Education Services

Data Center Services:

While you focus on education, we help run your technology more efficiently to better connect classrooms and campuses

Realize the potential of your data center with efficiencies and innovation.

Can your organization afford the cost and complexity of the explosive growth in data? Do you face escalating power/cooling costs and space constraints in your data center? Are you concerned about end user accessibility? Are you looking to consolidate and integrate pockets of data between schools and departments? Do you struggle with more challenging disaster recovery and regulatory compliance issues?

Consider the trends

- **Data Growth.** Rapid data growth is challenging the capacity, provisioning, management, and protection of data for many institutions. According to Gartner, storage growth is creating unprecedented challenges for IT and data center managers, including cost containment, technology obsolescence, and a myriad of new, innovative storage solutions.[1]

- **Converging Infrastructure.** As virtualization adoption increases, capacity planning is no longer about specifying server, storage, and network resources for each application workstream, but rather deploying combinations of assets for hundreds and thousands of workloads at a time. Higher compute densities are exceeding power/cooling capacity of aging data centers, requiring new approaches to managing facilities.

- **End User Options.** There are increasingly more options to access IT applications from both public cloud providers as well as a myriad of student, faculty, and staff devices. However, your IT organization is still responsible for the security and integrity of records and databases. IT organizations that do not rise to the challenge are in jeopardy of becoming obsolete.

Imagine a data center where:

- End users select services that best suit their needs and trust their IT team to combine the right delivery models, including public cloud, internal private cloud, and traditional infrastructure.

- Provisioning and administration for common IT services (such as email, electronic learning tools, online gradebooks, shared computer lab resources, and more) is self-service, automated, and instantaneous.

- Capacity can be added rapidly and reliably in convenient modular building blocks, quickly increasing computing power, data storage, bandwidth, and other needed resources.

- IT staff is more productive and empowered to manage assets across traditional silos of servers, storage, and networks.

- Time and budgets are spent on innovation rather than ongoing IT maintenance.

Enhancements in your data center can serve as the foundation for creating a more connected district or campus — one where students, parents, educators, administrators, and other stakeholders work together from anywhere to drive student achievement. After all, as just about any education professional knows, technology is changing how students learn and how institutions are managed.

Dell's point of view

Technology is driving new approaches to learning that place additional demands on IT infrastructure. So that your institutional technology investments better support your goals of more effective teaching and learning results, Dell takes a holistic, end-to-end view of your IT infrastructure. The result is that we deliver tailored solutions that increase connectivity along with improving access to data and applications from many locations and devices.

In addition to meeting your institutional goals for better learning outcomes, our data center services are designed to increase uptime, extend equipment life, cut energy consumption, increase compute density, and meet green IT goals that are popular with regulators, constituents, and the community.

We offer a multitude of end-to-end services or single point project assistance where needed:

- Planning and Management
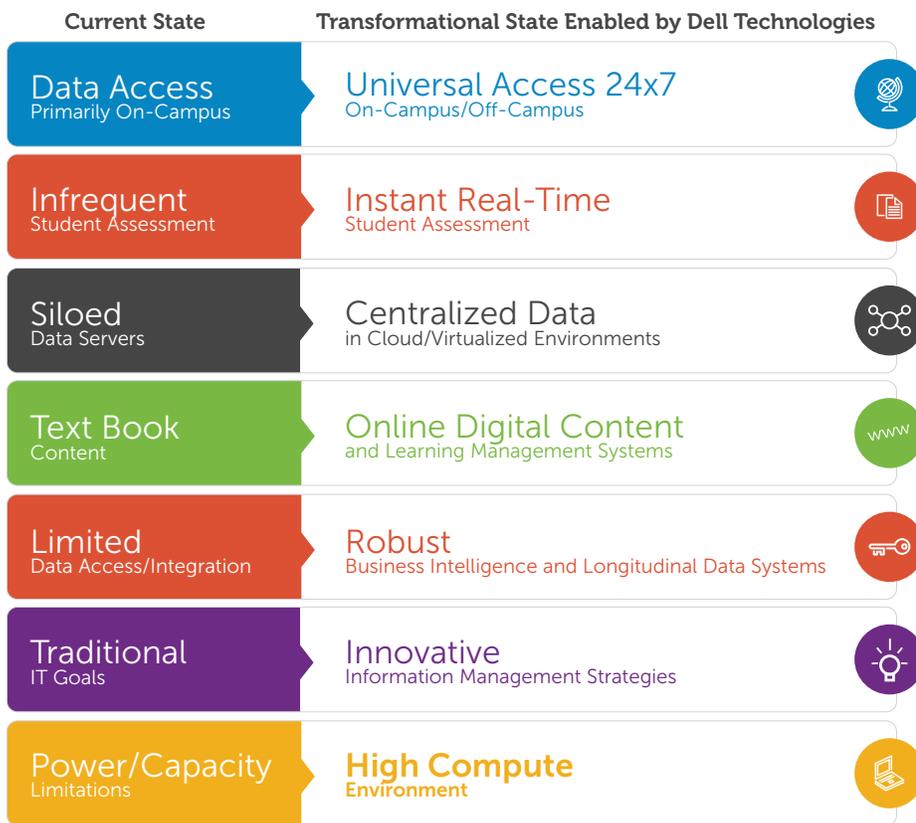- Facilities Architecture and Efficiency
- Managed Services (at your facilities or ours)
- Operations Support
- Storage Optimization
- Hosting
- Data Management
- Virtualization
- Cloud Computing
- Applications Management
- Disaster Recovery

[1] Gartner, Best Practices: Use Pain Points to Start Your Data Life Cycle Management Modernization Plan, S. Childs, D. Russell, Feb. 24, 2010.

