

# Residency Services



Recommended by  
**97.5%**  
of customers<sup>1</sup>

## Technology experts backed by Dell EMC

### Business challenges

Complex technology initiatives like cloud and virtualization are a growing priority for organizations looking to innovate and decrease time to market. To remain relevant, IT groups need to be agile when introducing new technologies. At the same time, agility must be balanced with budget constraints, the demand for improved productivity, and the need for specialized skill sets. Once new technologies are in place, it's critical that IT staff be able to take advantage of new features with little or no ramp time.

Understanding and implementing best practices to maximize efficiency is key to success. With any new technology, knowledge gaps can exist and need to be addressed. Let Dell EMC Residency Services help.

### Service overview

Residency Services provide technology experts to optimize configurations, processes and procedures, and share knowledge with your IT staff. Transition to your new platform capabilities quickly, while keeping your data center running at its peak. With total control of these experts' priorities and time, you'll have the flexibility to adjust resources and budget to your evolving business needs. Free your IT staff from the tactical to give them more time to innovate.

Every resident is backed by Dell EMC expert engineers, solution architects and implementation specialists—supplementing their own skills with an arsenal of proven tools, ITIL-aligned processes, and industry best practices.

### Key benefits

- Accelerate technology adoption by up to 56% and maximize your infrastructure capabilities<sup>1</sup>
- Increase IT staff expertise with knowledge and best practices sharing from our technology experts
- Optimize the operation of your data center to improve overall technology performance by up to 53%<sup>1</sup>

A Residency engagement could include a wide range of technologies, including Dell EMC:

- VMware
- Converged Infrastructure
- Data Protection
- Software
- Storage
- Networking
- Servers

Residents play an important role in the technology adoption lifecycle—with both long and short-term services available. There are two types of Dell EMC Residency Services:

- **Transitional Residents:** provide post implementation management and knowledge transfer related to a new technology acquisition
- **Operational Residents:** provide day-to-day operational management of the IT infrastructure

### Why Dell EMC Residency Services?

Dell EMC is a global provider of information infrastructure solutions and services. We specialize in helping IT leaders transform their operations and deliver more value to the business in agile, trusted and cost-effective ways. Choose Dell EMC Residency Services to support your needs on technologies we work with every day.

#### Experts:

- Certified Dell EMC technical experts\*
- Backed by 60,000+ Dell EMC Services and partner professionals
- Specialized experts across Dell EMC products

#### Insights:

- Access Dell EMC product engineering, IP, knowledge databases, and tools
- Benefit from Dell EMC use cases relevant to your needs
- Increase IT staff efficiency by up to 49% with on-the-job knowledge sharing<sup>1</sup>

#### Ease:

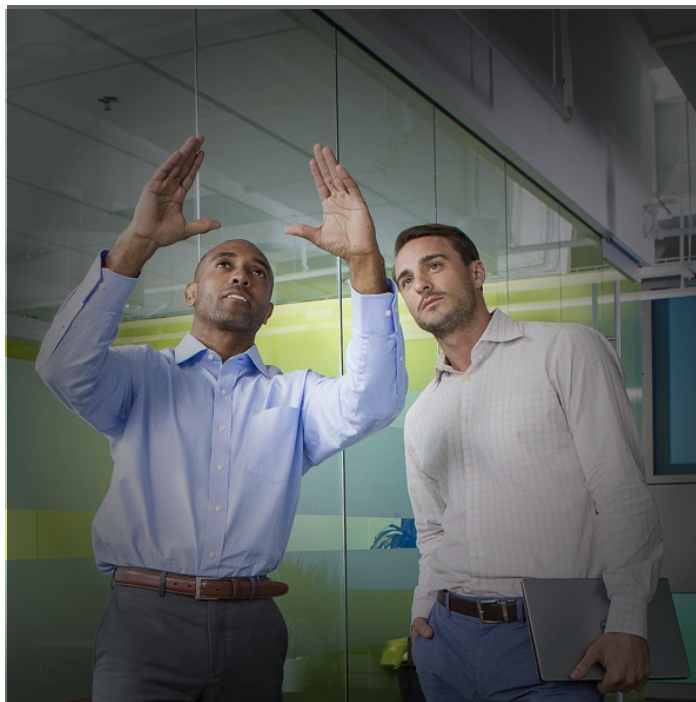
- Onsite and remote delivery options available across all regions\*\*
- Flexibility to adjust engagement timeframes to fit your needs and budget
- Expert resources focus on your business priorities

To learn more, contact your local representative or authorized reseller.

<sup>1</sup>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.

\*Certifications vary across specific technologies.

\*\*Remote delivery available for select technologies only. Contact a Dell EMC Representative to learn more.



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