

Residency Services

Trusted technologists with validated expertise and skills

To keep pace with change, increase resiliency and create competitive advantage, organizations should embrace bold IT transformation strategies. But implementing new solutions in a way that drives value back to the business, without deterring everyday operations, poses significant challenges for many organizations.

Residents provide specialized expertise to help organizations in a number of ways, including:

- ✓ 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

With a broad range of specialties and consumption models, Residency is your perfect match to drive future growth. And, Residency services have been found to deliver significant, measurable benefits.

99.5% of businesses recognize **direct value from resident engineers** across IT and business outcomes. Among those, almost half saw **increased revenue** as a result

Key benefits:

- 50% improvement in technology performance
- Increased technology utilization by 47%
- 40% reduction in cost of IT service delivery
- Improvement in IT staff efficiency by 45%
- 23 fewer incidents per month
- 9 weeks saved during technology transitions

Set your business up for future success and growth



Unmatched Expertise

Residents are specialized experts with knowledge and best practice experience to help transform your technology.

- Validated expertise across Dell EMC infrastructure & platform solutions
- Extensive training and testing
- Education & certifications that evolve to keep pace with shifting technologies and needs
- Over 220 technical classes for Residents



Comprehensive Global Skills Database

Extensive global network of experts with specific skills, experience, & certifications enable smarter technology solutions:

- Reference guides and best practices from thousands of customers
- Service tools enable faster problem-solving
- Delivery communities and deep engineering network help tackle new technology challenges

Unleash the potential of your technology

Drive value back to your business with adapted solutions for you and technology that works to its full potential without interrupting strategic initiatives

Software installation, configuration, upgrade, or migration of solutions running on Dell Technologies enterprise products.



Knowledge and experience in support of IT and application transformation and workforce productivity initiatives

- Data Center Modernization
- Virtual Desktop
- Application Optimization
- Digital Workplace
- Communication and Collaboration
- Backup and Recovery

Experience the Perfect Match

Through a rigorous resource selection process, we carefully match the right resource to each unique customer. Residents are available to deliver service 100% virtually, addressing your specified needs and dictated by your priorities and time.

- Remote experts available in over 100 countries align to standard global business hours in your region, making it convenient to complete backups, ticket-management and IT administration tasks
- Short-term engagement options of 1 & 2 weeks for remote service

To learn more, contact your local representative or authorized reseller, or visit Dell.com/SBServices

Source: IDC InfoBrief, sponsored by Dell Technologies, The Value of Resident Engineers on your IT Transformation Journey, June 2020

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