

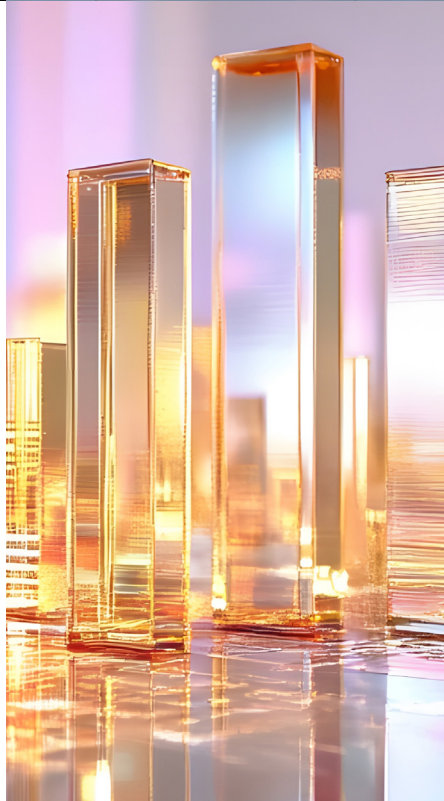
**DELL**Technologies

# Elevate your Servers with Dell Technologies Services

Dell Technologies delivers comprehensive services<sup>1</sup> that align with your unique goals to enhance the power of your servers and elevate your business. With extensive capabilities across the AI lifecycle, seamless deployment, thorough support and more, our services back all servers from AI to datacenter, edge and beyond.

Through strategy development maximizing server uptime and accelerating time to value, we help your business thrive. Wherever you are in your IT journey, Dell is here to chart a path to success tailored to your needs.

*Let's advance together.*



# Professional Services

Dell Professional Services drives your business forward by delivering tangible, measurable outcomes that align seamlessly with your goals, all while prioritizing security and sustainability. With unmatched expertise and proven methodologies, our services experts and capabilities help you transition swiftly from strategy to full-scale implementation of your IT priorities.



## Strategize

Gain consensus on a defined strategy and roadmap



## Implement

Quickly establish an operational platform, primed for innovation



## Adopt

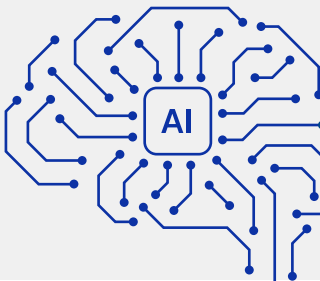
Accelerate time to value of prioritized use cases



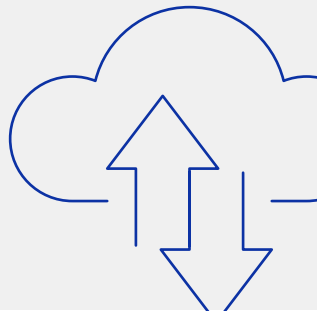
## Scale

Simplify operations and close skills gaps for maximized ROI

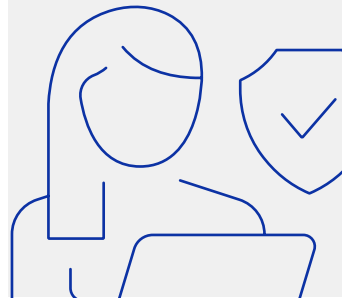
AI and Data



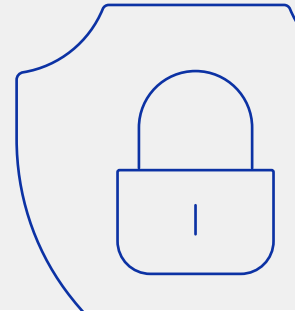
Multicloud



Modern Workforce



Resiliency & Security



Learn More at [Dell.com/ProfessionalServices](https://Dell.com/ProfessionalServices)

# Deployment Services for AI

Streamline AI success with our end-to-end deployment services. From assessing your data center to designing custom network architectures, building GPU server racks, and ensuring smooth on-site setup, we handle it all. Backed by expert support, we help you optimize performance and confidently address the unique demands of AI workloads.



## AI Architecture Design

Deep dive into AI usage patterns, workload types, performance considerations, vendor choice.



## Infrastructure Assessment

Ensure your data center is ready to support the rigorous demands of GenAI solutions.



## Factory Rack Integration

Build, test, configure and deploy GPU server racks – liquid or air-cooled.



## Inter-rack connectivity

Position GPU server racks, set up inter-rack cabling, and integrate liquid-cooling systems.



## ClusterBuild

Validate AI server racks, configure fabric and UFM, deploy cluster management software, and perform provisioning and network fabric setup and testing.



## Cluster Acceptance and Validation

Deliver and set up, verify with acceptance tests, provide system walkthroughs, documentation, and finalize with customer.



## Innovating Production

Experts accelerate adoption while managing and maintaining your environment.

