

Residency Services for Converged and Hyper-Converged Systems



Understanding and implementing best practices to maximize efficiency is key to success.

Trusted technologists with validated expertise and skills

Business challenges

Dell EMC converged and hyper-converged infrastructure dramatically simplifies IT, enabling organizations to be more agile in their IT transformations. At the same time, agility must be balanced with budget constraints, the demand for improved productivity, and the need for specialized skill sets. Once your new technology is in place, it's critical that IT staff be able to take advantage of new features with little or no ramp time.

Understanding the integration and management of compute, storage, networking and virtualization components is key to extracting value from your IT infrastructure. With any new technology, knowledge gaps can exist and need to be addressed. Let Dell EMC Residency Service for converged and hyper-converged infrastructure systems help.

Services overview

Dell EMC Residency Services provides experts with specialized training and certifications in converged and hyper-converged technologies. Residents optimize configurations, processes and procedures, and share knowledge with IT staff. Transition to your new capabilities quickly, while managing crucial lifecycle operations for your data center. 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 product engineering, IP, knowledge bases and tools. Experts are selected using a proven and time-tested methodology, enabling smooth and consistent project execution from start to finish.

Residents play an important role in the technology adoption lifecycle—with both long and short-term services available.

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 technology experts
- Optimize the operation of your data center to improve overall technology performance by up to 53%¹

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 by the Dell EMC Proven Professional Program
- Backed by 27,000+ Dell EMC Services professionals
- Expertise across Dell EMC converged and hyper-converged infrastructure technology stacks, including Dell EMC storage, VMware virtualization, or Cisco Unified Computing System (UCS) and networking
- Individually selected to fit your needs
- Skilled in project planning, gap analysis, configuration, operations, monitoring and reporting, and expansion

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:

- Proven and time-tested methodology enables smooth and consistent project execution from start to finish
- Flexibility to adjust engagement timeframes to fit your budget
- Expert resources – under your direction – focus on your business priorities



98%

of customers are
satisfied with their
Resident Experts*

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

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.