Your choice of services maximize value & flexibility

Operations Support

Expertise to complete short-term projects and enhance ongoing programs.

On-Site Managed Services

Manage and maintain infrastructure so you can focus on higher impact initiatives.

Data Center Hosting

Innovative facilities and talented professionals deliver the latest in security and efficiency.

We deliver functional benefits that help your institution meet continuous IT improvement goals so your students, educators, staff, and administrators gain better short-term and long-term results:

Current State	Transformational State Enabled by Dell Technologies
Data Access — Primarily On-Campus	**Universal Access 24x7** — On-Campus/Off-Campus
Infrequent — Student Assessment	**Instant Real-Time** — Student Assessment
Siloed — Data Servers	**Centralized Data** — in Cloud/Virtualized Environments
Text Book — Content	**Online Digital Content** — and Learning Management Systems
Limited — Data Access/Integration	**Robust** — Business Intelligence and Longitudinal Data Systems
Traditional — IT Goals	**Innovative** — Information Management Strategies
Power/Capacity — Limitations	**High Compute** — Environment

End-to-end services

From initial consulting through hosting, managing, and supporting your environment, Dell Services combines skilled solution architects, industry best practices, automated tools, and proven methodologies to optimize your infrastructure, enhance performance, boost value, and control costs.

Industry Evaluation by Gartner, Inc.

Dell earned a "Strong Positive" rating by Gartner, Inc., a major global IT Services industry analyst firm, in the 2010 MarketScope for Data Center Outsourcing, North America Report. **Strong Positive is the highest rating possible** and is based on a weighted evaluation of a company's data center capabilities as well as interviews with current and potential customers.

The MarketScope for Data Center Outsourcing, North America is copyrighted March, 2010 by Gartner, Inc. and is reused with permission. The MarketScope is an evaluation of a marketplace at and for a specific time period. It depicts Gartner's analysis of how certain vendors measure against criteria for that marketplace, as defined by Gartner. Gartner does not endorse any vendor, product or service depicted in the MarketScope, and does not advise technology users to select only those vendors with the highest rating. Gartner disclaims all warranties, express or implied, with respect to this research, including any warranties of merchantability of fitness for a particular purpose.

> We put our experience from other customer engagements to work for your organization.
>
> **Mainframe to Windows Data Center Migration**
> In the largest-known mainframe-to-windows data center migration, we reduced a leading medical supply chain and logistics company's annual IT costs 77 percent while retaining and optimizing 20 years of business logic. The project involved 500+ interfaces, 40 applications, 35 terabytes of data, and 10 million lines of code.

Dell helps organizations in all sectors realize success*

- Worked with the NASA Ames Research Center team to design and develop NASA's Nebula "data center in a box" which was referenced by the White House Federal CIO when he announced the Administration's cloud computing strategy.

- Assisted a regional medical center in reducing power consumption by an anticipated 20 percent by using virtualization.

- Helped virtualize a renowned research center, realizing a savings of $500,000 over five years and energy savings of approximately $129,000 per year. Plus, they have reduced CO_2 emissions by 712 metric tons.

- Assisted one of the largest internet companies in Asia, design, construct, and commission their first high-density, hyperscale cloud data center.

- Helped a major design company save approximately $2.7 million in infrastructure costs and double the speed of the virtualization project.

- Dell helped a customer build a new data center in just nine weeks by delivering server and storage hardware 30 percent faster than competing suppliers.

- Dell helped an EMEA-based publisher reduce storage administration by an estimated 70 percent and data backup windows by about 50 percent.

End-to-end solutions

With experience honed through thousands of customer engagements, our team of technology and service professionals use shared skill sets to design, operate, and streamline multiplatform, multivendor data center environments. We provide fixed scope, high impact engagements with clear phases and decision points. Our services include:

IT Consulting

Dell Services provides expert guidance to help consolidate and optimize resources, reduce costs and risks, and decrease time to production. Utilize Dell's methodology of workshop, assessment, design/plan, and implementation services to meet your business goals.

ERP Applications Services

Educaton administrators can rely on Dell to help them manage all key ERPneeds, including:

- Microsoft

- Oracle, PeopleSoft, and SAP

- Education-rich solutions such as Banner and Datatel

- Student Information Systems such as Infinite Campus and Crosspointe

- Learning Management Systems such as Blackboard and Moodle

Infrastructure Services

Leverage our discrete operational services that employ our global framework delivery model to meet your cost, availability, and proximity requirements.

Managed IT Services

- **Transition/Migration.** Utilize our standard, repeatable processes to make the move quickly and effectively with minimal to no interruption to your business.

- **Hosted Services.** Take advantage of our world-class facilities where we assume responsibility for management, energy, water, labor, security, and more.

- **Operations.** To meet your certification requirements, the services management, delivery, and support at our Dell 24x7 Enterprise Command Centers (ECCs) are driven by ITIL v3-based processes and tools. Several of our facilities maintain Tier 3 and 4 level services; and we have earned certifications for ISO/IEC 9000, 20000, and 27000.

Dell ProSupport

Identify and resolve problems quickly, and proactively, via integrated hardware monitoring and alerting, along with a flexible array of tech-to-tech support capabilities. Dell provides deep levels of data center expertise – we put our experience from other customer engagements to work for your institution.

Your operations benefit from innovation

To forge the best solutions for your institution, we build strategic relationships with the most recognized technology companies in the world, as well as specialty niche players. Whether you are looking to transform your operations with the newest technologies or optimize existing architecture, Dell delivers reliable and predictable results.

For more information about any of our service offerings, please contact your Dell representative

Applications   Business Process   Consulting   Infrastructure   Support

DELL Services