Dell EMC Ready Solutions for VDI

Enhance productivity with secure virtual desktop solutions that are quick and easy to implement

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VDI is now ready for prime time

Data center transformation initiatives often lead to an exploration of desktop and application virtualization. However, organizations looking to adopt VDI have typically faced a number of hurdles, including long planning and procurement cycles, significant upfront infrastructure investments, and difficulty delivering a consistent user experience across locations and devices. These hurdles have turned many organizations away from adopting VDI, despite its security and productivity advantages.

But there is good news on the horizon: Dell EMC offers validated and optimized VDI solutions that provide the requisite data and application security while allowing IT to get started quickly and deliver optimized end-user performance. Dell EMC Ready Solutions for VDI provide a wide range of choices to meet a variety of needs and come with optional Dell EMC endpoints and familiar management tools that allow you to get up and running faster and streamline your day-to-day operations.

Secure your environment

The trends of mobility and “bring your own device” (BYOD) mean that more devices and sensitive data are out of direct IT control, increasing the risk for data theft and virus, malware, and ransomware attacks. VDI is inherently more secure than physical desktops because files and data don’t leave the data center, and all communications between the client and infrastructure are encrypted. But even though they are intrinsically very secure, virtual desktops and thin clients need protection against advanced viruses and commodity malware. Dell EMC offers security from the data center all the way to the endpoint, to protect you against cyber threats.

Empower your workforce

Workforce productivity increases when employees can securely access their desktops and applications from their chosen device at the times and places they choose to work. High expectations for mobility and BYOD are causing workloads to evolve rapidly. IT must adapt by making sure resources match increasing demands for fast delivery, predictable scale and high performance. Dell EMC Ready Solutions for VDI transform the workplace by enabling BYOD and mobility to enhance user collaboration and productivity.

Reduce operations costs

IT is challenged to increase the speed and quality of service while reducing costs and maintaining staffing levels. Dell EMC Ready Solutions for VDI help IT answer the challenge in two ways. First, these configured and validated solutions streamline infrastructure procurement and speed up deployment, so IT teams can achieve working solutions quicker than with “build your own” environments. Second, most client VDI environments contain hardware, networking, software and endpoints from different vendors, making support complex. With Dell EMC Ready Solutions for VDI, you can make one call to Dell EMC for help with hardware or software issues, from data center to endpoint.
Are you facing any of these challenges?

“It’s critical that our sensitive data remain secure.”
One of the major trends emerging in the market is the increased demand for secure computing. Businesses are right to be wary about confidential data being compromised by a third party, thus necessitating the adoption of strict security measures. The BYOD revolution has only added to these data security concerns. As employees increasingly use their personal mobile devices with the enterprise network, concerns about information security, hacking and malware attacks increase. Dell EMC Ready Solutions for VDI help allay these concerns — first, with the inherent security of VDI in keeping data behind the corporate firewall, and second, with advanced hardware and software data security measures available only from Dell EMC.

“We need to provide employees with the tools they need to be as productive as possible.”
Today’s workforce can’t be tied to a desk. To thrive, employees need secure ways to work virtually, from anywhere, at any time, on any device. These expectations place huge demands on IT to keep up with insatiable demands for consumer-grade convenience. It’s time for a new model, one that liberates organizations from costly infrastructure maintenance and delivers the service and availability end users demand. Dell EMC Ready Solutions for VDI give IT the power to enable BYOD and anytime/anywhere convenience to enhance collaboration and productivity. Dell EMC solutions are validated and optimized to overcome both the performance bottlenecks that impact users and the administrative pain points typical with traditional VDI deployments.

“We need solutions that make IT delivery more efficient.”
The heart of an organization’s competitive ability resides in IT. There’s no doubt that success requires IT transformation. But even transformation can create a drag on IT. For example, rolling out a typical VDI initiative can involve a time-consuming design, procurement and deployment cycle, requiring multiple complex design decisions, validation of the various components, setup and configuration of the infrastructure, and reliance on multiple vendors to manage and support the environment. Dell EMC Ready Solutions for VDI remove complexity, reduce costs and optimize the use of IT resources with simplified deployment and management. These validated solutions are entirely supported by Dell EMC and its partners, giving you a better path forward for VDI.
Solution overview

Dell EMC Ready Systems
Dell EMC Ready Systems are rack-scale converged or hyper-converged infrastructure (HCI) — including servers, data storage devices, networking functions, virtualization, and management software — in configurations that have been tested and validated for a specific application, use case or workload.

