ProDeploy Suite

Accelerate enterprise technology adoption with expert deployment designed for you
Shift resources to innovate and drive better business outcomes

The landscape faced by IT managers and business leaders today can be complex and time consuming to navigate. Continually evolving technology in cloud, converged datacenter, Internet of Things, and big data present a world of new opportunities - and new challenges. To drive transformation for your organization, you must juggle resources, manage budget constraints and shuffle competing priorities – all with an eye on aggressive timelines.

Drive rapid adoption of your digital technologies

To get the most out of new technology and start realizing a return on investment, you need systems out of the box and into optimized production – without risk of unplanned downtime. It’s a tall order but there is a solution – trust Dell EMC experts and partners to lead deployments from basic hardware installations through planning, configuration and complex integrations.

The ProDeploy Suite is designed to complement your business model – whether you have an experienced IT staff or no staff at all. We understand the demands on you and your team, and are here to provide the right assistance to keep up with your evolving technology needs.

Faster, better deployment with less IT Effort

Systems deployed by Dell EMC experts have up to

- 92% Reduced hands-on time for in-house admins
- 66% Faster time to deploy
- 49% Fewer Technical Support calls within the first 90 days

Dell EMC does what we do best, while you focus on your business

At Dell EMC we have spent over 30 years building deployment practices backed by elite professionals with broad and deep experience utilizing best-in-class processes. Our established global scale drives consistent deployments to help you drive greater business results, around the clock and around the globe. From simple hardware installations to the most complex hardware and software integration, we take the guess work and risk out of deploying the new technology you need to transform IT and business.

Deployment services in 118 countries

- 55K technical service professionals
- Access to consistent, single-source expertise
- Over 95% Customer Satisfaction
ProDeploy Suite
Get more out of technology starting day one

Trust Dell EMC experts and partners to lead deployments from basic hardware installations through planning, configuration and complex integrations. Our complete suite of deployment services and technical education opportunities helps you achieve business outcomes today and tomorrow.

Servers | Storage | Data Protection | Networking

Basic Deployment
• Expert deployment technicians
• Onsite hardware installation
• Packaging material disposal

ProDeploy
• Single point of contact for project management
• Implementation planning
• 24x7 onsite hardware installation
• 24x7 install and configure system software
• Project documentation and knowledge transfer

ProDeploy Plus
• In-region, single point of contact for project management
• Physical installation and standard onsite system software configuration
• 30-days of post-deployment configuration assistance
• Training credits for Dell EMC Education Services
• Configuration data transfer to Dell EMC technical support

Experts
• 55K technical service professionals
• Access to consistent, single-source expertise
• Over 95% Customer Satisfaction

Insights
• Best-in-class processes based on 30+ years of experience

Ease
• Up to 49% fewer Technical Support calls²
• Deployment services in 124 countries
ProDeploy Plus

Experience the market’s most complete deployment service

Our deep expertise in project management, focus on rapid integration and commitment to education help you make IT transformation real. From beginning to end, ProDeploy Plus provides the skill and scale needed to successfully execute demanding deployments in today’s complex IT environments.

We start with a site readiness review, planning and recommendations. A single point of contact for localized project management and a more personalized experience through a Technology Service Manager (TSM) for entitled devices, will elevate your deployment experience. Post-deployment configuration assistance, testing, and product orientation help you rest easy knowing your systems have been deployed and integrated right. Flexible training credits empower your staff to build the right skills to fully utilize your new technology.

With ProDeploy Plus, you get everything in ProDeploy and more:
- In-region, single point of contact for project management
- 24x7 installation and standard onsite system software configuration
- 30-days of post-deployment configuration assistance
- Training credits for Dell EMC Education Services

ProDeploy

Go beyond the essentials - maximize your hardware and software investment

Rapidly adopt new technology and set your organization up for success with expert planning and implementation. ProDeploy provides full service installation and configuration of both hardware and system software by certified deployment engineers. To prepare for the deployment, we conduct a site readiness review and implementation planning. System testing, validation and full project documentation with knowledge transfer complete the process. We focus on getting you up and running so you can focus on your business and prepare for whatever comes next.

With ProDeploy, you get:
- Single point of contact for project management
- Implementation planning
- 24x7 onsite hardware installation
- 24x7 install and configure system software
- Project documentation and knowledge transfer
Basic Deployment

Get consistent hardware installation by experienced technicians

Trust Dell EMC to install your hardware quickly and right the first time, while freeing up your staff’s time. Basic Deployment delivers worry-free professional installation of server, storage data protection and networking systems by experienced technicians who know Dell EMC products inside and out. Not only will you save time, you’ll reduce the need for maintenance and simplify future projects when you let Dell EMC or our partner’s deployment experts do the heavy lifting – whether you have one site or multiple locations.

