The power to do more

Dell Support Services
IT Advisory Services

Help reduce downtime with environment-wide reporting, analysis & planning

Staying one step ahead

Today's IT professional is overwhelmed with the day-to-day technical and global support issues of their organization. The constant pressure to stay ahead of impending support needs, and identify new opportunities to reduce costs is often an impossible task.

Dell IT Advisory Services is a two-tier comprehensive program that delivers proactive reporting and analytics to help reduce unplanned downtime and optimize operational performance and stability, helping you focus on the strategic initiatives that are impacting your organization's bottom line.

One size does not fit all

IT environments are not all the same. There are those that are small, without in-house support desks, but may be undergoing major growth or change due to a maturing IT infrastructure. There are others that are large and complex with mature processes in place, but have limited resources for strategic support planning. IT Advisory Services is offered as two distinct packages – Essential and Strategic – to suit the unique IT needs of your organization, both providing you with features and functionality focused on reducing downtime and helping to optimize your IT environment. For customers preferring more flexibility in their IT spend, the service offer allows for flexible payment options – annual fixed fee or asset-based.

Essential Package highlights

- **Entry level offer.** Available for purchase with no minimum asset levels required, Essential Package provides you with the guidance and analytics needed to better manage your IT environment.
- **Pre-emptive reporting and analytics**. Advisory services are provided across your entire environment, including incident reporting and trending analysis, helping to reduce your risks to unexpected issues due to gaps in information.
- **Annual health check and assessment.** Help improve uptime, efficiency and availability with an assessment that includes recommendations for firmware, bios and software patch management.

Strategic Package highlights
All the features of Essential Package are provided in Strategic Package in addition to:

- **Custom support planning.** Collaborating with a Service Delivery Manager who knows your environment, together you'll build a custom support plan aligned with your business processes, technology and resources, and review it on a quarterly basis managing to key business objectives.
- **Proactive Maintenance features.** Annual assessment and server health check will help improve environment awareness, uptime, efficiency and availability, including annual configuration and patch management.
- **Onsite visits.** In alignment with key customer objectives, the visits include an onsite service review and strategic planning sessions.

Dell IT Advisory Services

Proactive analysis of your environment via IT planning, analytics and advisory services

IT Advisory Services features:

Essential Package	Strategic Package	
Technical Account Manager (support service delivered remotely)	Service Delivery Manager (support service delivered remotely and onsite)	
Quarterly incident reporting	Monthly incident and industry operational benchmarking reporting	
Custom Patch Notification	Custom Patch Notification	
Essential Service overview	Strategic Service plan (with management by key objectives)	
Value analysis on recommendations	Value analysis on recommendations	
Custom patch notification	Custom patch notification	
Remote Advisory Services – 6 hours	Remote Advisory Services – 12 hours	
Annual health check and assessment*	**Annual health check and assessment***	Dell Proactive Maintenance
	Annual configuration and patch management*	
	2 Onsite visits per year	
Upgrade Options		
Quarterly onsite visit	Monthly onsite visit	
Annual configuration and patch management		
ITIL-based environment wide assessment (IT Service Management Review assessment)		

*Applicable only for servers, storage and networking devices

Remote Advisory Services

Dell Remote Advisory Services can enhance your IT Advisory Services portfolio providing prescheduled phone and Internet access to technicians trained to provide support on specialized applications and solutions such as Microsoft Windows 7, Virtualization, virus remediation, systems management, storage technology, Backup, Recovery and Archiving (BURA), and more.

For more information about Dell Support Services, please contact your Dell representative or visit dell.com/services.