ProDeploy Enterprise Suite

Accelerate technology adoption with deployment designed for you

Faster, better deployment with less IT effort.

It's never been easier maximizing new technology on day one.

Your team is ready for the next step in IT modernization and excited about the promise of new technology. But maximizing the hardware on day one has you concerned about delays and not realizing the full potential of the new hardware.

Dell Technologies experts are here to help with 24/7 deployment services that take you from planning through implementation to production ready.

The Stats

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Dell Technologies Services does what we do best, while you focus on your business.

At Dell Technologies, we have invested over 30 years building best-in-class deployment practices and tools, backed by elite professionals with broad and deep knowledge. Our established global scale drives consistent deployments to help you drive greater business results, around the clock and around the globe.

82%
less project planning time[1]
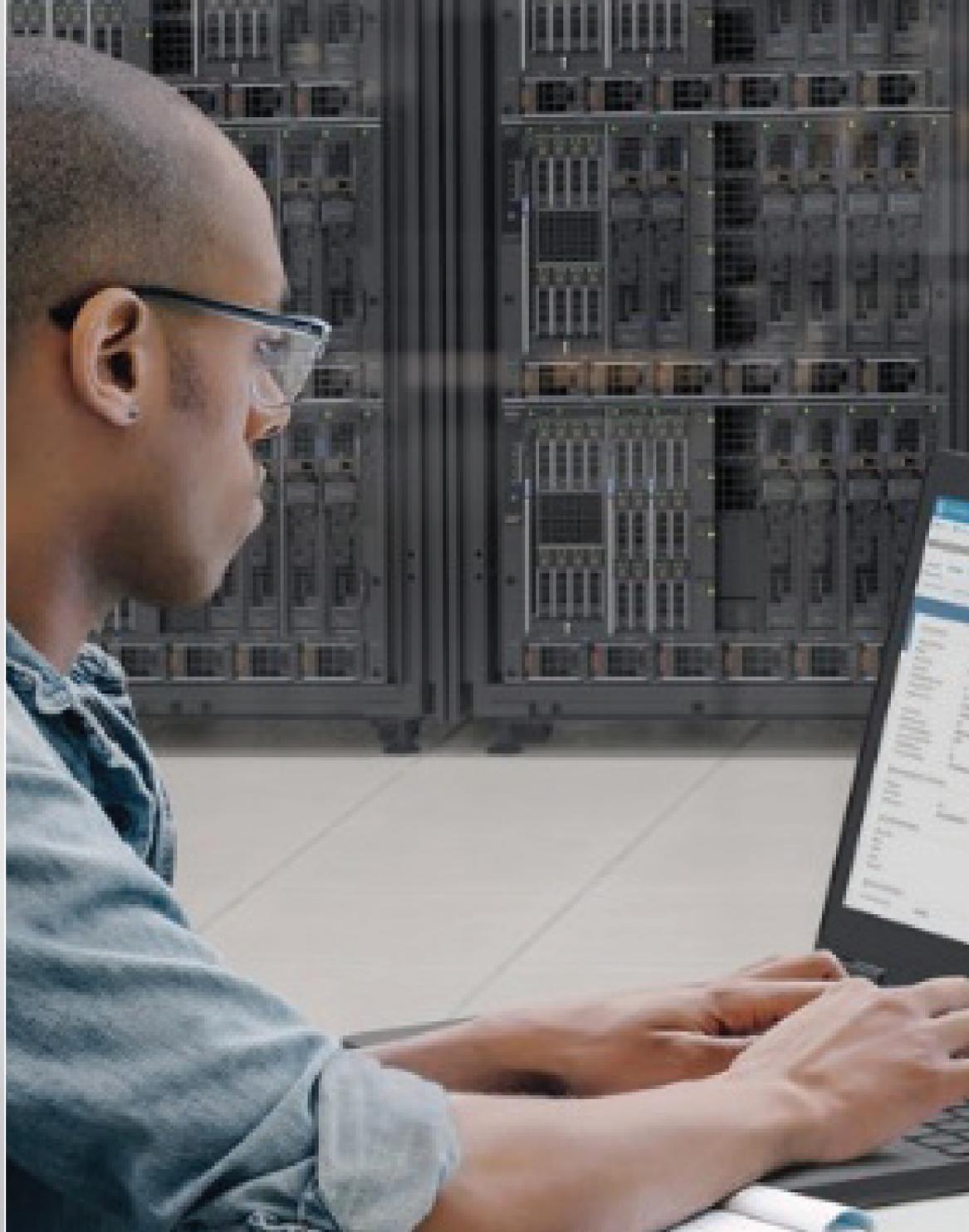
68%
less deployment time[1]

43%
fewer support calls[2]

→ **Best in class processes based on 30+ years of experience**

Stay connected

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Follow your deployment and more in TechDirect.