Dell EMC Ready Nodes
Dell EMC Ready Nodes are building blocks designed for you to start or scale workload-specific deployments. These tested and validated solutions are built on Dell EMC PowerEdge servers configured for specific applications.

Dell EMC Ready Bundles
Dell EMC Ready Bundles are tested and validated multicomponent bundles — with servers, storage, networking, software and services — in optimized configurations for an application, workload or use case.

Dell EMC Ready Solutions for VDI
Dell EMC offers a range of end-to-end VDI solutions to suit different needs. All these solutions are supported by detailed Reference Architecture documents and thousands of hours of lab testing, guaranteeing predictability, scalability and an excellent end-user experience. Multiple configurations for VDI are available, based on Dell EMC PowerEdge servers. Dell EMC Ready Solutions for VDI support:

- Hypervisor choice:
  - Citrix® XenServer®
  - Microsoft® Hyper-V®
  - VMware® ESXi™

- Connection broker software choice:
  - Citrix XenDesktop® and XenApp®
  - Microsoft Remote Desktop Services (RDS)
  - VMware Horizon® and Horizon Apps

- Configuration choice:
  - Dell EMC Ready Systems for VDI are tested and validated engineered systems for VDI on hyper-converged infrastructure (HCI) platforms. They ensure rapid deployment with linear and predictable scalability. Deployment services provide “white glove” installation of these VDI-optimized appliances.
  - Dell EMC Ready Nodes for VDI are available with software-defined storage (SDS) technologies, bringing you confidence, convenience and outstanding customer support. The hardware and software elements are tightly integrated as certified building blocks, but you keep control over the system build.
  - Dell EMC Ready Bundles for VDI are reference architectures built on traditional three-tier infrastructure (server, SAN and networking), certified for Citrix, Microsoft and VMware. You can use your existing SAN and networking hardware. They offer the maximum flexibility and can be a great choice for enterprises with skilled IT VDI staff.

Dell EMC Ready System for VDI on VxRail
Fully integrated, configured and tested VMware HCI appliance for VDI
Dell EMC VxRail appliances are the standard in HCI and have been jointly developed by Dell EMC and VMware. The Dell EMC Ready System for VDI on VxRail is ideal for a range of VDI environments, including those that need to start small and grow, or those that require GPU acceleration. The Dell EMC Ready System for VDI on VxRail removes the complexities of having to stand up a new traditional, yet siloed, infrastructure to run VDI, dramatically speeding time to deployment and reducing costs.

Solution benefits
- **Simplicity** — Simple setup for multiple supported VDI clients and remote management, along with a single point of global 24x7 support for hardware and software, make the solution ideal for organizations or locations with limited on-site staff.
- **Integrated lifecycle management** — VxRail integrates management into a single pane of glass for the entire appliance. IT resources with VMware vCenter® knowledge can intuitively manage using VMware and Dell EMC management software.
- **Rapid deployment** — Streamlined procurement, simplified deployment and integrated tools drastically shorten the time needed to get the appliance up and running.
Dell EMC Ready System for VDI on XC Series
Scale predictably and efficiently with a flexible and massively scalable solution powered by Nutanix®
Simplify desktop virtualization and application through easy to order appliance-based configurations with predictable per-seat scaling costs to fit a broad range of use cases, and a combination of native tools and a powerful UI which allows users to deploy and manage virtual desktops and applications more easily. Perfect for virtual desktop environments of any size, the XC Series for VDI is ideal for organizations looking for a virtualization solution that deploys rapidly and scales easily. Citrix Cloud managed environments can be easily deployed on XC Series for VDI using the Citrix Workspace Appliance integration.

