Residency Services for VMware Servers

Summary
Helping customers stay one step ahead, Dell EMC and VMware enable customers to get the most out of their data center investments.

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

Why Residency Services for VMware Servers?
Expertise from Dell EMC Proven and VMware Certified Professionals
Resident Experts help your IT staff transition to your new VMware 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 VMware Server environment by leveraging our expertise in the latest technologies.

Individually selected to fit your unique needs
The Residency Services program matches you with an expert that best fits your unique requirements and goals. Dell Technologies 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.

Adopt technology 56% faster

Improve technology performance by up to 53%

Lower IT service delivery costs by 46%

Increase staff efficiency by 49%
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

Dell EMC Product Expertise
- PowerEdge Servers
- Dell Networking
- OpenManage Enterprise
- vCenter
- vSphere

Certifications
- VMware Certified Professional
  - VCP-DCV
- Dell EMC Proven Professional
  - Specialist, PowerEdge Server

Additional Technical Skills
- Operating Systems - Windows
- Top of Rack Multi-vendor Switch
- Fibre Channel/SAS/iSCSI

Capabilities at a customer site

- Integrates and extends servers into a VMware 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 VMware 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.dellemc.com/vmwareresidency

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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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