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Dell Managed Services for Storage

Realize streamlined and efficient storage operations

Unlock the full potential of your storage infrastructure

Organizations face rapid digital transformation, rising data growth, adoption of new technologies like AI and complex IT demands. With higher expectations for uptime and security, resource constraints make managing storage harder. Partnering with experts can turn these challenges into opportunities.

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The Business Challenges We Solve

Modern IT environments are increasingly complex, introducing new challenges for organizations managing their storage systems. Here are some common hurdles:

✓ **Operational Complexity**: Managing diverse storage platforms often leads to inefficiencies, downtime, and resource strain.

✓ **Uptime Standards:** Businesses need 99.9999% availability but often lack the resources to sustain these standards consistently.

✓ **Rising Costs**: Balancing the need for advanced technology with budget constraints remains a persistent challenge

✓ **Exponential Data Growth**: Spiraling data volumes demand scalable, secure solutions to maintain performance.

Dell Technologies addresses these pain points by delivering a comprehensive suite of storage managed services designed to alleviate operational pressure while fostering long-term growth.

Dell Storage Managed Services are designed to simplify complex IT environments, reduce operational burdens, and unlock the full potential of your storage infrastructure.
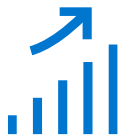
54%

Of 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

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Dell Managed Services: Your strategic IT partner

Modernize IT Operations

Streamline your storage environment with best-in-class tools and automation. Dell's expertise and innovative technologies simplify complex operations, paving the way for efficient, future-ready infrastructure.

Scale Reliably

Rely on 24/7 monitoring, industry-leading SLAs, and advanced incident management to ensure uninterrupted operations. Dell goes beyond basic storage 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 existing systems, Dell helps you make the most of your IT investments.

Comprehensive features for seamless IT management

Unified Portal
- Change Request interactions
- Identity & Access management
- RBAC & fine-grained permissions
- Audit logging
- Automated Service Catalogs

Visibility & transparency
- Budget planning
- Utilization metrics

Automation
- Networking and micro-segmentation
- Storage management
- Provisioning
- Configuration Management
- Lifecycle Management

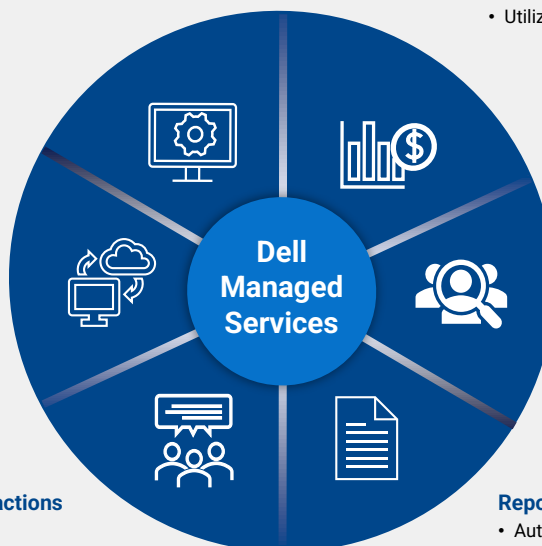**Dell Managed Services**

Administrative control
- User Audit trail
- Authentication & Authorization
- Image Management
- Policy framework
- Plans & pricing

Service Desk interactions
- ITSM Service bridge
- Service requests

Reporting and dashboards
- Automated & Custom Reporting
- Asset Inventory & Health
- Compliance Reporting
- Capacity planning

Deep expertise at every stage to accelerate tangible time-to-value

Proven operational optimization from Dell Managed Services

Full-stack scalable data center solutions

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Maximize your technology investments with expert management

Comprehensive capabilities to manage your Infrastructure environment
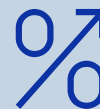
Focus on what matters most

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% 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
✓	**Storage Capabilities**	PowerStore	PowerScale	ObjectScale	PowerMax	PowerVault

Managing compute systems 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.

Explore Dell
Infrastructure Managed Services

Contact
a Dell Technologies expert

Join the conversation with
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© *SLAs vary by service / technology; typical infrastructure SLAs start at 99.99% ; 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).

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