Learn more at [Dell.com/AllInfrastructureDeployment](https://Dell.com/AllInfrastructureDeployment)

# Deployment Services for Infrastructure

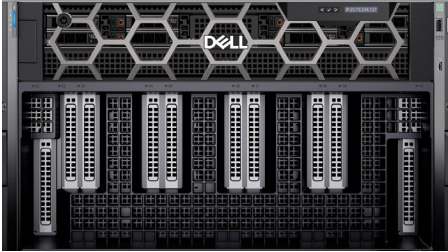
## ProDeploy Infrastructure Suite

Accelerate your IT success with the ProDeploy Infrastructure Suite. Whether you're deploying one server or thousands, our expert-led services ensure your PowerEdge systems are configured, racked, and deployment-ready with precision and speed. Save time, enhance efficiency, and get it right on day one.

		Basic Deployment	ProDeploy	ProDeploy Plus
Pre-Deployment	Single point of contact for project management	—	•	•
	Site readiness review and implementation planning	—	•	•
Deployment	Deployment service hours	Business Hours	24/7	24/7
	Hardware installation options	Onsite	Onsite or guided <sup>2</sup>	Onsite
	System software installation and configuration options	—	Remote	Onsite
	Install connectivity software based on secure connect gateway technology <sup>3</sup>	—	•	•
	Implement CyberSecurity best practices and policies in Dell AIOps	—	—	•
Post-Deployment	Deployment verification, documentation and knowledge transfer	—	•	•
	Configuration data transfer to Dell technical support	—	•	•
Online Collaboration	Online collaborative platform in TechDirect for planning, managing and tracking delivery	—	•	•

## ProDeploy Flex

Blend remote, onsite, and factory options for flexible hardware and software deployments.



### Factory Deployment

We deliver technology fully configured or configured and racked – ready to install.



### Remote Deployment

We configure software remotely and guide you during hardware installation.



### Onsite Deployment

We deploy technology on location where you need it.

## Beyond Deployment Services



### Data Migration Services

Migrate your critical data securely and efficiently with our expert-led services, ensuring integrity every step of the way.

### Residency Services

Work with specialized experts to help solve your individual needs, from transitioning to new technology to pairing solutions to your unique environment.

### Additional Deployment Time

Reach success with blocks of remote or onsite assistance when the deployment need is greater in length, complexity or scope.

# Support Services for Servers

## ProSupport Infrastructure Suite<sup>4</sup>

The ProSupport Infrastructure Suite empowers IT managers and business leaders to maximize uptime and unlock the full potential of their server investments. With 24/7 access to support experts, AI-powered proactive and predictive support models and tools to help you manage infrastructure complexities, choose the right support for your needs and drive progress with confidence.

	Experts	Insights	Ease
ProSupport	<ul style="list-style-type: none"> <li>• 24x7x365 phone, chat and online support – No call backs</li> <li>• Assigned Incident Manager for Sev 1 issues</li> </ul>	<ul style="list-style-type: none"> <li>• Dell AIOps for infrastructure health, cybersecurity and sustainability insights.</li> <li>• MyService360 for support case management, critical incident &amp; risk notifications with actionable intelligence, support entitlements and more</li> </ul>	<ul style="list-style-type: none"> <li>• Proactive and predictive support model with auto-case creation</li> <li>• Comprehensive support for Dell hardware and software products</li> <li>• Collaborative assistance with eligible 3rd party hardware and software products</li> </ul>
ProSupport Plus*	<ul style="list-style-type: none"> <li>• Assigned Technical Customer Success Manager (CSM)</li> <li>• Priority access to senior support engineers</li> </ul>	<ul style="list-style-type: none"> <li>• Proactive System Maintenance</li> <li>• Personalized assessments and actionable strategies provided by Technical CSM.</li> </ul>	<ul style="list-style-type: none"> <li>• Mission Critical Support for rapid response to critical issues and natural disasters</li> <li>• Limited 3rd party software support</li> </ul>

\*ProSupport Plus includes all ProSupport features, plus additional premium benefits listed above. Refer to the link below for more details.

Learn more at  
[Dell.com/ProSupportInfrastructureSuite](https://Dell.com/ProSupportInfrastructureSuite)



# Specialty Support Services<sup>5</sup>

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## ProSupport One for Data Center

Support for very large or distributed data centers with features and pricing tailored to an organization's specific needs.

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## Keep Your Hard Drive/Component

Enables full control of sensitive data and minimizes security risk by letting you retain possession of failed drives / components when receiving replacement parts.

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## Onsite Diagnosis

A skilled technician will handle onsite troubleshooting for you, ensuring swift and effective resolutions at any location.

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## Technical Account Manager

An experienced technical expert, focused on a specific technology area within your environment, providing proactive and strategic guidance.

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## Designated Support Engineer

Personalized support experience with a designated, product focused troubleshooting expert.



For more information on all of our services, please contact your Dell Technologies representative or visit us online at [Dell.com/services](https://Dell.com/services)

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1. This document does not provide a thorough list of all services for servers offered by Dell Technologies Services. It is only meant to serve as a guide for the types and range of services available.
2. Choose from onsite hardware installation or a guided option including project specific instructions, documentation and live expert guidance
3. Post deployment use for intelligent, automated support & insights
4. Not a comprehensive list of all features and offers within the ProSupport Infrastructure Suite.
5. Not a comprehensive list of all Specialty Support Services.