

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 to meet the needs of new and existing customers and achieve strategic competitive advantage in dynamic global markets. That means adopting innovative digital business models driven by multi-cloud IT infrastructures that still include legacy on-premises systems. Maximizing the performance of complex IT environments requires superior operational efficiencies and new levels of resiliency.

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

78%

making the organization more efficient

78%

increasing agility to react in real time

76%

improving profitability

74%

helping employees be successful in their jobs

60% of organizations view digital infrastructure resiliency as key to business success, but struggle to attract and retain the skilled IT staff necessary to manage complex environments, impeding IT operational improvements and revenue and delaying digital objectives.

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.

Residency Services deliver measurable results

31%

improved IT staff efficiency

26%

Reduction in IT service delivery cost

25%

Improvement in technology performance

1-3 months saved, 18 less monthly incidents on average when transitioning to new technology

Maximize technology value with Residency Services

What is a resident expert? A highly skilled engineer that is specialized in specific technology

- Extensive training and testing
- Vast global experience among top industries and organizations
- Technical certification that evolves to keep pace with shifting technologies and needs

How can Residency help my business? Ensure technology adds maximum value to your business

- Adopt new technology quickly
- Ease new technology transition for maximized utilization and minimal business interruption
- Pair solutions to your environment; optimize IT configurations, processes and procedures
- Keep technology running at peak performance
- Best practice sharing to enhance internal IT capabilities

Will Residency meet my unique needs? Innovation and flexibility make it the perfect match

- Backed by Dell Technologies' global network
- Availability in 100+ countries
- Rigorous resource selection process
- Extensive options for modern business needs
- 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



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

Extensive opportunities for modern business needs



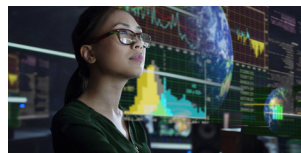
Residency for **Infrastructure Solutions**

Helping you to seamlessly integrate and optimize new or existing infrastructure and maintain data center operations.



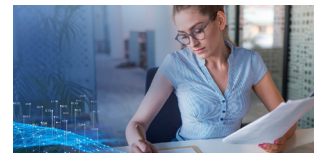
Residency for **Client Systems**

Accelerate technology adoption, maximize end-user environment capabilities and optimize end-user technology.



Residency for **APEX**

Enhance internal capabilities and resources with technical experts that can focus on operational processes for new technology.



Residency for **Modern Business Outcomes**

Helping you to design and drive targeted transformation outcomes across a variety of modern business objectives.

For more information visit Dell.com/Residency or contact your Dell Technologies representative