

DELL Technologies / Forum

REAL TRANSFORMATION

GLOBAL SPONSORS



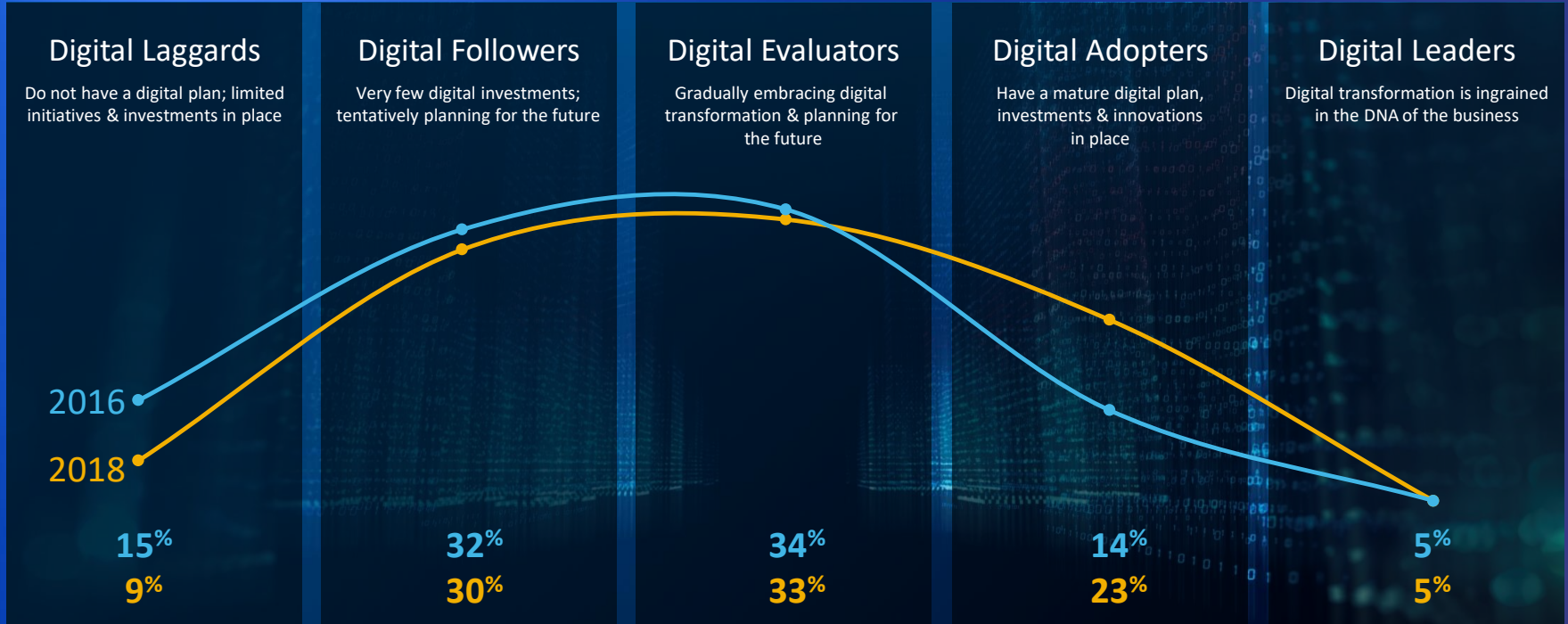


DELL Technologies / Forum

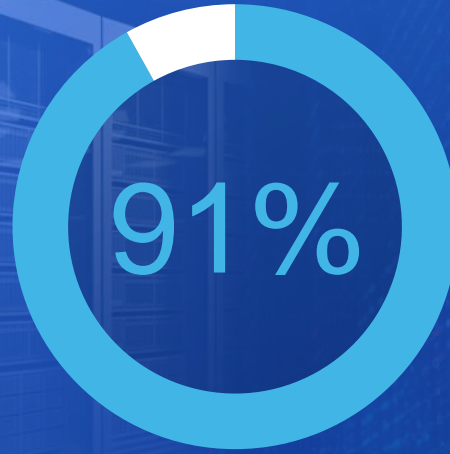
You have a plan
Now what?