Solution benefits
- **Flexibility** — Supports several different hypervisors and connection brokers for customers needing choice.
- **Massive scalability** — Scale from 3 to 1,024 nodes per cluster.
- **Predictable cost, performance, and linear scale** — Add nodes to support a growing workforce or increase performance while avoiding “step function” infrastructure costs through a converged infrastructure with compute and storage for a specific number of users.¹

Dell EMC VMware vSAN Ready Nodes for VDI
Reduce project risk and lower TCO with a VMware vSAN building block that’s fast and easy to scale
Dell EMC VMware vSAN Ready Nodes for VDI are built on Dell EMC PowerEdge servers that have been configured, tested and certified to run VMware vSAN™ and ESXi. Dell EMC VMware vSAN Ready Nodes for VDI include just the right amount of CPU, memory, network input/output (I/O) controllers, hard disk drives (HDDs) and solid-state drives (SSDs) that are well-suited for VDI workloads on VMware vSAN.

Solution benefits
- **Control the system build** — Jointly validated solutions come in tested, certified server configurations with choice over hardware selections.
- **Improve storage efficiency** — Choice of flash or hybrid disks brings performance as well as predictable and linear cost increase as you grow. It reduces the time and effort it takes to deploy and manage compute and storage infrastructure.
- **Scale quickly** — To scale up, simply add drives and/or flash devices for increased performance and capacity. To scale out, just add more hosts with hybrid or all-flash devices.

¹ Number of users varies with the broker selected and the type of appliance used. Check with Dell EMC for more exact sizing information.
Dell EMC Microsoft Storage Spaces Direct Ready Nodes for VDI
Software-defined storage building blocks provide confidence, convenience and customer support

To keep up with data storage requirements, IT is challenged to find new storage solutions that are simpler and more streamlined and cost-effective than traditional approaches. Microsoft is answering this need with Microsoft Storage Spaces Direct, which allows you to use industry-standard Dell EMC PowerEdge servers with local-attached drives to create highly available, highly scalable storage at a fraction of the cost of traditional storage arrays.

Solution benefits

- **Confidence** — Reliable, easy-to-deploy and easy-to-order VDI solutions on Microsoft-certified building blocks are configured, tested and certified to take the guesswork out of building Storage Spaces Direct clusters.
- **Convenience** — Configured solutions are incredibly convenient to procure and deploy. Dell EMC publishes a VDI deployment guide to make deploying your VDI environment even easier.
- **Customer support** — Benefit from the simplicity of a solution that’s supported globally by Dell EMC and our channel partners for streamlined, collaborative support from the first call.

Dell EMC Ready Bundles for VDI
Validated solutions provide new levels of flexibility and cost savings

Dell EMC Ready Bundles for VDI are reference architectures built on traditional three-tier infrastructure (server, SAN and networking), certified for Citrix, Microsoft and VMware, and providing a scalable, validated and highly available supported infrastructure for VDI. Dell EMC Ready Bundles for VDI are designed for design flexibility that caters to various business and technical requirements.

Solution benefits

- **Highly flexible and ideal for DIY** — Dell EMC Ready Bundles for VDI provide flexibility in form factors, technologies and building blocks for virtualization. With this flexibility, you can easily build a VDI design based on very specific needs.
- **Leverage existing investments** — Recommended configurations can be specifically tailored for your needs, including the possibility to reuse your own networking and SAN hardware.
- **Financially attractive** — Enterprises with skilled IT VDI staff can build a solution using industry-standard hardware and software components for the optimal balance of performance and cost per user.
### Solution overview

Dell EMC Ready Solutions for VDI have been designed in three top-level overarching configurations that apply to the available physical platforms (for CPU, RAM and storage):

- The **A3** configuration is perfect for small scale, PoC or low-density, cost-conscious environments.
- The **B5** configuration is geared toward larger-scale general-purpose workloads, balancing performance and cost-effectiveness.
- The **C7** is the premium configuration offering an abundance of high-performance features and maximizing user density.

