Understanding the Dell EMC Services Portfolio
Why partner with Dell EMC Services?

Dell EMC Services were developed with the channel in mind. Partners have more choices today on how you include services and deliver more value to your customers. Dell EMC services scale to meet your customer requirements while giving you flexibility and bench strength when and where you need it.

Dell EMC Services capabilities:

- 35,000+ Dell EMC professionals
- Broad & deep technical expertise
- 55+ languages
- Industry certifications

OUR PEOPLE

- 121M+ systems supported
- 15.5M+ dispatches
- Core to edge coverage
- 1035 parts distribution centers

OUR REACH

- 165 countries
- 6 Global Command Centers
- 12 Centers of Excellence & Joint Solution Centers
- 87 technical support sites
- 2200 carry-in service centers

OUR PLACES

- 94% customer satisfaction rating
- Temkin Group CE Excellence
- TSIA STAR awards
- Microsoft Deployment Partner of the Year

OUR PROOF

- Resell Dell EMC Services to enhance value and earn lucrative rebates.
- Co-deliver by obtaining a Service Competency in deployment then co-deliver Dell EMC ProDeploy services.
- Deliver your own services by expanding your services capabilities by obtaining Services Competencies

PARTNERS CAN

- Improve client deals 30%
- Grow enterprise deals 80%
- Expand accounts 26%

INCREASE REVENUE

- Additional resale margin
- Industry leading rebates
- Delivery enablement

MARGIN & PROFITABILITY

- Broad & deep expertise
- Expand your bench
- Deliver more value

COMPETITIVE ADVANTAGE

- Edge-to-Core-to-Cloud
- Robust services portfolio
- Integrated solutions

DELIVER SOLUTIONS
Utilize our expert consultants, our guidance, technical expertise, planning, digital tools, and execution.

Our consultants help you rapidly transform your customer’s business or organization by leveraging the latest technologies, decreasing costs, reducing risks, and driving innovation in the new digital economy.

“Dell EMC played a significant role as our digital transformation partner. Their expertise across disciplines — business, IT, agile development, program management — helped us shape our vision and turn that vision into reality... The business results have been exceptional.”

-- Bank of Ireland

We’ve spent over 30 years building a deployment practice to complement your services so you can efficiently deploy your customer’s digital technology with less effort and more control. Who’s better suited to implement the latest Dell EMC systems than Dell EMC engineers with our approved partners?

“...we cut our imaging time by 50 percent, thanks to Dell deployment. And having just a single PC image to support, combined with their endpoint management tools, has helped reduce our help-desk tickets by 80 percent.”

-- Birmingham-Southern College

<table>
<thead>
<tr>
<th>Capability</th>
<th>At the Edge</th>
<th>At the Core/Cloud</th>
</tr>
</thead>
<tbody>
<tr>
<td>Planning</td>
<td>Planning, project management and portal to control all aspects</td>
<td>Site readiness, implementation planning and project management</td>
</tr>
<tr>
<td>Configuration</td>
<td>Factory distribution point for SCCM configuration; dynamic imaging</td>
<td>Install and configure system OS, firmware and hypervisor</td>
</tr>
<tr>
<td>Installation</td>
<td>Onsite installation anytime 24x7</td>
<td>Onsite rack, stack, cable and label</td>
</tr>
<tr>
<td>Integration</td>
<td>Connected Configuration enables pre-integration - SCCM images, BIOS, and domain join</td>
<td>Tool driven environment mapping and reporting; multivendor integration testing for networking</td>
</tr>
<tr>
<td>Data Migration</td>
<td>Secure migration using peer-to-peer and data wipe of retired systems</td>
<td>Data migration analysis and recommendation for storage</td>
</tr>
<tr>
<td>Post-implementation</td>
<td>Resident experts, best practices, documentation, knowledge transfer</td>
<td>Resident experts, best practices, documentation, knowledge transfer</td>
</tr>
</tbody>
</table>

Understanding the Dell EMC Services Portfolio
Dell EMC support and maintenance, powered by personalized, proactive and predictive capabilities and an elite team of experts, we optimize your customer’s IT investments.