Collaborate with our experts online to plan, track and deliver your deployment projects from an end-to-end management portal in TechDirect. Once your Dell EMC hardware is in production, start using our services technology for an adaptive, automated digital experience that lets you optimize the systems powering your datacenter – through asset retirement.

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Three great choices for technology deployments

The ProDeploy Suite is designed to complement your business model – whether you have an experienced IT staff or no staff at all.

We understand the demands on you and your team, and are here to provide the right assistance to keep up with your evolving technology needs.

		Basic Deployment	ProDeploy	ProDeploy Plus
Pre-deployment	Single point of contact for project management	–	•	In-region
	Site readiness review	–	•	•
	Implementation planning1	–	•	•
	SAM engagement for ProSupport Plus entitled devices	–	•	•
Deployment	Deployment service hours	Business Hours	24x7	24x7
	Remote guidance for hardware installation or onsite hardware installation and packaging material removal2	Onsite	Remote/Onsite	Onsite
	Install and configure system software	–	Remote	Onsite
	Install support software and connect with Dell Technologies	–	•	•
	Project documentation with knowledge transfer	–	•	•
Post-Deployment	Deployment verification	–	•	•
	Configuration data transfer to Dell EMC technical support	–	•	•
	30-day of post-deployment configuration assitance	–	•	•
	Training credits for Dell EMC Education Services	–	–	•
Team Dashboard	Online collaborative environment in TechDirect for planning, managing and tracking delivery3	–	•	•

1 Remote option includes project specific instructions, documentation and live expert guidance for hardware installation. Ask your Dell Technologies representative for details.
2 Packaging removal included with onsite hardware installation
3 Included with ProDeploy or ProDeploy Plus, Not included with Basic Deployment

ProDeploy Plus

The market's most complete deployment offer

Our deep expertise in project management, focus on rapid integration and commitment to education help you make IT transformation real. From beginning to end, ProDeploy Plus provides the skill and scale needed to successfully execute demanding deployments in today's complex IT environments.

We start with a site readiness review, planning and recommendations. A single point of contact for localized project management and a more personalized experience through a Services Account Manager (SAM) for entitled devices, will elevate your deployment experience. Post-deployment configuration assistance, testing, and product orientation help you rest easy, knowing your systems have been deployed and integrated right. Flexible training credits empower your staff to build the right skills to fully utilize your new technology.

With ProDeploy Plus, you get everything in ProDeploy and more

→ In-region, single point of contact for project management

→ 24x7 installation and standard onsite system software configuration

→ 30-days of post-deployment configuration assistance

→ Training credits for Dell Technologies Education Services

> We saved 15 to 17 days of work deploying our servers and storage thanks to ProDeploy Plus.

Nagesh Jois
Director of Information Systems
Tavant Technologies
Jan 2019

ProDeploy

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Maximize your new technology starting on day one

Customer expectations are high and workforce needs can shift rapidly, placing pressure on your team to deploy technology fast. But how can you deliver infrastructure that best leverages your resources and maximizes the value of new technology? Get ProDeploy and take advantage of our project planning, onsite hardware installation and remote software installation to get the most of your new technology starting on day one.

Rapidly adopt new technology and set your organization up for success with expert planning and implementation. ProDeploy provides full-service installation and configuration of both hardware and system software by certified deployment engineers. To prepare for the deployment, we conduct a site readiness review and implementation planning. System testing, validation and full project documentation with knowledge transfer complete the process. We focus on getting you up and running so you can focus on your business and prepare for whatever comes next.