<table>
<thead>
<tr>
<th>Dell EMC PowerEdge servers</th>
<th>Dell EMC Ready System for VDI on VxRail</th>
<th>Dell EMC Ready System for VDI on XC Series</th>
<th>Dell EMC Microsoft Storage Spaces Direct Ready Nodes for VDI</th>
<th>Dell EMC VMware vSAN Ready Nodes for VDI</th>
</tr>
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<tbody>
<tr>
<td>V570 (2U—Hybrid)</td>
<td>V570F (2U—AF)</td>
<td>XC640 (1U)</td>
<td>R640 (1U—AF)</td>
<td>R640 (1U)</td>
</tr>
<tr>
<td></td>
<td></td>
<td>XC740xd (2U)</td>
<td>R740xd (2U—Hybrid)</td>
<td>R740/R740xd (2U)</td>
</tr>
<tr>
<td>Intel® Xeon® processor</td>
<td><strong>A3</strong>: 4114 (2x 10-core) / <strong>B5</strong>: 5120 (2x 14-core) / <strong>C7</strong>: 6138 (2x 20-core)</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Memory: RAM (RDIMM @2667 MT/s)</td>
<td><strong>A3</strong>: 192GB (12x 16GB) / <strong>B5</strong>: 384GB (12x 32GB) / <strong>C7</strong>: 768GB (24x 32GB)</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Storage controller</td>
<td>PERC HBA330</td>
<td>Tools/Recovery: 32GB SD</td>
<td>-</td>
<td>-</td>
</tr>
<tr>
<td>Boot device</td>
<td>2x 240GB M.2 BOSS in RAID 1</td>
<td>2x 120GB M.2 BOSS in RAID 1</td>
<td>2x 240GB M.2 BOSS or 2x 16GB SD module</td>
<td>-</td>
</tr>
<tr>
<td>Storage (SD)</td>
<td>Power tools: 64GB SD Module</td>
<td>Tools/Recovery: 32GB SD</td>
<td>-</td>
<td>-</td>
</tr>
<tr>
<td>Storage (hybrid)</td>
<td>In V570: Cache: 2x/4x/6x 1.8TB HDD 2.5&quot;</td>
<td>In XC640, XC740xd: Cache: 2x 480GB/960GB/960GB SSD 2.5&quot;</td>
<td>In R740xd: Cache: 2x 960GB SSD 3.5&quot;</td>
<td>Cache: 2x 400GB/400GB/800GB SSD 2.5&quot;</td>
</tr>
<tr>
<td></td>
<td>Capacity: 2x/4x/6x 1.8TB HDD 2.5&quot;</td>
<td>Capacity: 4x/4x/6x 1.8TB 2.5&quot; / 2TB HDD 3.5&quot;</td>
<td>Capacity: 4x 2TB HDD 3.5&quot;</td>
<td>Capacity in R640: 2x/4x/6x 1.8TB HDD 2.5&quot;</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>Capacity in R740/R740xd: 2x 1.8TB/4x 1.8TB/6x 1.2TB HDD 2.5&quot;</td>
<td></td>
</tr>
<tr>
<td>Storage (AF: All Flash)</td>
<td>In V570F: Capacity: 2x/4x/6x 1.92TB SSD 2.5&quot;</td>
<td>In XC640: Cache + capacity: 6x/10x 960GB SSD 2.5&quot;</td>
<td>In R640: Cache + capacity: 4x/6x 960GB SSD 2.5&quot;</td>
<td>Capacity (all form factors): 2x/4x/6x 1.92TB SSD 2.5&quot;</td>
</tr>
<tr>
<td>NVIDIA Tesla GPU (in 2U servers only)</td>
<td>2x M10, 3x M60, 3x P40</td>
<td>2x M10, 3x M60</td>
<td>-</td>
<td>3x M10, 3x M60, 3x P40</td>
</tr>
<tr>
<td>Network</td>
<td>Intel X710 QP 10Gb SFP (NDC)</td>
<td>2x 10Gb, 2x 1Gb SFP+/BT</td>
<td>2x 10Gb, 2x 1Gb SFP+/BT 2x 25Gb Mellanox DA/SFP (RDMA)</td>
<td>Intel X710 QP 10Gb SFP (NDC)</td>
</tr>
<tr>
<td>iDRAC</td>
<td>iDRAC Enterprise 9</td>
<td></td>
<td></td>
<td></td>
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<tr>
<td>Power</td>
<td>2x 2000W PSUs</td>
<td>2x 1100W PSUs (without GPU) or 2x 2000W (with GPU)</td>
<td></td>
<td></td>
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<tr>
<td>Hypervisor</td>
<td>ESXi, Hyper-V, XenServer, Nutanix AHV</td>
<td>ESXi, Hyper-V, XenServer, Nutanix AHV</td>
<td>Hyper-V 2016</td>
<td>ESXi</td>
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<tr>
<td>SDS</td>
<td>VMware vSAN</td>
<td>Nutanix</td>
<td>Microsoft Storage Spaces Direct</td>
<td>VMware vSAN</td>
</tr>
<tr>
<td>Connection broker</td>
<td>Horizon, XenDesktop</td>
<td>Horizon, XenDesktop</td>
<td>Microsoft RDS, XenDesktop</td>
<td>Horizon, XenDesktop</td>
</tr>
<tr>
<td>Management</td>
<td>VxRail Manager Secure Remote Services (ESRS)</td>
<td>VxRail Manager Secure Remote Services (ESRS)</td>
<td>Dell EMC OpenManage</td>
<td></td>
</tr>
<tr>
<td>Software</td>
<td>VMware vCenter, vSAN Enterprise, VMware vRealize® Log Insight™</td>
<td>Nutanix Prism®, vCenter, Microsoft SCVMM</td>
<td>Microsoft Windows Server® 2016 Datacenter Edition</td>
<td>vCenter</td>
</tr>
</tbody>
</table>