With digital tools such as MyService360 and SupportAssist, Dell EMC Support Services help increase uptime, prevent issues, accelerates repairs, and reduces IT effort.

“With Dell ProSupport Plus, I have one person to contact: my Technical Account Manager. I save a lot of time and can focus on on-going and new IT projects. Our systems are more reliable overall because our Technical Account Manager collaborates proactively.”

-- Makita Germany

<table>
<thead>
<tr>
<th>Capability</th>
<th>At the Edge</th>
<th>At the Core/Cloud</th>
</tr>
</thead>
<tbody>
<tr>
<td>Tools</td>
<td>Proactive monitoring for automatic issue prevention and resolution</td>
<td>Proactive monitoring for automatic issue prevention and resolution</td>
</tr>
<tr>
<td></td>
<td>Self-service portal for case mgmt. and parts dispatch</td>
<td>Self-service portal for case mgmt. and parts dispatch</td>
</tr>
<tr>
<td>Experts</td>
<td>Priority access to in-region ProSupport engineers</td>
<td>Elite ProSupport Plus engineers; dedicated TAM and reporting</td>
</tr>
<tr>
<td>Comprehensive</td>
<td>Comprehensive HW and SW with collaborative 3rd party assistance</td>
<td>Hypervisor, OS and 3rd party applications support</td>
</tr>
<tr>
<td>Onsite</td>
<td>Next business day onsite after remote diagnosis</td>
<td>Next business day or mission critical parts &amp; labor response</td>
</tr>
<tr>
<td>Extra Coverage</td>
<td>Accidental damage repair and hard drive retention</td>
<td>Health check and recommendations; system maintenance</td>
</tr>
</tbody>
</table>

Develop and retain valuable IT talent to lead your transformation into the digital enterprise of the future.

For IT professionals and the entire organization, our education experts and learning experiences enable you to maximize return on your investment in technology and learning.

“...the Cloud Architect certification was the perfect way to get some additional knowledge and bring some industry validation...”

-- Pomeroy IT solutions
# Dell EMC Product and Services Grid

## Consulting
- **PCs and tablets:**
  - OptiPlex, Precision
  - Latitude, Chromebook, Vostro

- **Servers:**
  - PowerEdge, R Series, C Series, T Series

- **Networking:**
  - N1500, N2000, N3000, N3132/N2128, N4000, X Series

- **Storage:**
  - Compellent, EqualLogic, PowerVault

- **Storage:**
  - Connectrix, DSSD, ECS, ISILON, ScaleIO, Unity, ViPR, VMAX, VNX, XtremeIO

## Deployment
- **PCs and tablets:**
  - Modernization and optimization of Microsoft technologies

- **Servers:**
  - Multi-cloud implementation and operating model

- **Networking:**
  - Multi-cloud implementation and operating model

- **Storage:**
  - IT Transformation

## Support
- **PCs and tablets:**
  - ProDeploy Client Suite
  - ProSupport Client Suite
  - Accidental Damage
  - Keep Your Hard Drive

- **Servers:**
  - ProDeploy Enterprise Suite
  - ProSupport Enterprise Suite
  - Warranty renewals

- **Networking:**
  - ProDeploy Enterprise Suite
  - ProSupport Enterprise Suite

- **Storage:**
  - ProDeploy Enterprise Suite
  - ProSupport Enterprise Suite

## Training
- **PCs and tablets:**
  - Client Support and Troubleshooting

- **Servers:**
  - PowerEdge Essentials

- **Networking:**
  - Networking Essentials

- **Storage:**
  - Storage Essentials

© Copyright © 2017 Dell Inc. or its subsidiaries. All Rights Reserved. Dell, EMC, Dell EMC and other trademarks are trademarks of Dell Inc. or its subsidiaries. Other trademarks may be the property of their respective owners.