Digital Transformation progression



Modernization



Transformation

Face major barriers
to transformation

Modernization



Time

Accelerated pace of change
has created a new sense of urgency



Skills

Lack of workforce readiness
including digital literacy and technology
skills are hindering progress



Funds

Funding innovation
while maintaining today's critical systems



Risk

Lack of a digital vision, strategy
and defined best practices increases risk
to the business

Transformation

Time

How do I
start?

Where
do I
start?

Frequent inhibitors to getting started



Internal friction
from silo'd
stakeholder
viewpoints



No common
language
between business
stakeholders and
the technology
and architecture
teams



External friction
from vendors to
adopt the latest
technologies



Contradicting
input
from analysts



No "big picture"
or common
consensus of
what good looks
like

Dell Technologies ProConsult Advisory services

Assess the current state
and the desired future
state

Create consensus across
organizations for closing
gaps

Develop actionable next
steps with expected
outcomes

Takes into account all facets of your transformation



Process



Technology



People

How we work with your team

IT

- CIO
- Operations VP/Director
- Applications VP/Director
- Enterprise Architecture VP/Director

BUSINESS

- Business stakeholder leads
- Strategy/Innovation lead
- App Dev/Release Mgmt. leads
- Security and/or Compliance leads



Current topology diagrams and information on key technical systems in scope

Related projects in progress

Planned investments and long-term strategy

Organizational and financial information for the environments in scope

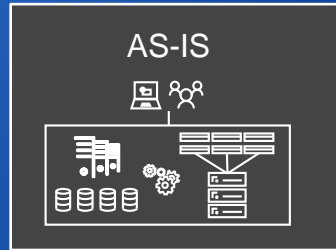
Interviews

Facilitated group workshops

Collaborative design sessions

Accelerating time-to-value

Document the current baseline



STRATEGIC VISION

GUIDING PRINCIPLES

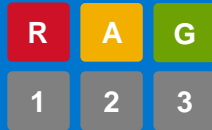
TO-BE



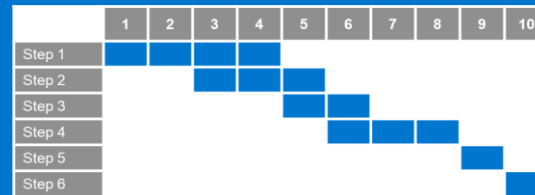
High level, unbranded view of “what good looks like”

Understand and categorize key issues

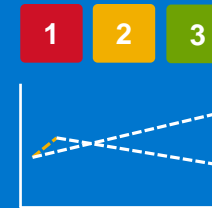
ISSUES



TRANSFORMATION ROADMAP



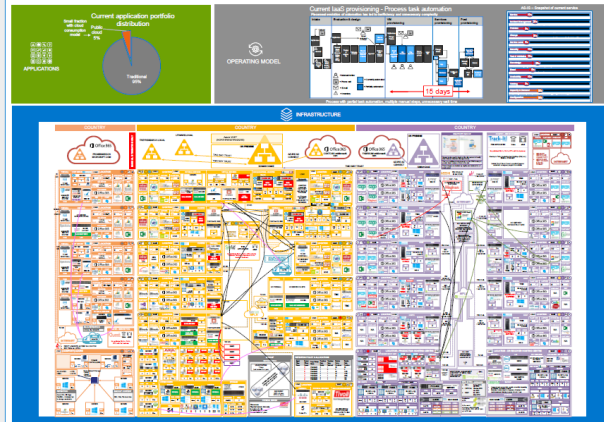
BENEFITS



Build the justification that allows stakeholders to understand the benefits and investment required

TRANSFORMATION ROADMAP
A clear roadmap on how to achieve the TO-BE vision

AS-IS



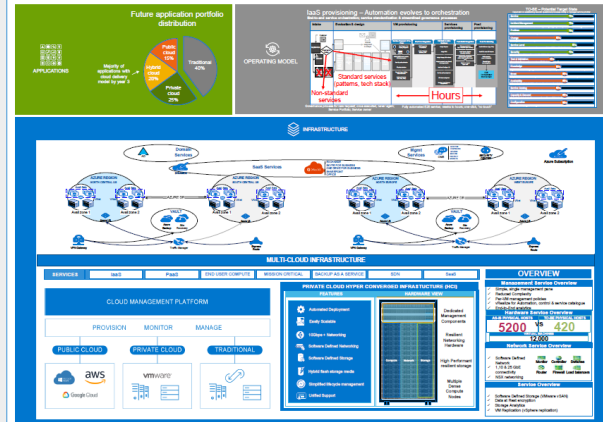
STRATEGIC VISION

- FINANCE CUSTOMER EXPERIENCE
- REDUCE TIME TO MARKET
- DEPLOY MULTI-CLOUD ARCHITECTURE
- REDUCE COMPLEXITY AND COST
- SIMPLIFY IT OPERATIONS
- MAXIMIZE IT INNOVATION SPEND
- CONSOLIDATE IT AS SERVICES

