

Dell EMC Managed Services for Storage



Best practices to manage storage efficiently, control growth, and sustain optimization

Comprehensive operational management of storage environments

IT decision-makers face unprecedented demand for change in the way technology services are delivered and consumed. Enterprises across the globe are revolutionizing their business models to support this digital transformation, often starting that journey with storage services and opening the door to cloud technologies. When it comes to packaging their storage needs, IT departments are under pressure to adapt to the digital transformation, while doing so with a smaller budget and, consequentially, a smaller staff.

Obtaining, managing, and maintaining storage, and related technologies, consumes IT departments' time and money, which are of the utmost importance in a rapidly expanding market. In order to provide the stability, security, and agility required for your company's technology needs, you need to lower costs while ensuring existing infrastructure remains stable.

Dell EMC can help you combat these challenges with our building block approach to managed services, allowing you to fine-tune your storage needs as your organization requires, and enabling you to think differently about how storage is managed. Engaging Managed Services for Storage allows you to simplify your storage administration by deploying managed service professionals, leveraging extensive management best practices and proven governance methodologies based on ITIL standards. We not only implements all the core ITIL services, but allow you to scale up or down your service consumption as your organization requires — paying-as-you-go and controlling the cost of your organization's storage requirements to only what you need. As a strategic partner with Dell EMC, you realize long-term value for your business instead of just utility.

Key Benefits

Managed Services for Storage deliver:

- Better storage efficiently, controlled growth and sustained optimization
- Improved storage service delivery leveraging ITIL-based delivery practices
- Adaptive delivery models with remote management
- Strategic partnership to support business requirements



STAR Award for Innovation in a Managed XaaS Solution

Dell EMC Managed Services for Storage is available in two varieties:

Managed Services:

- Provides ongoing monitoring, provisioning, and reporting of storage systems, enabling customers to make strategic decisions and help improve systems performance, uptime, and optimization.
- Key capabilities include continuous 24x7 monitoring via remote professionals, turnkey reports detailing system health, insights on capacity activity and trends, performance and resource monitoring, as well as email notification on system issues.
- Provides predefined service-level driven, proactive monitoring and management, uniquely designed for Dell EMC storage technology - leveraging best practices and proven methodology with standardized approaches.
- Manages Dell EMC storage and performs 24x7 monitoring, provisioning and optimization.
- Provides coordinated planning, scheduling, execution, management, and change management activities.

Add-on Services:

- Provides custom managed services engagement to fulfill virtually any additional customer requirements.
- Enables the opportunity for tailored IT transformation and provides specific support where the business requires
- Provides fully customizable managed services based on business and technical requirements with add on options
- Employs proven processes and methods
- Deliver business transparency into storage operations

Service Overview

Our expertise in storage, combined with a business driven and customer centric approach, enables you to hand off management to managed services experts and sustain technology optimization.

Dell EMC focuses on three core values, enabling you to consume, govern, and run IT in a more optimal manner:

- We are business driven. Consider Dell EMC a strategic partner. We place an emphasis on providing you the business transparency your organization requires by managing and inspecting operations through SLAs.
- Our professionals are customer centric. Our customer's success is a top priority. Consequently, we are focused on understanding your business and IT operational needs to meet your demands and proactively manage to improve the storage environment.
- We put an emphasis on operational expertise and quality of service with continuous improvement processes during the engagement. Managed Services award-winning professionals are the best in the business, with extensive experience across the entire Dell Technologies technology stack. Dell EMC deploys certified professionals trained on the latest technologies, leveraging ITIL best practice frameworks and proven governance approaches and process methodologies.

In complement to this customer centric approach, our pricing model helps classify customers by the size of their enterprise's storage needs. These categories are primarily defined by the size and storage needs of your enterprise (supporting SAN, NAS, archive, and object storage). Through this pricing model, we determine the appropriate sizing for your company's storage requirement.

Service Value

Dell EMC Managed Services for Storage has the expertise to be a valuable strategic partner, delivering your storage needs while meeting set business requirements, including SLA metric tracking to ensure service levels are met. Many of our customers run at 100% achievement for multiple years due to these SLAs, guaranteeing that their enterprise is getting the most out of storage managed service. Our distinguished engineers, combined with our managed services disciplines, ensure knowledge of future products and allows us to direct customers to new technologies based on our customers' needs.

Managed Services for Storage can be the first step in your technological journey. Dell EMC drives and aligns the delivery of its managed services to your business factors, meeting specific needs. Our commitment to service excellence allows you to manage growth and optimize the performance of your storage investment, leveraging extensive storage expertise, and ensuring that your data is secure.

Managed Services for Storage delivers:

- Improved storage service delivery leveraging ITIL-based delivery practices
- Adaptive delivery model with remote management, predefined and custom delivery options
- Strategic partnership to support business requirements

For details about **Managed Services** contact your Dell EMC representative or visit us at Dell.com/ManagedServices.