Color code for configurations: **Dell Blue=A3**, **Green=B5**, **Dell Orange=C7**

* vSAN RN: 3x M10 only possible if not using BOSS
### Enabling technologies

**Dell EMC VxRail** is a configured and tested VMware hyper-converged infrastructure appliance that streamlines and extends the VMware environment while dramatically simplifying IT operations with a known and proven building block for the SDDC.

**Dell EMC XC Series** is a highly scalable HCI appliance, powered by the Nutanix software and supporting a choice of hypervisors.

**Dell EMC vSAN Ready Nodes** combine a wide range of PowerEdge servers with VMware vSAN software into a ready-to-order package.

**Dell EMC Microsoft Storage Spaces Direct Ready Nodes** are configured with certified components and validated building blocks that can simplify ordering and reduce deployment risks.

The 14th generation of **Dell EMC PowerEdge servers** are engineered to deliver unmatched performance and versatile configurations, including flash storage, the latest processors, Boot Optimized Storage Solution (BOSS) option, greater memory bandwidth, and flexible local storage — new NVMe drives — to meet the demands of VDI.

**Dell EMC Storage solutions** — from high-performance All-Flash Arrays to hybrid flash and scale-out NAS storage — help you efficiently store, protect and manage information so you can do more, move faster and perform better.

**Dell EMC Networking solutions** are future-ready and based on open standards to help you improve network performance, lower networking costs, and remain flexible to adopt new innovations.

**Citrix XenServer** is a hypervisor platform optimized for application, desktop and server virtualization infrastructures. Consolidation and containment of workloads enable you to transform IT compute infrastructures.

**Citrix XenDesktop/XenApp** provides secure remote access to employees while cutting IT costs with a virtual app and desktop solution that delivers applications or full virtual desktops from any cloud — public, on-premises or hybrid.

**Microsoft Hyper-V** hypervisor helps you improve the efficiency of your computing resources and free up your hardware resources.

**Microsoft RDS** is the platform of choice for building RDSH and desktop virtualization (RDVH) solutions with Windows Server Hyper-V, providing secure mobile and remote desktop access, and providing users the ability to run apps and desktops from the cloud.

**Microsoft Storage Spaces Direct** is Microsoft SDS technology included at no extra cost in Microsoft Windows Server 2016 Datacenter Edition. It uses industry-standard servers with local-attached drives to create highly available, highly scalable software-defined storage at a fraction of the cost of traditional SAN or NAS arrays.

**Nutanix Acropolis OS and Prism Central management framework** are integrated into Dell EMC XC Series, supporting a choice of hypervisors and providing an enterprise-class infrastructure solution for VDI.

**VMware vSphere®** optimizes performance, availability and efficiency for infrastructure and applications, making it the ideal foundation for any cloud environment.
VMware ESXi is a purpose-built bare-metal hypervisor that installs directly onto a physical server. With direct access to and control of underlying resources, ESXi is more efficient than hosted architectures and can effectively partition hardware to increase consolidation ratios and cut costs.

VMware vSAN powers industry-leading HCI solutions with a vSphere-native, high-performance architecture. It delivers high-performance, flash-optimized, hyper-converged storage for any application — at a fraction of the cost of traditional, purpose-built storage and other, less efficient, HCI solutions.²

VMware Horizon provides virtual desktop brokering capabilities to radically transform traditional VDI, giving you unprecedented simplicity, flexibility, speed and scale — all at lower costs.