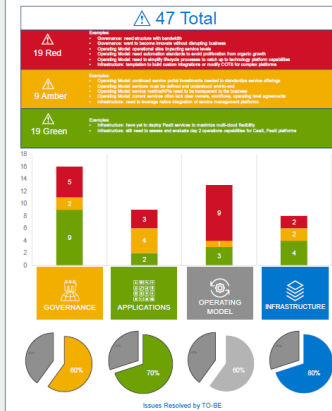
GUIDING PRINCIPLES

- IMPROVE SERVICE LEVELS BY REMOVING OPERATIONAL SLOBS
- DELIVER LATEST AND GREATEST CLOUD CAPABILITIES
- STANDARDIZE OFFERINGS IN SERVICE RANGING WITH SELF-SERVICE PORTAL PLANS CONSUMPTION
- AUTOMATE SERVICE MANAGEMENT THROUGH ENTIRE LIFECYCLE
- MAXIMIZE RELIABILITY THROUGH INCREASED CONSISTENCY
- SUBJECTIVE CRITERIA AND APPLICATION CHARACTERISTICS DRIVE HOSTING DECISIONS
- REPORT AGAINST KPIs / TARGET METRICS

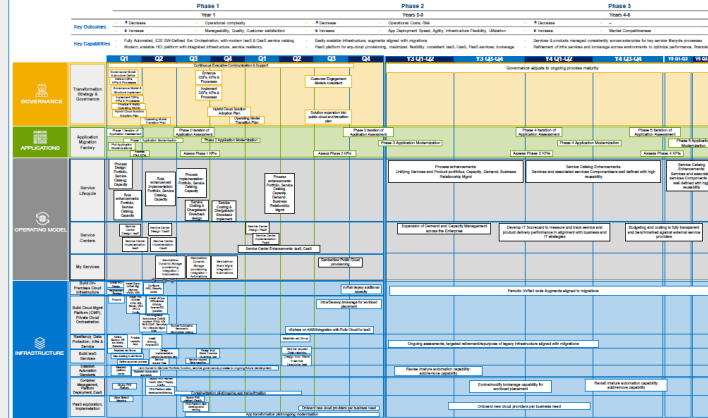
TO-BE



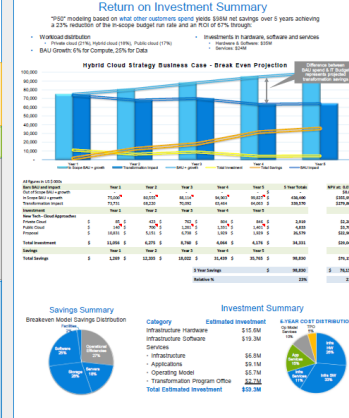
ISSUES



TRANSFORMATION ROADMAP



BENEFITS



Accelerating time-to-value



Helps secure participation and support from all stakeholders within days vs. weeks

Leverages “what good looks like” and our best practices experiences

Results delivered in 3-6 weeks vs. months

Identified initiatives show savings that more than cover the service fee

Provides actionable outcomes using a proven methodology

Begin executing on findings and recommendations immediately

Multinational financial advisory firm

ProConsult
Advisory Custom

IT Transformation
Data Center

Potential savings include:

- 50%** reduction in power
- 55%** reduction in physical servers
- 85%** reduction in rack count

Creation of a plan to migrate to a data center 50% smaller

CHALLENGE AND OUTCOMES

Revealed **complex** and **disjointed** technology siloes

Identified potential for **\$4M** in savings

Gained consensus across org on issues, priorities, strategic vision and future IT services

Identified immediately **actionable initiatives**
i.e., first workstream focused on app profiling

Skills

Do I have the
resources to deploy
the technology?

Can I support the
environment without
taking staff away from
other priorities?

