

# Dell Managed Services for Multicloud

A simpler path forward

## Simplifying complexity to accelerate multicloud success

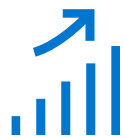
Technology is the engine of progress, helping organizations unlock opportunity and move confidently into the future. As cloud adoption accelerates, managing diverse public, private and hybrid environments has grown more complex—slowing progress, stretching resources and introducing new skill set, operational, security and cost challenges.

Yet, navigating this complexity doesn't have to hold you back. **Dell Managed Services for Multicloud** brings proven expertise, tailored management and practical innovation to help you modernize IT operations, scale reliably and maximize return on your cloud investments. We empower you to focus on meaningful outcomes while we handle the rest.



### Modernize IT Operations

Reduce complexity with fully managed, end-to-end solutions that integrate seamlessly across your cloud ecosystems



### Scale Reliably

Adapt to changing business needs with elastic and scalable services supported by our ecosystem partnerships



### Optimize IT investments

Optimize your cloud investments to enhance performance, utilization and ROI across cloud ecosystems, delivering faster time to value for your business

# 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.

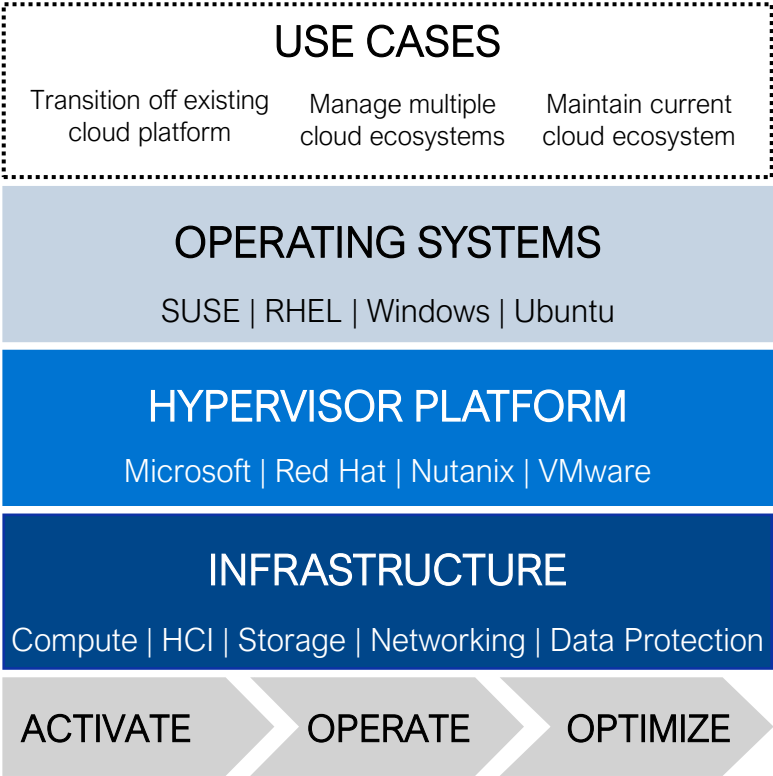
# Managed Services for Multicloud is the ultimate “easy button”

A single partnership to simplify, scale and optimize your entire cloud ecosystem. Dell is a true teammate —helping you unlock new possibilities, accelerate outcomes and stay ahead of change. With broad expertise, reliable service and relationship-driven engagement, we put your success at the center of every solution.

Dell brings deep expertise with proven operational know-how and continuous advancements from a global team of trusted cloud and infrastructure specialists. With 24/7 remote monitoring, AI-driven observability and operations and automated issue resolution, Dell ensures you can focus on innovation.

Its scalable solutions allow businesses to quickly adapt to changing needs, supported by a strong partner ecosystem. Designed for cost efficiency, Dell optimizes cloud investments by eliminating waste and improving performance. Through strategic partnership, Dell handles operations so your teams can focus on driving innovation and what’s next.

- Optimize your multicloud ecosystem**  
with expert management of end-to-end cloud solutions
- Seamless integration of multicloud environments**  
that scale with your business for outcome-focused success
- Empower strategic focus**  
by freeing up resources to accelerate innovation across your cloud ecosystem
- Realize efficient and reliable multicloud operations**  
through proactive 24/7 monitoring, SLAs and effortless updates



- 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

# Simplify infrastructure and multicloud operations with tailored solutions for every stage of your journey

## Comprehensive capabilities to manage your 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\*

99.99% with monthly service credit



### Response SLO

Priority levels and response via service request or phone



### Account Management

Designated Service Delivery Manager



### Security Management & Compliance

ISO & SOC 2



### Dell Managed Services Platform

Reporting, analytics, ITSM

Managing your multicloud ecosystems 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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\*Dell Managed Services include a 99.99% uptime Service Level Agreement (SLA) to ensure high availability for critical infrastructure. This SLA covers infrastructure availability, with service credits provided if downtime exceeds the specified thresholds. For detailed terms, conditions, and exclusions, please refer to the Dell Managed Services Statement of Work (SOW).

**DELL**  
Technologies