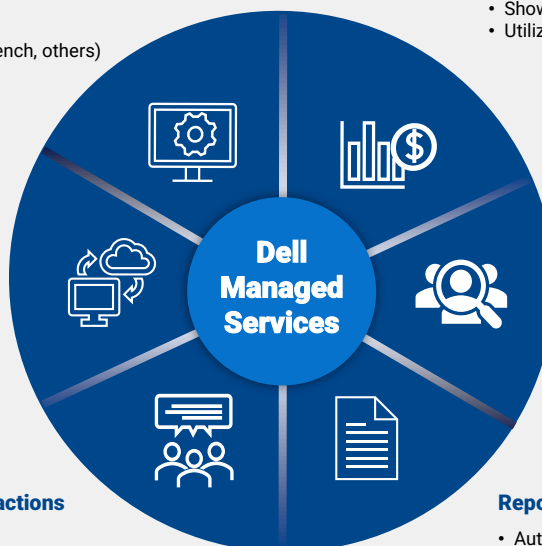
Deep expertise at every stage to accelerate tangible time-to-value

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
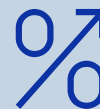
Focus on what matters most

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
✓	**Data Protection Capabilities**	Platform: PowerProtect Data Domain, Software: PowerProtect Data Manager, Networker

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.

Explore Dell
Infrastructure Managed Services

Contact
a Dell Technologies expert

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Unlock growth and drive innovation with expert management

Comprehensive capabilities to manage your data protection environment
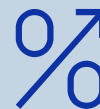
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✓	**Dell Managed Services Platform**	Reporting, analytics, ITSM

Dell Managed Services provide the tools and expertise to optimize and scale your data protection infrastructure securely. Simplify operations and drive business success today.

Explore Dell
Security and Resiliency Services

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© *SLAs vary by service / technology; typical infrastructure SLAs start at 99.99%