Advance & augment skills



Residency Services

Trusted technologists with validated expertise and skills



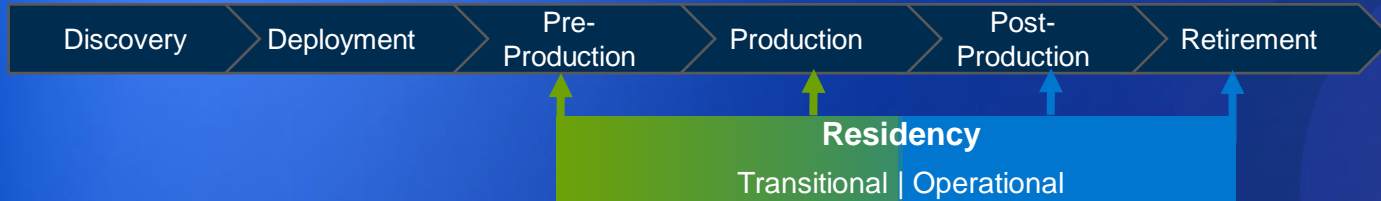
• Dell Technologies
Proven Professional
Program

• Individually selected to
fit your needs

• Backed by
Dell Technologies

- Best of breed technical certification program
- 100% of Resident Experts have specialized individual plans and certification goals
- 5,000+ Resident Experts available
- Rigorous process matches you with the right resource for you
- Assurance that Resident Experts deliver to your service requirements
- Proven, time-tested methodology enables smooth and consistent project execution from start to finish
- Access to Dell Technologies product engineering, IP, knowledge bases and tools

Types of Residency Services



Transitional

Sr. Solutions Architect

- Drives product integration, process & documentation changes
- Prepares your staff with critical skills
- Delivers specific expertise in new technologies
- Limits post-implementation challenges

Operational

Sr. Implementation Specialist

- Optimizes configurations, processes, and procedures and improves operational efficiency
- Enables your staff to focus on other IT priorities
- Shares knowledge and best practices with your IT staff to improve their performance

Servers

Networking

Storage

Data Protection

HCI/CI

ProSupport Enterprise & Client Suites

Three simple choices that maximize IT and end user productivity



Basic

- Business hour hardware support

ProSupport

- Comprehensive 24x7 hardware and software support
- Next day and mission critical onsite response options

ProSupport Plus

Most complete support available

- Proactive and predictive support for critical systems
- Designated Technology Service Manager

Unlock the value of your data with an adaptive, integrated service experience powered by AI

SupportAssist



Secure Remote Services



TechDirect



MyService360

AI predicts failures, avoiding costly downtime

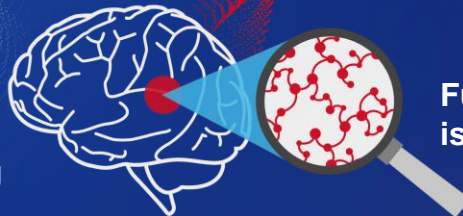


ProSupport Plus with SupportAssist minimizes unplanned downtime with predictive technology

System data is collected
with SupportAssist



Our AI engine
processes the data
using machine learning



Future failure
is detected



We alert and contact you
to proactively resolve



Failure avoided

Your part is replaced before a
failure and you stay productive

Transforming IT support & workplace efficiency



Business need:

Business France wanted to help personnel be at their best when promoting French companies globally and bidding for investment by automating support processes on local servers and client devices at the agency's 87 offices

Business results:

- Minimized disruption to staff through proactive monitoring
- Deployed new devices to personnel faster with factory-installed software
- Freed up IT time with management and support automation
- Saved significant travel costs by updating servers remotely



with automated,
predictive services
powered by AI

Infrastructure Managed Services solutions



01

MODERNIZE

- Infrastructure services for multi-cloud assure efficient and agile operations
- Industry-leading experts ensure best return on Dell Technologies investment
- ITIL standards, SLA-driven management ensures reduced risk

02

AUTOMATE

- Targeted automation for efficient operations management and reduced costs
- Prebuilt solutions incorporating the latest AI technologies
- Expertly managed multi-cloud business outcomes leveraging ITIL standards

03

TRANSFORM

- End-to-end management to realize your digital transformation strategy
- Cloud enable all apps providing a true multi-cloud managed environment
- Continuously trained experts best positioned to manage Dell infrastructure