VMware vCenter Server® provides centralized visibility, proactive management and extensibility for vSphere from a single console, allowing IT to automate and deliver a virtual infrastructure with confidence.

VMware vSAN ReadyNodes provide the most flexible server options to build HCI based on VMware vSAN.

NVIDIA® GRID™ brings the power of NVIDIA Tesla® GPUs to virtual workstations, desktops and apps, for an immersive experience for everyone from designers to mobile professionals to office workers. NVIDIA GRID GPUs are validated only on the VMware ESXi offerings.

Complete your solution with Wyse thin clients
Purpose-built for VDI environments to provide optimum security and performance, Wyse thin clients integrate easily into any virtualized or web-based infrastructure and deliver a high-quality computing experience.

Learn more about Wyse thin clients.

“We spilled a milkshake on our Dell Wyse thin client, rinsed it off, threw it down the stairs and put it under a heat lamp to dry. It booted right up.”³

— Steve Athanas, Director of Platforms and Systems Engineering, UMass Lowell³

³ HCI powered by vSAN can lower total cost of ownership up to 50% due to hardware choice, server-side economics, and affordable flash. “Hyper-Converged Infrastructure Powered by vSAN,” VMware.com.

Wyse thin and zero clients maximize security and optimize management and efficiency by centralizing data, applications and resources. Designed to deliver flexible access to virtual desktops and virtualized applications, Wyse thin clients provide instant functionality and performance to meet the demands of processing-intensive applications.

Delivering premier desktop security, manageability and reliability, Wyse thin and zero clients are certified to work with Citrix, Microsoft and VMware and allow increased productivity with a range of highly secure endpoints designed for both stationary and mobile users, from task workers to the most demanding power users.

Choosing the correct thin client OS to meet user needs and business requirements is crucial to success. Dell EMC offers a spectrum of thin client operating systems that are easier to manage, more secure, and more flexible with broader peripheral support:

• Windows Embedded and Windows 10 IoT Enterprise deliver the greatest flexibility and broadest peripheral support and are highly secure.
• Wyse ThinLinux OS is versatile and multi-functional.
• Wyse ThinOS is optimized for maximum thin client security and performance.

Wyse software enhances the user experience and makes thin client configuration and management easy with both cloud and on-premises options:

• Wyse Management Suite is a powerful, secure and highly scalable solution for managing and optimizing Wyse endpoints.
• Wyse Converter for PCs extends the life of existing traditional PCs by converting them into thin clients to gain security and manageability in a simple software solution.

Dell EMC VDI Complete Solutions, powered by VMware
Plug in, power up, and provision in record time
VDI Complete is an all-in-one validated solution that is discounted across the entire stack and supported end-to-end by Dell EMC. It features the Dell EMC VxRail appliance and vSAN Ready Nodes, market-leading VMware Horizon and Horizon Apps as well as optional add-ons such as NVIDIA Tesla graphics cards and Dell Wyse thin clients. The solution is optimized to allow you to get a full desktop or app virtualization environment up and running faster and streamline your day-to-day operations.

Discover the advantages of desktop and application virtualization with VDI complete:

• Simplify your virtual desktop and apps implementation with a single company for solution sales and support.
• Get what you need to easily deploy and scale just-in-time desktops.
• Mobilize your workforce quickly, delivering desktops and apps in minutes
• Deliver unrivaled performance and an exceptional user experience.
Solution overview

Why Dell EMC for VDI?

At the core of every Ready Solutions for VDI offering are comprehensive VDI reference architectures produced after thousands of hours of testing in Dell EMC labs. These documents provide validated, predictable solutions, leading to faster and easier deployments. Not only do they demonstrate the different types of infrastructure options, but they also contain recommended endpoints, to ensure an excellent user experience.

Dell EMC is the only end-to-end provider offering a VDI solution from the data center to the endpoint, with:

- Specialized teams of experts focusing on desktop virtualization solutions
- A comprehensive and flexible infrastructure portfolio, with either traditional or appliance-based solutions, including modular, flexible, hyper-converged offerings
- Integrated software options from market leaders such as Citrix, Microsoft, NVIDIA and VMware
- A comprehensive range of client endpoints including PCs, laptops and specialized devices like thin clients
- Support and services to help with deployment and post-sale support.

Finally, Dell EMC has received a large number of industry-recognized awards, illustrating our continual innovation and commitment to providing the best products and solutions in the market.

