


The race to adopt new business models is on.

DELL Technologies

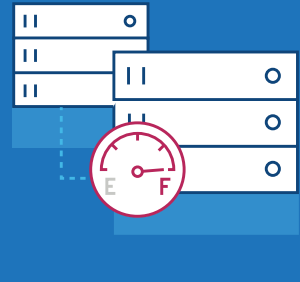
Most CIOs are facing significant IT transformation over the next 5 years, balancing a complex mix of priorities to achieve better business outcomes.

-  Managing the complexity of hybrid IT environments
-  Improving adoption and usability across all aspects of IT for internal and external customers
-  Aligning IT service delivery with the needs of the business
-  Helping business managers maximize the value of innovative IT solutions

Residency supports enterprises that need help in 3 core areas



Accelerating technology adoption and utilization, leading to better business results.



Optimizing existing technology, leading to better performance and fewer issues.



Improving IT service delivery, leading to reduced service delivery cost.

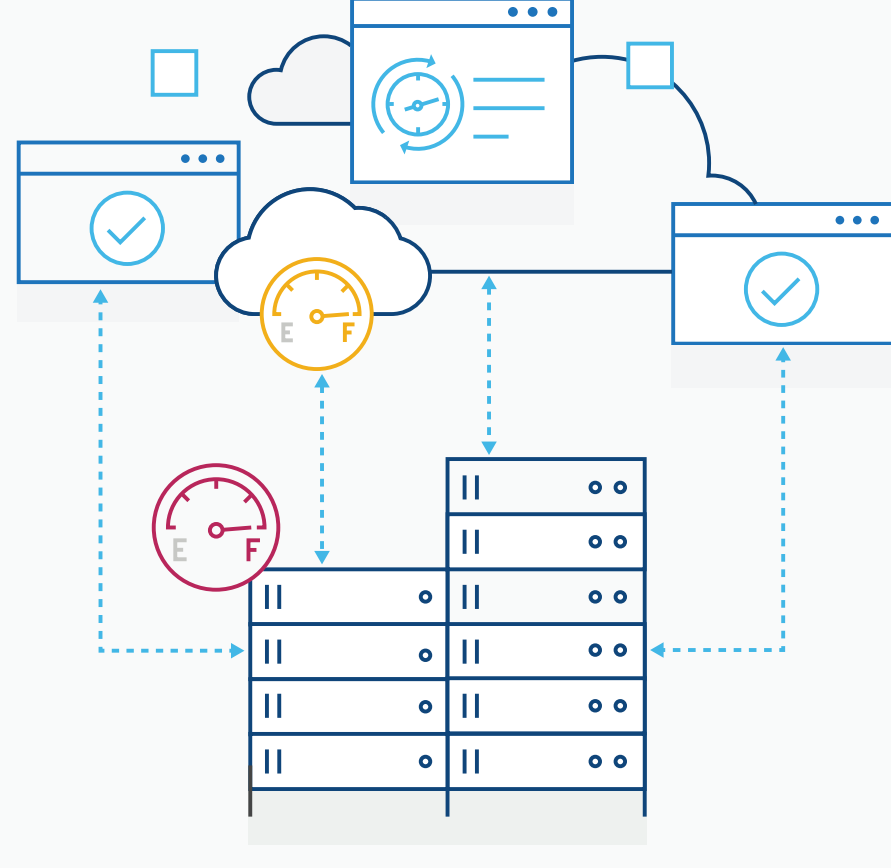
Residency engagements deliver high customer satisfaction

99.5%

of those surveyed recognize a direct value from resident engineers across IT and business outcomes

Directed by customer needs, Residency services solve a diverse mix of challenges

78%



of respondents indicated residents performed well in helping to optimize existing IT infrastructure

47%

of respondents said resident engineers were able to help them use technology to directly increase revenue



Resident engineers deliver significant, measurable benefits

50%

improvement in overall technology performance



increase in technology utilization

47%

40%

reduction in cost of IT service delivery

23

less incidents

Resident engineers help transition to new technologies faster and optimize across IT infrastructure.

9

weeks saved

Dell EMC Residency Services provide the expertise needed to drive effective IT transformation.

Learn more about [Dell EMC Residency Services](#)

Read the entire [InfoBrief from IDC](#)

Backed by Dell Technologies, Residents are highly trained and specialized, with a rigorous matching process to pair the best Resident to each customer.

Residents are guided by the priorities of the customer, with the flexibility to adapt as needs evolve. With a broad range of global capabilities, Residency is tailored to meet your individual needs.