Managed services partnership model



A Partnership Model



Transforming skills with Education Services



ASSESS

- Identify skills gaps
- Plan individual and team learning paths



LEARN

- Broaden technology knowledge
- Develop product specialization



VALIDATE

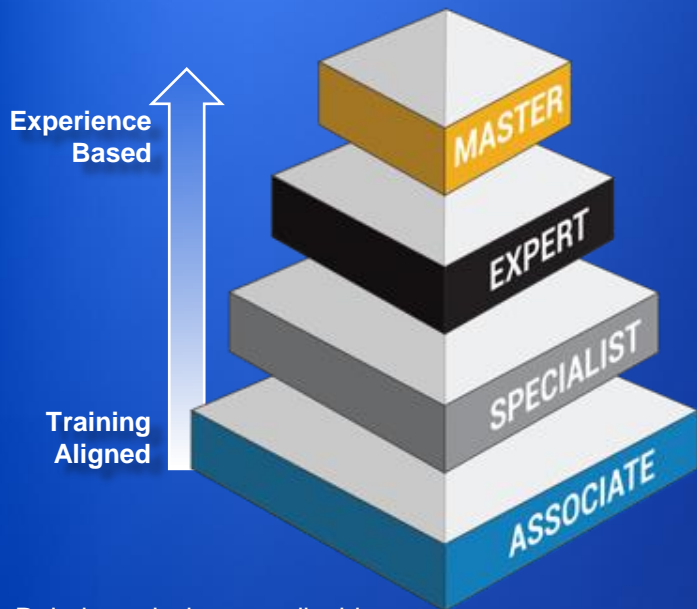
- Demonstrate and share expertise
- Get certified: Dell Technologies Proven Professional

Leverage a learning framework to identify skills gaps and define a robust continuous learning plan

CONTINUOUS LEARNING

On-demand | Expert instructors | Hands-on labs | Assessments & certification

Transforming skills with Education Services



Role-based where applicable

VALIDATE YOUR SKILLS AS A TRUSTED ADVISOR WITH INDUSTRY-LEADING CERTIFICATIONS

Dell Technologies Certified Master (DCM)

Subject matter expertise with experience in multiple technologies and complex solutions

Dell Technologies Certified Expert (DCE)

Advanced skills and experience in one or more technologies

Dell Technologies Certified Specialist (DCS)

Role specific training, baseline skills in a given technology

Dell Technologies Certified Associate (DCA)

Fundamental training and knowledge of a technology



Technology Architect (TA)

Cloud Architect (CA)

Implementation Engineer (IE)

Systems Administrator (SA)

Platform Engineer (PE)

Data Scientist (DS)

Funds

Expedite
cost out

Shifting funding
towards Innovation

ProDeploy Enterprise & Client Suites

Three simple choices that accelerate technology adoption

Basic Deployment

- Services performed during business hours

ProDeploy

- 24x7 onsite installation
- Project knowledge transfer

ProDeploy Plus

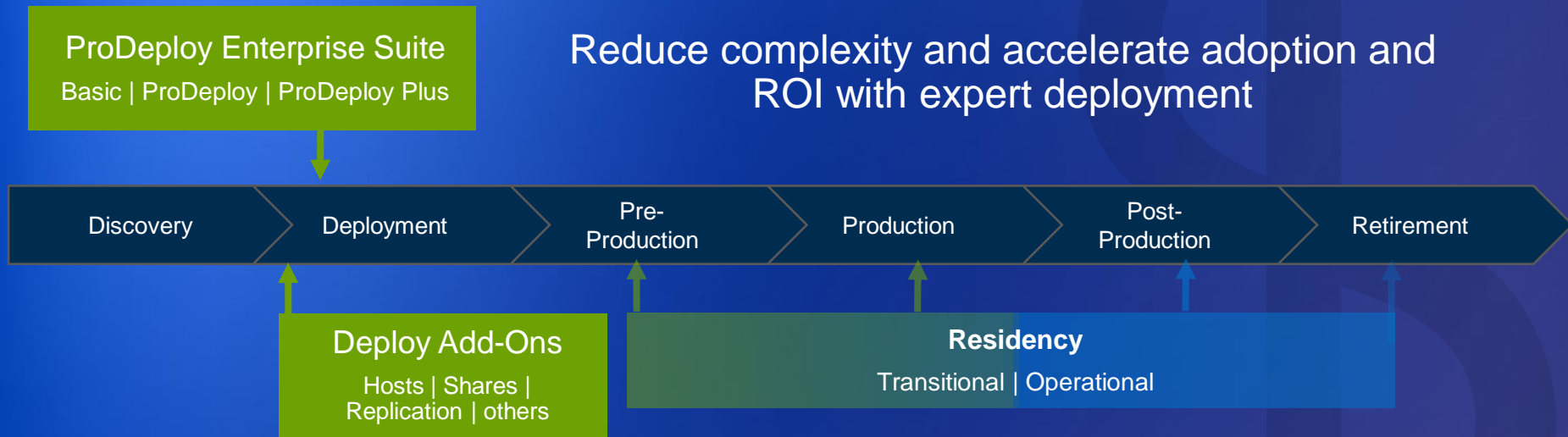
Most complete deployment service available

