

# Automation Services

## Remove infrastructure roadblocks to drive innovation forward



### ESSENTIALS

- Implement 3rd party automation tools and develop infrastructure provisioning and configuration automation use cases
- Implement an Infrastructure as Code framework targeted towards high value Day 2 use cases
- Develop critical skills needed to manage, automate and operate an automated infrastructure solution
- Do For Model where Dell Services implements a proven solution for the customer with our pre-packaged Infrastructure as Code.
- Do With Model, which is a collaborative implementation where the Dell Services delivery teams implement in tandem with the customer team helping the customer build the skills they need to manage the infrastructure automation platform.

### Business Challenges

For many organizations, inefficient access to infrastructure resources constrains innovation. Developers and data scientists wait weeks for infrastructure administrators who are spending most of their time on repetitive manual tasks.

Organizational infrastructure footprints have grown out of control as individual teams buy their own public cloud services to avoid lengthy internal requests for infrastructure resources. With these growing footprints, IT executives are tasked with driving operational efficiencies and cost reduction for their infrastructure platform and management.

As organizations look to not only reduce infrastructure costs but also gain greater control over data sovereignty, policies, standards, quotas and access, the question becomes how to operate a responsive infrastructure footprint for employees that also provides control of the footprint.

### Service Description

Automation Services leverages prepackaged orchestration and automation code to manage infrastructure quotas, policies and access, providing faster fulfillment of resources and removing roadblocks for innovation. Incorporating skill building, the Infrastructure engineers role then transforms from manual operations to managing the automation platform.

Our prepackaged Infrastructure as Code framework provides rapid deployment to cover high-value, day 2 automation provisioning use cases. This automation service can provide the following outcomes:

- Automate approval and set-up processes
- Accelerate infrastructure provisioning
- Reduce tedious manual operations

With collaborative on-site implementation, we can train your team with the critical skills to manage an infrastructure automation platform, or if you prefer, let us implement for you.

## Steps to delivering an on-demand infrastructure experience on premises

Automation Services is the first step in building that on demand infrastructure experience for your internal customers. A logical next step after that would be to leverage Dell Technologies integration and enablement services. Together, automation, integration and enablement services are the keys to achieving both efficiency and control. Adding these infrastructure services in tandem facilitates the ordering and provisioning of infrastructure resources on-demand. Together, they create an on-demand experience similar to what your business stakeholders experience from the public cloud.



**Automate:** Implement orchestration and code to automate infrastructure operations and provisioning—reducing operational toil for the infrastructure administrator. Dell's Automation Service provides prepackaged scripts to quickly and reliably scale automated infrastructure operations and can be easily extended to automate more use cases and infrastructure.

Available services include: Foundational infrastructure automation use cases, managing access zones, managing LDAP authentication provider, error checking, managing smart quotas, implementing data exports



**Integrate:** Drive consumption of on-demand infrastructure provisioning, decommissioning and updates with a standardized catalog of infrastructure services. Integrating ServiceNow allows your business users to transact and order infrastructure services on-demand

Available services include: Integration with ServiceNow, Infrastructure catalog creation, automated ordering and provisioning, Role-based access controls, automated quota approval process, configuration management



**Enable:** Most organizations lack the skill sets to manage automation. Whether you prefer to train your team or outsource automation management, we offer the education and managed services offerings for you to acquire automation capabilities. We can temporarily augment data center staffing during or after implementation with an on-site data center expert.

Available services include: Learning Accelerator Program, product training, automation skills training, agile role-based training, DevOps training, managed services, residency

## Summary of Benefits

Reduce operational toil for infrastructure administrators. Provide fast fulfillment of enterprise infrastructure resources to increase adoption. Remove infrastructure roadblocks to drive innovation forward.

For more information, contact your [Dell Technologies sales representative](#).