

Dell EMC Managed Services for Converged Infrastructure



Accelerated time to value for your converged infrastructure technology investments

Ongoing management and optimization of converged infrastructure systems

The market is changing, and business productivity and competitiveness are driving rapid IT innovation. Converged infrastructure is a proven way to enable access to and sharing of resources, processes and technologies for increased productivity. What does this mean for a successful deployment of a cloud infrastructure platform, such as converged infrastructure?

IT organizations need to address not just the successful implementation and management of a converged infrastructure, but they also need to address people and process elements to make sure that the value of this technology is integrated into IT operations and manifests through the cloud service strategy to business stakeholders. More specifically, it means that operational processes must be optimized for the converged platform to realize reduced process cycle times. Roles and resources in your organization will need to shift to reflect the services which IT delivers to the business through the service catalog.

Service Overview

Dell EMC Managed Services provides ongoing monitoring, management, provisioning, and optimization of converged infrastructure systems. As a fully managed service offering 24x7x365 support, Dell EMC enables a robust transition and transformation process, facilitating the conversation and delivering a rapid conversion to cloud-all provided as consumption-based pricing. Specific offerings within the capability suite include:

- **Manage and Operate** — Dell EMC manages the converged infrastructure while the client deploys and continues to manage the virtual machines.
- **Manage and Deploy** – Dell EMC manages the converged infrastructure system and the deployment of virtual machines via a service request from predefined images the customer has developed.
- **Manage, Deploy plus Operating System** — Dell EMC manages the converged infrastructure and will launch virtual machines with service requests utilizing the customer's predefined image(s). This offering also incorporates an element of virtual operating system management.

Key Benefits

Managed Services for Converged Infrastructure enable:

- Reduced costs and risk associated with infrastructure management
- Increased optimization and performance levels of converged infrastructure systems
- Improved return on investment and time to value



STAR Award for Innovation in a Managed XaaS Solution

Managed Services for Converged Infrastructure is available in two varieties:

Managed Services:

- Provides ongoing converged infrastructure alerting, monitoring, and reporting, enabling customers to make strategic decisions and help improve systems performance, uptime, and optimization.
- Key capabilities include continuous 24x7 monitoring via remote professionals, turnkey reports detailing system health, insights on capacity activity and trends, performance and resource monitoring, as well as email notification on system issues.
- Provides fixed-scope service-level driven, proactive monitoring and management, uniquely designed for Dell EMC storage infrastructure technology - leveraging ITIL standards and our Managed Services best practices and proven methodology with pre-defined standardized approaches and SLAs.
- Manages the Dell EMC Vblock System and performs 24x7 monitoring, provisioning and optimization of the Vblock.
- Provides coordinated planning, scheduling, execution, management, and change management activities

Add-on Services:

- Provides custom managed services engagement to fulfill virtually any additional customer requirements.
- Enables the opportunity for tailored IT transformation and provides specific support where the business requires
- Provides fully customizable managed services based on business and technical requirements with add on options
- Employs proven processes and methods
- Deliver business transparency into converged infrastructure operations

Our Value

Managed Services for Converged Infrastructure drives value from converged infrastructure system investments through optimized IT management solutions. Essentially, Managed Services becomes a branch of the client's IT Service Management team by providing continuous management and support of the client's converged infrastructure system. Clients are able to focus on business and innovation rather than the daily challenges of converged infrastructure management. Managed Services for Converged Infrastructure enables our clients to:

- Drive optimal value from technology investments
- Maximize infrastructure performance
- Increase agility and flexibility of converged infrastructure
- Improve ROI through decreasing the time to value of the converged infrastructure
- Optimize operational TCO and reduce overall costs of infrastructure management
- Consumption pricing enables Op-Ex monthly billing eliminating Cap-Ex challenges

Managed Services 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.

Managed Services for Converged Infrastructure delivers:

- Unparalleled expertise and focused services based on ITIL standards and Dell EMC best practices to increase the efficiency and value of your technologies
- Eliminate the need to learn different tools to administer and manage the solution by offloading the complexity of managing a custom architecture to managed services experts
- Rich history and expertise in information infrastructure operations and in managing some of the world's largest and most sophisticated infrastructures

For details about **Managed Services** contact your Dell EMC representative or visit us at Dell.com/ManagedServices.