- 30-days of post-deployment configuration assistance
- Training credits for Dell Technologies Education Services

Deployment Services Training and Certification

TechDirect Portal for client deployment configuration data and project status

Bring new IT investments online as quickly as possible



Trust **Dell Technologies experts** and partners to lead deployments from basic hardware installations through planning, configuration and complex integrations.

Accelerate deployment to expedite cost out

Deploy up to

66%

faster with **ProDeploy or ProDeploy Plus for Enterprise**¹

Reduce deployment time by up to

56%

with **ProDeploy Plus for Client**²

Risk

Limited
transformational best
practices

In-house skills
gaps

Ability to execute in
quickly

The Dell Digital Way



Dell IT practitioners sharing **expert knowledge** and **best practices** to help our customers create world-class experiences and accelerate their business outcomes

IT Peer Engagement

For collaboration, insight and guidance



Advance your digital transformation

Best Practice Sharing

On infrastructure, end-user experience, next gen apps and multi-cloud



Executive Briefings

CIO to CIO sharing of Transformation best practices and strategic guidance

Mitigate business risk



PEOPLE

Industry's best
technology strategists
and practitioners



APPROACH

Based on proven best
practices and
methodologies

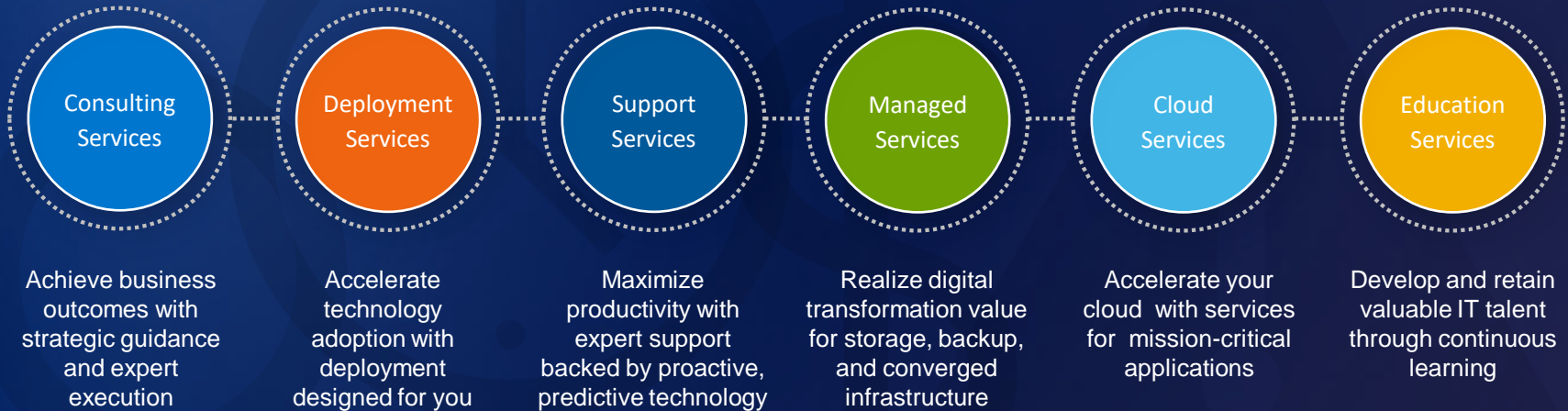


OUTCOMES

Delivering business
cases and justifications to
enable multi-level
decision making

Eliminate barriers to transformation

With Dell Technologies Services



DELLTechnologies



DELL EMC

Pivotal

RSA

Secureworks

virtustream

vmware