With ProDeploy, you get:

→ **Single point of contact for project management**

→ **Implementation planning**

→ **24x7 onsite hardware installation or live remote installation guidance***

→ **24x7 install and configure system software**

→ **Project documentation and knowledge transfer**

* Restrictions apply with remote guidance. Speak with your dell representative for more information.

With the help of ProDeploy, the install process went smoothly.

Mitsuo Nakamura
Account SE Group, Industry Business Unit, Solution Sales Division
Chubu Telecommunications
Jan 2018

Basic Deployment

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Get consistent hardware installation by experienced technicians

Trust Dell EMC to install your hardware quickly and right the first time, while freeing up your staff's time. Basic Deployment delivers worry-free professional installation of server, storage data protection and networking systems by experienced technicians who know Dell EMC products inside and out. Not only will you save time, you'll reduce the need for maintenance and simplify future projects when you let Dell EMC or our partner's deployment experts do the heavy lifting – whether you have one site or multiple locations.

With Basic Deployment, you get:

→ **Onsite hardware installation during business hours**

→ **Packaging material disposal at on-site refuge and recycle locations**

We saved months of time by having Dell Services stand it up for us.

Bruce Salisbury
IT Director
Capital Area Human Services
Mar 2018

Beyond ProDeploy

In addition to the ProDeploy Suite, we provide additional services to accelerate adoption in the enterprise.

→ Additional Deployment Time

→ Production Ready for Data Protection

→ Data Migration Services

→ Residency Services

→ Training and Certification

→ Other Delivery Services

Additional Deployment Time

ProDeploy Plus, ProDeploy or Basic Deployment are designed to fit most new technology installations. When the deployment need is greater in length, complexity or scope, choose Additional Deployment Time to reach success with blocks of remote or onsite assistance. Additional Deployment Time can extend the ProDeploy Suite or be used separately to get new technology ready for day one.

Features:

→ Easily extend the ProDeploy Suite

→ Get specialized help from certified experts

→ Chose from remote or on-site deployment assistance

Residency Services

New technology creates competitive advantage for businesses, but solutions must be introduced in a way that suits your unique requirements.

Residency Services can help set you up for future success and growth.
Drive transformation initiatives and integration at scale
Deliver accelerated adoption of new technology
Expertly pair solutions to the unique business environment
Keep IT infrastructure running at its peak

Unmatched Expertise
Specialized experts with validated expertise across Dell EMC infrastructure products, as well as platforms and solutions in support of IT and application transformation and workforce productivity goals.

Individualized Service
Residents are directed by your priorities and time, with an extensive resource selection process to match the right resource to your individual needs.
Backed by an extensive global network with utmost resource flexibility, Residency can be delivered in-person or virtually in over 100 countries, with short term options starting at 1 week for certain engagements.

Elevated Technology with Measurable Results.

Residents help throughout multiple phases of the IT adoption cycle, from implementation and integration to operation and optimization, delivering measurable results as seen in a recent IDC study:
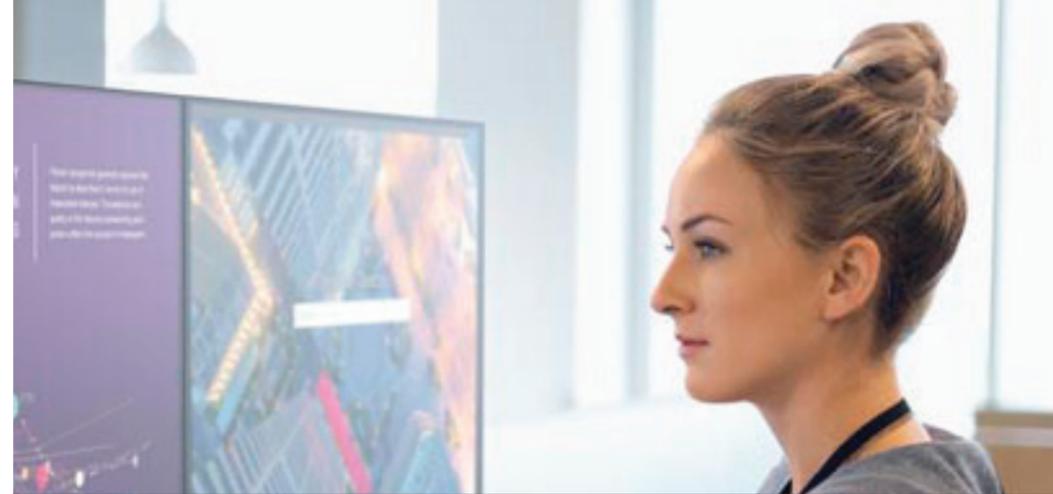
→ 50% improvement in technology performance

