

IDC conducted a global web survey of 1,015 IT and business professionals to understand their experiences with Residency Services

Digital infrastructure resiliency is key to business success

As we transition from the era of digital transformation to the era of digital business, enterprises must move quickly, adopting innovative digital business models driven by multi-cloud IT infrastructures that still include legacy on-premises systems.

DID YOU KNOW?

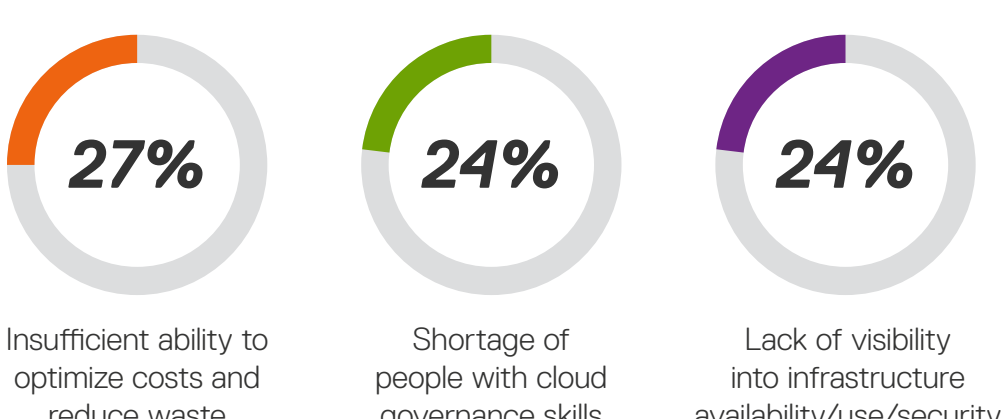
60%

of organizations view digital infrastructure resiliency as key to business success yet struggle to attract and retain the skilled IT staff necessary to manage complex environments, balancing innovative new technologies with mission-critical legacy systems.*

Top barriers to achieving digital resiliency goals*

- Cost & complexity of managing a hybrid, multi-cloud environment
- Insufficient automation & analytics to optimize infrastructure & workload performance
- Growth in volume & diversity of data disrupting data storage, integration & management
- Lack of necessary staff skills & headcount

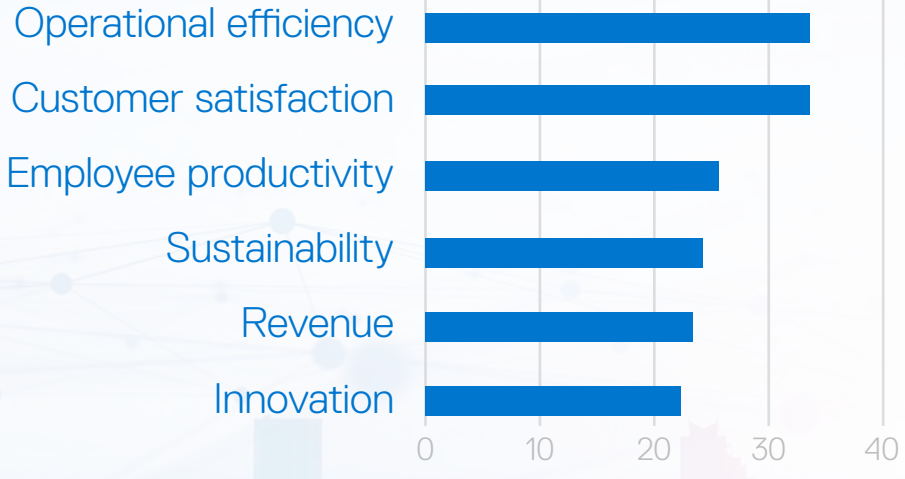
Roadblocks preventing businesses from taking full advantage of their cloud platform approach*



74%

say that managing hybrid, multi-cloud IT environments is the "new normal" going forward*

