

Residency Services for Isilon



Free your IT staff from the tactical to give them more time to innovate.

Isilon experts backed by Dell EMC

Business Challenges

Developing a comprehensive strategy to store, manage, and protect data is a growing priority for organizations looking to innovate and decrease time to market. To keep pace with the explosion of data, IT groups must be agile when introducing new storage solutions. 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 be able to take advantage of all the new features.

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 for Isilon 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 Isilon solution 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.

Key Benefits

- Accelerate technology adoption by up to 56% and maximize your infrastructure capabilities¹
- Increase IT staff expertise with knowledge and best practices sharing from our Isilon experts
- Optimize the operation of your data center to improve overall technology performance by up to 53%¹

Dell EMC Residents for Isilon perform a wide range of services to help you get the most out of your Isilon investment. Your Resident can:

- Analyze your storage workloads and recommend process, configuration and integration updates to get the most from your Isilon solution
- Partner with your storage team to optimize Isilon provisioning and availability
- Leverage Dell EMC best practices to develop and implement procedures for operating Isilon clusters
- Assist your team with consolidating and seamlessly migrating workflows to your Isilon environment
- Identify best practice Isilon configurations for technology integration
- Manage and administer your Isilon storage

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 Isilon Storage strategy.



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 sharing¹



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

For details about [Residency Services for Isilon](#) contact your Dell EMC representative.

¹Based 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.