Customer successes

University of Arkansas


Why Dell EMC?

The combination of Dell and EMC brings together two industry-leading companies with strong reputations for value and innovation. Dell EMC holds leadership positions in some of the biggest and largest-growth categories in the IT infrastructure business, and that means you can confidently source your IT needs from one provider — Dell EMC.

- #1 hyper-converged infrastructure
- #1 converged infrastructure
- #1 in traditional and all-flash storage
- #1 virtualized data center infrastructure
- #1 cloud IT infrastructure
- #1 server virtualization and cloud systems management software (VMware)
- #1 in data protection
- #1 in software-defined storage

“Typically, if you’ve got 30 machines, you’ve got a couple that are down for one reason or another. Well, that problem is gone. The support people spend a lot less time fiddling with lab machines trying to bring them back up or solve problems or help users deal with connectivity issues or application issues.”

— Stephen Herzig, Director of Enterprise Systems, University of Arkansas, Fayetteville

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5 Dell EMC blog, “Congratulations to the University of Arkansas on Their Tech Target Access Innovation Award for Innovative VDI Solution,” March 2018.
6 DellEMC.com
7 IDC WW Quarterly Converged Systems Tracker, Q1 2017, June 2017, Vendor Revenue.
10 IDC WW Quarterly Cloud IT Infrastructure Tracker, April 2017, Vendor Revenue — EMC Q4 2016.
14 Tech Target, “Dell EMC VDI helps university expand application access,” January 2018.
Services and financing

Dell EMC Customer Solution Centers
Experience Dell EMC solutions in our global network of 21 dedicated facilities. The Dell EMC Customer Solution Centers are trusted environments where world-class IT experts collaborate with you to share best practices; facilitate in-depth discussions of effective business strategies using briefings, workshops, or fully supported proofs-of-concept; and help you become more successful and competitive. Dell EMC Customer Solution Centers reduce the risk associated with new technology investments and can help improve speed of implementation.

Dell EMC Professional Services
Solutions customized for your needs
Leverage on-site integration or application implementation with Dell EMC Professional Services.

Dell EMC Factory Install service (optional)
The process of installing and deploying a node for VMware vSAN can be time consuming and risky. Getting all the details right — including firmware levels and configuration settings — is critical. Dell EMC Factory Install services help you experience an error-free first boot so you can focus on the project — not on solution configuration.

Deployment is easy because:
- Firmware levels are configured correctly upfront.
- Software versions are already installed for all components.
- The configuration arrives ready to add to a vSAN cluster.

Deployment assistance when you need it
Dell EMC ProDeploy is designed to speed deployment time, save money, and provide comprehensive planning and project management to support your IT staff. Dell EMC will load your company images, configure BIOS settings, apply asset tags and install new systems into your environment. Benefits include:
- Minimized disruption so you can focus your resources on innovation
- Improved efficiency, saving time and resources by leveraging expertise
- Optimizing resources by managing every step of the process

Learn more about Dell EMC ProDeploy.

Support is always on for you
ProSupport gives you 24x7 direct access to support experts, a single resource for hardware and software problems, and next business day Advanced Exchange to help resolve issues quickly and minimize downtime. Dell EMC ProSupport is the smart, easy way to extend your IT resources and better support your users. With ProSupport, you get:
- Fast issue resolution with round-the-clock access to ProSupport engineers and next business day Advanced Exchange
- Increased efficiency with single source support for hardware and software issues
- Optimized productivity by leveraging Dell EMC scale and skill
- The ability to focus your resources on strategic IT while Dell EMC takes care of day-to-day business

Learn more about Dell EMC ProSupport.

15 Next business day Advanced Exchange available on select Wyse products. Availability varies by region.
Protect against accidents
Dell EMC Accidental Damage Service covers hardware systems exposed to situations where end users are in high risk environments, shared workspaces, and retail or classroom settings. Examples of damage where the hardware unit would be repaired or replaced are:

- Liquid spilled on or in unit
- Drops, falls and other collisions
- Damaged/broken LCD due to a drop or fall
- Electrical surge

Dell Financial Services
Let the wealth of leasing and financing options from Dell Financial Services help you find opportunities when your organization faces decisions regarding capital expenditures, operating expenditures and cash flow.

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