APEX

APEX Data Storage Services
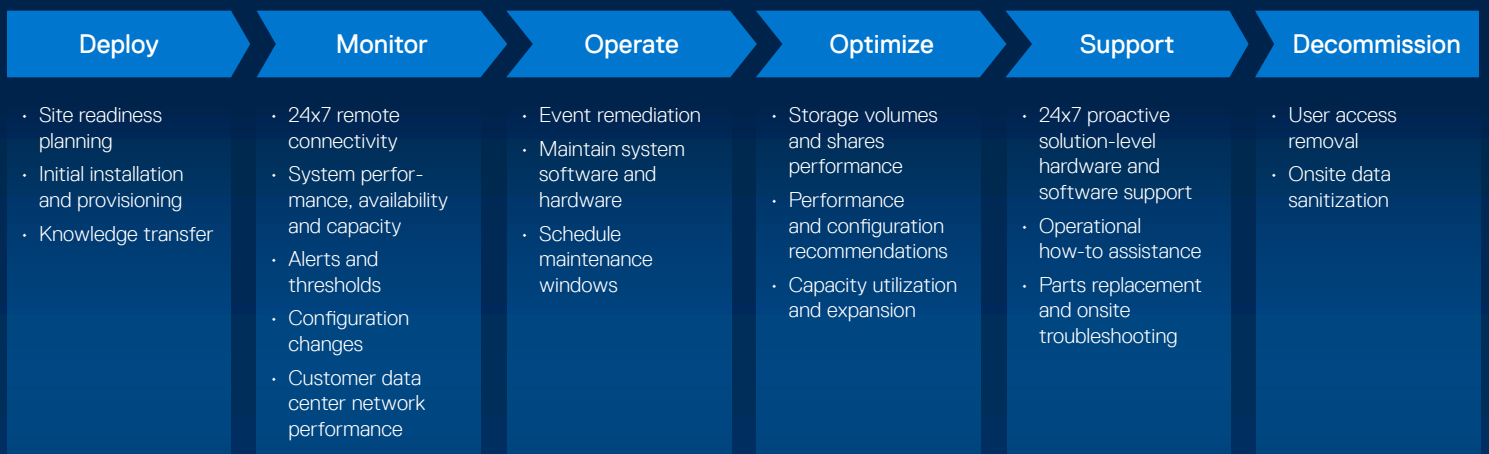## Management Options

Delivering more choice for customers and partners

APEX Data Storage Services offers more choice to simplify the process of transitioning to an as-a-Service model. Customers and partners have the flexibility and control over who performs day to day management operations with both Dell-managed and Customer-managed options.

With Dell-managed, you maintain operational control of workloads and applications while the #1 provider of enterprise storage[1] manages and maintains the on-premises infrastructure. Alternatively, IT organizations seeking even more control over the as-a-Service experience may choose Customer-managed, designed to empower you with ownership of tasks such as monitoring capacity utilization, infrastructure management and resource optimization.
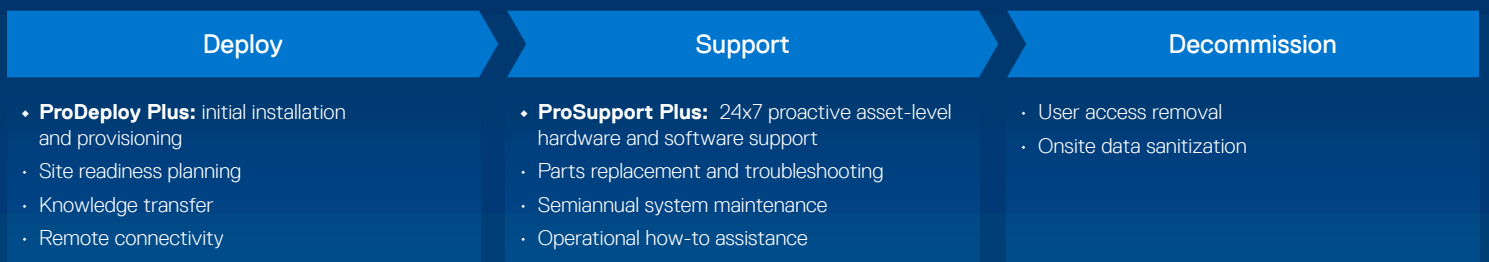
Dell-managed

Dell Responsibilities, Coordinated by Dell Customer Success Manager

Deploy	Monitor	Operate	Optimize	Support	Decommission
• Site readiness planning • Initial installation and provisioning • Knowledge transfer	• 24x7 remote connectivity • System performance, availability and capacity • Alerts and thresholds • Configuration changes • Customer data center network performance	• Event remediation • Maintain system software and hardware • Schedule maintenance windows	• Storage volumes and shares performance • Performance and configuration recommendations • Capacity utilization and expansion	• 24x7 proactive solution-level hardware and software support • Operational how-to assistance • Parts replacement and onsite troubleshooting	• User access removal • Onsite data sanitization

Customer-managed

Dell Responsibilities, Coordinated by Dell Customer Success Manager

Deploy	Support	Decommission
• **ProDeploy Plus:** initial installation and provisioning • Site readiness planning • Knowledge transfer • Remote connectivity	• **ProSupport Plus:** 24x7 proactive asset-level hardware and software support • Parts replacement and troubleshooting • Semiannual system maintenance • Operational how-to assistance	• User access removal • Onsite data sanitization

Learn more at Dell.com/APEX-Storage

DELLTechnologies