

# Dell Managed Services for Dell AI Data Platform

Drive efficiencies in on-prem operations while scaling your business



## Smart AI data platform management, better business results

Today's IT landscapes are more complex than ever. Data platforms are a critical piece of the AI puzzle, enabling unified storage, processing, and analytics of structured and unstructured data. 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 Infrastructure Management:**  
Data management platforms encompass compute hardware, software, networking and storage components.

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

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

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

Dell Managed Services for Dell AI Data Platform removes the operational burden, allowing your team to focus on innovation and strategic goals. Our expert-led team plays a crucial role in the success of the solution by enhancing efficiency, reducing costs and providing support.

We ensure the data management hardware and software is maintained, optimized and lifecycle-managed, minimizing downtime and technical challenges, up to the platform software layer.

Unlock the full potential of your data platform with Dell Managed Services.

**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

<sup>1</sup> Source: *"IT Services Are Catalysts For Innovation And Growth"*, a commissioned study conducted by Forrester Consulting on behalf of Dell, March 2025.



## Modernize IT Operations

Streamline data 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 your data platform, Dell helps you make the most of your IT investments.

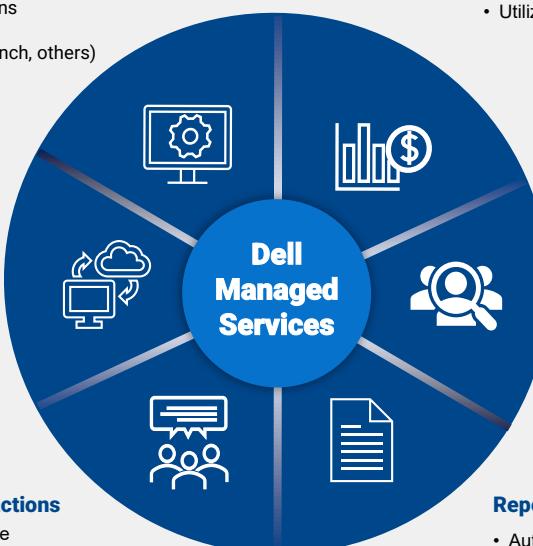
## Comprehensive features for seamless IT management

### Unified Portal

- Change Request Interactions
- Identity and Access Management
- RBAC and Fine-Grained Permissions
- Audit Logging
- Localization Support (German, French, others)
- Automated Service Catalogs

### Automation

- Configuration Management
- Lifecycle Management
- VM Backups
- Support Virtual Machines/ Bare Metal OS/ Hypervisor Platforms/ Container Orchestration Platform



### Visibility and Transparency

- Budget Planning
- Utilization Metrics

### Administrative Control

- User Audit Trail
- Authentication and Authorization
- Policy Framework
- Plans and Pricing

### Service Desk Interactions

- ITSM Service Bridge
- Service Requests
- Knowledge Management

### Reporting and Dashboards

- Automated and Custom Reporting
- Asset Inventory and 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

# Maximize your technology investments with expert management

## Comprehensive capabilities to manage your data platform 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% storage SLA 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



### Dell AI Data Platform Capabilities

Hardware: PowerEdge, PowerScale, ObjectScale, PowerSwitch  
Operating System & Orchestration: SUSE & Kubernetes  
Software: Dell Analytics Engine, Dell Processing Engine

Managing your Dell AI Data Platform environment doesn't have to be a challenge. With Dell Managed Services, you gain a trusted partner to handle the complexity while you focus on transformation and innovation.



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