

Professional Services for Digital Assistants

Transform self-service with a GenAI digital assistant



Personalize self-service interactions and boost operational efficiency

Organizations are continuously seeking ways to streamline operations, optimize costs and deliver exceptional user experiences. Generative AI digital assistants have emerged as an innovative solution across industries, empowering businesses to unlock new levels of productivity, self-service capabilities and process automation.

Dell Technologies enables you to implement a Generative AI digital assistant featuring a humanistic AI Avatar interface that is personalized for your audience, optimized for your use case, integrated with your data, and deployed on a trusted framework.

Rapidly deliver digital assistants with a proven solution

Dell streamlines the deployment of digital assistants with end-to-end solutions that encompass infrastructure, platforms and professional services. Proven solutions ensure optimized and dependable performance, supported by flexible, scalable infrastructure options. Dell Professional Services provide expert strategy, seamless implementation, and ongoing support for long-term success.



Elevate end-to-end self-service experiences for customers & employees



Engage individuals in their language, 24/7 for always-on, customer assistance



Offload repetitive tasks and refocus employees on high-value activities

GenAI is poised to be this century's game-changer:

\$1T

In GenAI-fueled productivity gains expected by 2026¹

\$3.5x

For every \$1 invested in GenAI companies average \$3.5 in return¹

\$151B

Projected spending on GenAI by 2027²

Create memorable interactions that personify your brand & engage audiences

- **Create solutions that work for you:** Customize digital assistants to fit your needs—whether it's customer service, technical support, training, education, scheduling or even concierge tasks.
- **Connect with your audience:** Design an AI Avatar that truly resonates. Adjust appearance, voice, behavior, language, gestures and even specific dialogs to build a stronger connection.
- **Seamlessly integrate with your data:** Link digital assistants to your data sources to deliver dynamic, personalized experiences that make an impact for your users.
- **Empower your team and drive success:** Tailor skills to create intelligent, engaging interactions while ensuring a smooth adoption process for lasting results.

Pave the way to success with Dell Services

- **Plan for success:** Our planning and design process aligns GenAI solutions with business goals, ensuring successful implementation and maximum value.
- **Personalization & brand tailoring:** We can create custom AI avatars that reflect your brand identity, enhance user engagement and improve self-service.
- **Implementation & testing:** We implement and test your digital assistant solution and platform, integrate with existing systems and develop custom skills to meet business needs.
- **Adoption & management:** Ensure successful rollout, establish governance frameworks and drive continuous optimization with ongoing advisory and managed services.

Accelerate your AI innovation with a Digital Assistant

Take the first step to implementing your own Digital Assistant – schedule a technical workshop or design discussion for your use cases today!

Sources:

1 IDC, *Worldwide Core IT Spending for GenAI Forecast, 2023–2027: GenAI Is Triggering Hyper-Expansion of AI Spending*, Doc# US51539723, December 2023

2 IDC InfoBrief, sponsored by Dell, *Workforce Upskilling for the AI Era*, Doc #US5133182, January 2024 3 IDC Infographic, sponsored by Microsoft, *The Business Opportunity of AI*, doc #US51315823, November 2023



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