What are your organization's top 3 business priorities?*



Lack of technical skills is:*

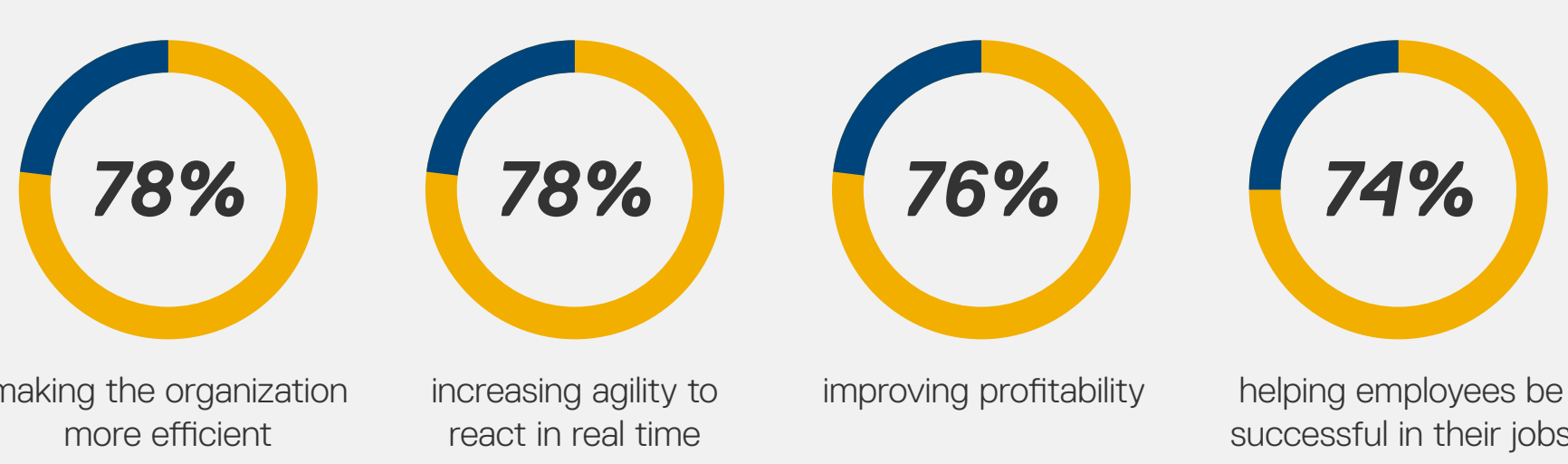
- Impeding operational efficiency
- Impeding revenue from new markets, customers and/or products
- Delaying the organization's digital transformation journey
- Lengthening time to market for new products and services

Getting more out of technology investments is critical and requires advanced IT skills

Residency Services deliver significant value, with survey respondents indicating high levels of satisfaction with resident engineer capabilities – both for IT operational metrics and for help achieving specific results for business managers.*

- Increase employee productivity due to better performance of IT systems
- Reduce their overall IT costs
- Increase the value delivered to line of business managers
- Get more value out of new technologies
- Deliver a better customer experience due to better performance of IT systems

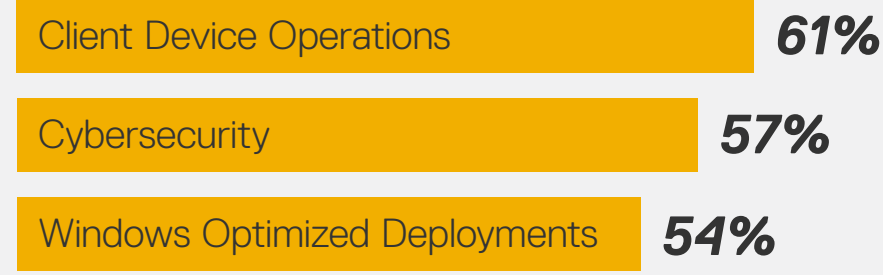
CIOs and IT managers recognize Residency Services in helping achieve desired business objectives*