With Basic Deployment, you get:

- Onsite hardware installation during business hours
- Packaging material disposal at on-site refuge and recycle locations

Deployment Training and Certification

Gain industry-recognized deployment expertise

Through training and certification, IT professionals and partners can gain the same storage and networking expertise as Dell EMC certified engineers. We provide the knowledge and skillset needed in today’s competitive IT environment to get the most out of investments quickly, reduce risk and keep infrastructures running smoothly. From comprehensive planning to installation and configuration, Dell EMC Certified Proven Professionals are better equipped to rapidly implement and optimize new technology.

Dell EMC Certified Proven Professionals get:

- Industry recognized Deployment Certification
- Recognition of exam completion with online badge
- Increased knowledge and skillset

Best-in-class processes based on 30+ years of experience
ProDeploy Suite
Which choice is right for you?

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*Hardware installation not applicable on select software products

“We are not experts on the Dell technologies — Dell is. That’s why Dell ProDeploy Plus was so valuable for us. The knowledge transfer from the Dell engineers was clear, and the entire process gave us security and peace of mind about our new Dell server, networking and storage solutions.”

Alex López
Technology Infrastructure Director
The Elite Flower

Partner with the best

Use partners with Dell EMC Service Delivery Competencies

Dell EMC enables our best partners to obtain a Services Delivery Competency to deliver or co-deliver deployment services. The competencies enable partners to deploy Dell EMC hardware and access exclusive Dell EMC tools, best practices, and the latest critical technical updates. Selecting a partner who has a competency ensures your deployment will be performed with the highest levels of expertise, accuracy and efficiency. You can search for a partner with a Service Delivery Competency in your local area by using our Find A Partner tool.

When you need help with unique deployment challenges

The ProDeploy Suite is complemented with additional deployment services to accelerate adoption in HPC, storage, data protection, data migration, big data analytics, networking and beyond.

**ProDeploy Flex for Data Center**

ProDeploy Flex for Data Center helps you minimize risk and downtime when deploying a large volume of data center technologies into your environment.

- Take advantage of a flexible service model built on the foundation of ProDeploy Suite features.
- Value-added planning and management with the flexibility to select the installation and configuration capabilities that meet your unique large-scale deployment needs.

**ProDeploy on HPC**

Allow Dell EMC HPC experts to deploy the optimal data center environment for your high-performance computing (HPC) objectives:

- Choose onsite installation and configuration or further streamline deployment with Dell EMC’s Factory Integration
- HPC solution is validated and benchmarked to ensure maximum performance
- Product orientation provided throughout to help quickly onboard your HPC team
Intelligent Data Mobility
Accelerate your time-to-value, at a lower cost and with minimal disruption to your environment. Intelligent Data Mobility (IDM) allows you to focus on your business, while Dell EMC manages your migration.

• Reduce time, cost and complexity of your data migration
• Accelerate time-to-value on new storage
• Focus on your business while Dell EMC experts move your data seamlessly
• Take advantage of Dell EMC’s proven, standardized platform and vendor-agnostic methodology

Residency Services
Residency Services provide technology experts to optimize configurations, processes and procedures, and share knowledge with IT staff. Transition to new capabilities quickly, while keeping your data center running at its peak.

• Increase IT staff expertise with knowledge and best practices sharing from our technology experts
• Accelerate technology adoption and maximize your infrastructure capabilities
• Optimize the operation and management of your data center

Experience the Dell EMC difference
Built on the principle of putting customers first, Dell EMC is uniquely positioned to provide consistent services from edge to core to cloud. Dell EMC Services are designed to transform your investments and enable you to be an agent of change for your organization.

Whether you’re adding new technology, consolidating existing systems or building a data center from the ground up, you can count on Dell EMC for an efficient-deployment culture beginning at the factory. Make sure even the most complex project is effectively planned, configured, integrated and tested right from the start and supported for the future. We’ll look after your deployment projects, so you can look after your business and drive rapid adoption of your digital technologies.

Go to Dell.com/prodeploy for more information or contact your Dell EMC sales representative.

1Source: Based on “Bring new systems to production readiness faster and with less effort from in-house administrators”, a Principled Technologies Test Report commissioned by Dell, February 2017. Full report found here: http://facts.pt/YU95pg

2Based on a December 2017 internal analysis of support data from Oct. 2015 through June 2017 for Dell SCv/PS/PowerVault Storage devices. Actual results may vary.

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