Residency supports enterprises that need help in 3 core areas:

- **Improving IT service delivery**, leading to reduced service delivery cost.
- **Optimizing existing technology**, leading to better performance and fewer issues.
- **Improving technology adoption and utilization**, leading to better business results.


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

Residency engagements deliver high customer satisfaction:
- 99.5% of those surveyed recognize a direct value from resident engineers across IT and business outcomes.
- 78% of respondents indicated resident engineers 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.
- 50% increase in technology utilization.
- 47% reduction in cost of IT service delivery.
- 40% less incidents.
- 23% resident engineers help transition to new technologies faster and optimize across IT infrastructure.
- 9 weeks saved.

Directed by customer needs, Residency services solve a diverse mix of challenges:
- Guided by the priorities of the customer, with the flexibility to adapt as needs evolve.
- Tailored to meet your individual needs.

Learn more about Dell EMC Residency Services.