



# Reduce downtime with client environment-wide reporting, analysis and planning.

Dell Support Services: IT Advisory Services



"Our Dell Service Delivery Manager sends us resolve issues quickly, and gives us fast escalation when there's a serious issue. It's another reason we're confident that we can deliver maximum uptime for the team."

*Bill Peters, Head of IT,  
Caterham F1 Team*

## 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.

## Essential Package highlights

The Essential Package provides you with the guidance and analytics needed to better manage your IT environment at an entry level:

- **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

## Strategic Package highlights

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

- **Custom support planning:**  
Collaborating with a Technical Account 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 to manage key business objectives
- **Onsite visits:** In alignment with key customer objectives, the visits include an onsite service review and strategic planning sessions. Proactive analysis of your environment via IT planning, analytics and advisory services

## Essential and Strategic Package comparison

Features	Essential Package	Strategic Package
Account management	Remote	Remote and onsite
Incident and asset reporting	Quarterly	Monthly
Site-wide support plan	Service overview	Service plan
Onsite visits	Available as upgrade	Bi-annual (monthly onsite visits available as upgrade)
Industry Operational Benchmark Report	No	Yes
Custom patch notification	Yes	Yes
ITIL-based one time assessment	Available as upgrade	Available as upgrade

\* Applicable for servers, storage and networking devices included in the contract.

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