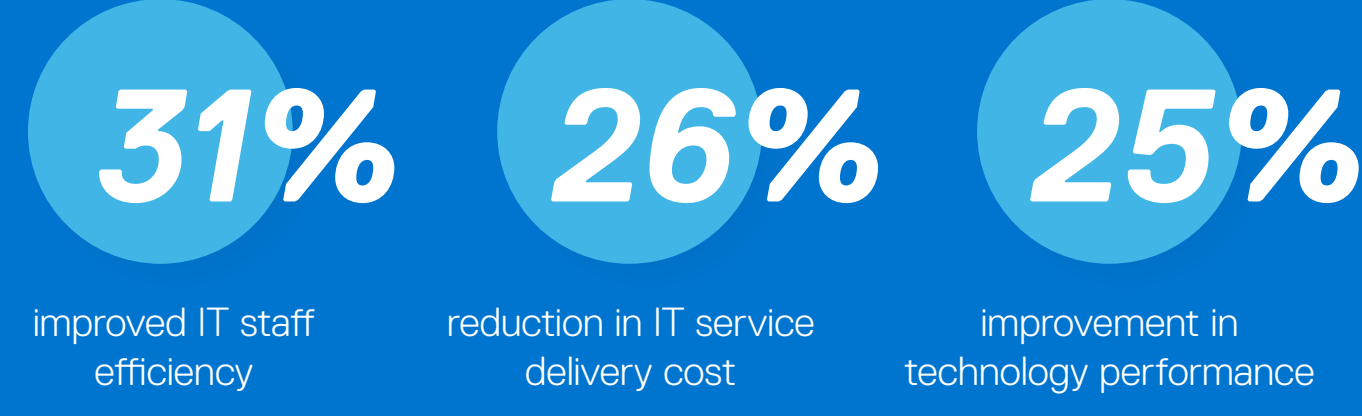
As it relates to the end user environment, organizations mostly seek Residency Services for help with:

- Assess, recommend and implement strategies for faster, more efficient PC transitions and utilization
- Assist with administrative tasks like image management
- Help implement modern device management with provisioning

In today's business climate, organizations identified their most critical needs in these newer areas*

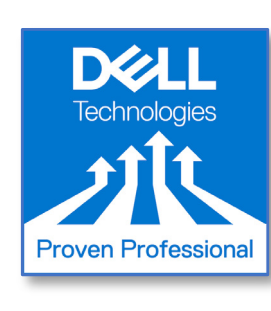


Residency Services deliver measurable results*



1-3 MONTHS SAVED, 18 LESS MONTHLY INCIDENTS ON AVERAGE WHEN TRANSITIONING TO NEW TECHNOLOGY

Dell Residency Services provides the skill and experience you need



Industry standard with top 10 ranking in Pearson VUE Value of IT Certification survey

- Engineers undergo extensive training and testing
- Experts bring vast global experience from leading industries and organizations
- Technical certifications and capabilities evolve to keep pace with shifting technologies and needs



- Backed by Dell Technologies' global network
- Availability in 100+ countries
- Rigorous resource selection process
- In-person or virtual delivery, with local language capability for in-person engagement
- Engagement minimums start at 1 week with flexibility to adjust as needs shift

Dell Residency offers extensive opportunities to accommodate unique requirements

<p>Residency for Infrastructure Solutions</p> <p>Helping you to seamlessly integrate and optimize new or existing infrastructure and maintain data center operations.</p>	<p>Residency for Client Systems</p> <p>Accelerate technology adoption, maximize end-user environment capabilities and optimize end-user technology.</p>	<p>Residency for Dell Apex</p> <p>Enhance internal capabilities and resources with technical experts that can focus on operational processes for new technology.</p>	<p>Residency for Business Outcomes</p> <p>Helping you to design and drive targeted transformation outcomes across a variety of modern business objectives.</p>
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For more information visit www.dell.com/residency or contact your Dell Technologies representative.

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