

Dell EMC Residency Services



99.5% of businesses recognize **direct value from resident engineers** across IT and business outcomes. Among those, almost half saw increased revenue as a result.

Trusted technologists with validated expertise and skills

To keep pace with change, increase resiliency and create competitive advantage, organizations should embrace bold IT transformation strategies. But implementing new solutions in a way that drives value back to the business, without deterring everyday operations, poses significant challenges for many organizations.

Residency Services provide specialized experts to help organizations in a number of ways, including:

- Drive transformation initiatives and integration at scale
- Deliver accelerated adoption of new technology
- Expertly pair solutions to the unique business environment
- Keep IT infrastructure running at its peak

With a broad range of specialties and consumption models, Residency is your perfect match to drive future growth. And, Residency Services have been found to deliver significant, measurable benefits.

Key benefits:

- **50%** improvement in technology performance
- Increased technology utilization by **47%**
- **40%** reduction in cost of IT service delivery
- Improvement in IT staff efficiency by **45%**
- **23** fewer incidents per month
- **9** weeks saved during technology transitions

Set your business up for future success and growth


Unmatched expertise

Residents are specialized experts with:

- Validated expertise across Dell EMC infrastructure & platform solutions
- Extensive training and testing tracked for each resident
- Education and certifications that evolve to keep pace with shifting technologies and needs

Industry Standard
Top 10
Ranking in Pearson VUE Value of IT Certification survey

Unleash the potential of your technology

<p>TECHNOLOGY TRANSITION & OPTIMIZATION</p> <ul style="list-style-type: none">• Primary & Unstructured Data Storage• Data Protection• Server• Networking• Converged Infrastructure• Hyperconverged Infrastructure• Dell Technologies Cloud Platform		<p>PLATFORM & SOLUTION TRANSFORMATION</p> <ul style="list-style-type: none">• Multicloud Infrastructure• Business Resiliency• Data Center Modernization• Cloud Native Apps• Application Optimization• Program Management• Digital Workplace• Virtual Desktop• Communication & Collaboration
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Experience the Perfect Match

Individualized service supported by an extensive global network with utmost resource flexibility

Available for in-person or virtual engagement

- Onsite experts provide face-to-face interaction for a more personalized experience and are available in local languages
- Remote experts available in over 100 countries
- Short-terms engagement options (1 & 2 week minimums) for remote service

Rigorous Resource Selection Process

We carefully match the right resource to each unique customer

To learn more, contact your local representative or authorized reseller, or visit delltechnologies.com/residency

Source: IDC InfoBrief, sponsored by Dell Technologies, The Value of Resident Engineers on your IT Transformation Journey, June 2020

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