

Achieve seamless IT service delivery

Dell Digital Services Management



Drive innovation and efficiency in your IT and workplace environments

Service management has grown increasingly complex with the demands of multicloud and AI, as well as modern workplace expectations. Organizations must replace legacy processes with unified platforms, automation and intelligent capabilities to work more efficiently and deliver seamless experiences.

Dell Services help you modernize service delivery across your entire organization. Our solutions simplify IT operations, automate routine processes, reduce ticket volumes and enhance employee productivity, enabling you to focus on strategic initiatives rather than day-to-day service management challenges.

Take advantage of Dell expertise to achieve your goals

Dell combines deep expertise in industry-leading services management platforms like ServiceNow with trusted integrations to deliver outcomes at scale. We accelerate workflow automation, advance intelligent operations, establish asset lifecycle visibility, enhance agility and drive results. Whether you're strengthening your IT and datacenter foundation or centralizing workplace service delivery, we can help.

Imagine service management that works for everyone

- Reduce the time your users spend searching for answers
- Streamline requests and improve satisfaction for both IT and end users
- Track assets from request to retirement
- Accelerate issue resolution and cut ticket volume
- Enable your IT teams to focus on higher value work



Simplify
self-service



Automate complex
workflows & operations



Deploy AI-powered
service management

Dell Digital Services Management – IT & Datacenter

Build a stronger foundation for IT service delivery

- **Establish operational visibility and control:** Gain a reliable Configuration Management Database foundation with connected workflows and full visibility into hardware and software assets, plus service mapping that links infrastructure to business outcomes.
- **Accelerate cloud operations and service delivery:** Enable multicloud operations with self-service provisioning, automated cloud services and Dell tools that streamline monitoring and incident response.
- **Achieve more with AI:** Reduce support contact volumes and accelerate resolutions using AI-powered virtual agents and intelligent automation, supported by ongoing advisory for continuous improvement.

Dell Digital Services Management – Workplace & PC

Centralize employee services and streamline delivery

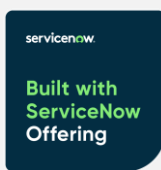
- **Give employees one place to get services and support:** reduce time spent searching with a centralized, role-tailored portal that optimizes key processes such as onboarding and PC refresh.
- **Streamline procurement and gain full asset lifecycle visibility:** Connect ordering, warranty, and fulfillment into one workflow to track assets from request to retirement, seamlessly integrating with Dell management tools.
- **Empower employees with instant, intelligent support:** Resolve routine issues through AI-enhanced Virtual Agents, automate tasks for requestors and fulfillers and sustain momentum with Dell expertise that expands value over time.

In addition, we offer:

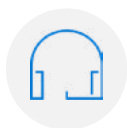
Dell Digital Services Management Subscription Services: Monthly, annual, or 3-year subscriptions to supplement the customer's service delivery team with Dell's expertise, addressing any evolving ServiceNow needs for both IT & Datacenter and Workplace & PC.

Dell is the integrator of choice for ServiceNow solutions

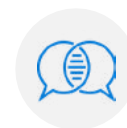
Our comprehensive services and award-winning expertise provide businesses with accelerated outcomes that drive services management success.



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