Microsoft’s #1 Windows Deployment Partner for 10 years running

Helping customers get the most out of their data center investments, Dell EMC is the #1 Enterprise Deployment partner for Windows. For customers looking to build on their deployment experience, Dell EMC offers Residency Services.

Residency Services provide technology experts with specialized training and certifications in Microsoft Servers. Residents optimize configurations, processes and procedures, and share global best-practices with your IT staff.

Why Residency Services for Microsoft Servers?
Expertise from Dell EMC Proven and Microsoft Certified Professionals

Resident Experts help your IT staff transition to your new Microsoft Server environment quickly, while managing crucial lifecycle operations for your data center.

Customers direct Residents’ priorities and time, with flexibility to extend the engagement as needs change. Optimize your Microsoft Server environment by leveraging our expertise in the latest technologies.

Individually selected to fit your needs

The Residency Services program matches you with an expert that best fits your unique requirements and goals. Dell EMC uses a comprehensive Residency database to select candidates based on the specific skills, experience and certifications you need. We will work with your team to understand your environment, technical requirements, and identify the best Resident for your project.
Leverage Dell EMC process and IP

Our proven and time-tested methodology ensures smooth and consistent project execution from start to finish. Each Residency Services engagement includes:

• An introductory meeting with a Project Administrator to set expectations
• Weekly status reports from Residents to keep projects on-track
• Monthly reviews with a delivery manager to ensure we’re meeting service requirements

Residents have access to our extensive knowledge base, tools and community of technology experts, keeping them agile in our evolving IT landscape. Choose Residency Services for help with technologies we work on every day.

Typical areas of expertise and capabilities

- PowerEdge Server
- Dell Networking
- OpenManage Enterprise

Microsoft Certified
- MCSE – Core Infrastructure

Dell EMC Proven Professional
- PowerEdge Specialist

- Operating Systems – Windows, Hyper-V
- Top of Rack Multi-vendor Switch
- Fibre Channel/SAS/iSCSI
- Windows Failover Cluster Manager

Capabilities at a customer site

- Integrates and extends servers into a Microsoft environment
- Helps customers manage day-to-day activities for their server environment
- Manages firmware updates to increase reliability and availability of data
- Configures OpenManage Enterprise
- Recommends best practices for operating Dell EMC servers in a Microsoft environment
- Documents processes and procedures for operating Dell EMC technology
- Updates and monitors hardware to maintain health of your overall system

To learn more click: www.dell EMC.com/microsoftresidency

1 Based on IDC InfoBrief sponsored by Dell Technologies, Accelerating Digital Transformation with Resident Engineers. IDC interviewed Dell EMC customers who have extensive experience with resident engineers, and surveyed 200 CIOs and IT managers to gain insight into how IT organizations are currently using resident engineers. For more information go here or contact your Dell EMC Sales representative.

2 Product expertise, certifications, technical skills and capabilities vary for each Residency engagement. Contact your local representative and authorized reseller to discuss your specific needs and goals.

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