Residency Services for Converged Systems

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

Business challenges

Dell EMC converged and hyper-converged infrastructure dramatically simplifies IT—enabling organizations to become more agile and decrease time to market. 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 converged infrastructure is 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 converged 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 Service for Converged Infrastructure Systems help.

Services overview

Dell EMC provides converged infrastructure experts to optimize configurations, processes and procedures, and share knowledge with your IT staff. Transition to your new converged 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.

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 capabilities
- 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%
Why Dell EMC Residency Service for Converged Infrastructure Systems?

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 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
- 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:**
- Onsite and remote delivery options available globally**
- Flexibility to adjust engagement timeframes to fit your budget
- Expert resources – under your direction – focus on your business priorities

Choose Dell EMC Residency Services to support your needs on technologies we work with every day.

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.

²Certifications vary across specific technologies.

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

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