→ 47% increase in technology utilization

→ 40% reduction in cost of IT service delivery

→ 45% improvement in IT staff efficiency

→ 23 fewer incidents per month

→ 9 weeks saved during technology transitions

Data Migration Services

Data is one of your organization's most important resources and you need that data to fuel business growth.

But distributed data can keep valuable insights out of reach. Our experts help efficiently move data from where it is, to where it will drive innovation. We migrate data every day, all over the world, in any situation you can imagine. Whether you are upgrading technology, changing platforms or leveraging cloud, our experts use proven tools to streamline migrations and provide you a faster time to value.

Our Data Migration Services provide greater control, security and value through standardized processes in planning, execution and knowledge transfer. We lower risk through expert-delivered, dependable best practices developed over 30 years of data migration success. Our goal is to improve data availability and migrate your data efficiently with greater data integrity. Let Dell Technologies help accelerate migrations at every level of your transformation.

Features:

→ 24/7 hours of operation

→ Remote project management

→ Remote technical resources

→ Unified delivery program management

→ Proven, robust selection of tools

→ Remote monitoring and status reporting Onsite options for services

Production Ready for Data Protection

Businesses face constantly evolving challenges regarding data.

While data can create opportunity and advantage, it also brings complexity and risk. Introducing a new Data Protection solution requires complex configuration to meet essential requirements.

Our experts can elevate your technology investment and drive you into production faster, ensuring critical Data Protection solutions are matched to your unique environment to deliver the best experience for your business. Dell Technologies Services' complete portfolio delivers accelerated time to production.

Features:

→ Protect data per industry regulations

→ Prevent mission critical data loss

→ Integrate with Disaster Recovery

→ Centralize data backup

→ Cost-effective large scale data retention

Training and Certification

Gain proficiency in the skills today's IT professionals need

Through Dell Technologies Education Services training and Proven Professional certifications, IT professionals and partners can achieve the practical knowledge needed for today's ever-changing IT environment. We provide the skills needed to get the most out of investments, reduce downtime and keep infrastructures running smoothly. From design to installation, configuration and management, certified Proven Professionals are better equipped to implement and optimize new technologies.

Dell Technologies Certified Proven Professionals get:

→ Globally-recognized certifications in design, deployment and administration

→ Validation of skills through exams and digital badging

→ Increased responsibilities, opportunities and peer respect

Other Delivery Services

PowerEdge Configuration Services

It's time to refresh with the latest technology, but when you're deploying a large quantity of servers in a short amount of time, resources can get stretched thin, and let's face it, consistency can suffer. PowerEdge Configuration Services can help you deploy new servers quickly and efficient.

We configure them for you, before shipping and right the first time. From system settings for PowerEdge, to services like custom asset tagging, reporting, customer supplied system image, and card placement - we deliver your new PowerEdge servers with expert care, precision, to your specifications, ready to deploy.

Features:

→ Save time and money when you receive PowerEdge servers ready-to-deploy

→ Scalable, repeatable, global with consistent results

→ Easily choose the service combination to fit your needs time-after-time

Experience the Dell EMC Difference

Built on the principle of putting customers first, Dell EMC is uniquely positioned to provide consistent services from edge to core to cloud. Dell EMC Services are designed to transform your investments and enable you to be an agent of change for your organization.

Whether you're adding new technology, consolidating existing systems or building a data center from the ground up, you can count on Dell EMC for an efficient-deployment culture beginning at the factory. Make sure even the most complex project is effectively planned, configured, integrated and tested right from the start and supported for the future. We'll look after your deployment projects, so you can look after your business and drive rapid adoption of your digital technologies.

April 2021 ProDeploy Enterprise Brochure | Rev 1

Go to DellTechnologies.com/prodeploy for more information or contact your Dell Technologies advisor.

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