



Dell Flexible WorkStyle

A guide to Dell Unified Communications and Collaboration Services



Reduce the need for travel, optimize communication and lower IT expenses.

Enable work anytime, anywhere to maximize individual productivity.

Foster collaboration among team members.

Shift your focus from infrastructure to innovation

Envision your organization truly connected, with team members freely sharing information, insight and innovation. Imagine a work style that allows people to collaboratively solve problems in real time at the office, at home or on the go. With Dell™ Flexible WorkStyle, this could be your reality.

Flexible WorkStyle helps you create a highly mobile, flexible workforce empowered to connect and collaborate in real time. It allows people to find others with the right skills and work together remotely to foster innovation. Flexible WorkStyle helps team members across your organization find new ways of working to produce results.

Dell IT Consulting enables your Dell Flexible WorkStyle transformation

Flexible WorkStyle technology helps people build successful working relationships around the world.

Our consulting services are innovative and flexible. We combine optimized technical architectures with delivery frameworks to lower costs and provide rapid results — bringing together global employees from different departments to help implement your Flexible WorkStyle transformation.

“Our employees around the world easily adapted to the Unified Communications solution from Microsoft, delivered by Dell. The collaborative tools are extremely easy to use and require no training or complicated manuals.”

Colin Streames-Smith
IT manager, Fyffes



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Microsoft is the core of our solution.

Dell products, Microsoft® Lync®, Microsoft Exchange and Microsoft SharePoint® form the foundation of a unified infrastructure that features new ways for workers to connect and collaborate while realizing cost efficiencies.

Unified communications based on Microsoft Lync and Microsoft Exchange

- **Voice:** PBX Telephony, VoIP, IP PBX Telephony, SoftPhone, interactive voice response and voice chat
- **Messaging:** Email, voicemail, unified messaging and fax
- **IM/presence:** Instant messaging and presence
- **Mobility:** Find-me/follow-me and fixed mobile convergence
- **Conferencing:** Audio conferencing, video conferencing, web conferencing, telepresence video, point-to-point video chat, multi-person video chat and HD video
- **CEBP:** Communication-enabled business process, business applications and workflow

Today's workforce demands greater mobility and connectivity than ever before. How can you embrace this unprecedented shift and provide an effective business communications platform while maintaining control and reliability? Whether your workforce is local or global, our consultants have the expertise to help your unified communications strategy grow with your needs.

We can work with you to quickly design, deploy and integrate a unified communication (UC) solution based on Microsoft Lync. Our cost-effective solution addresses your business and IT needs, and can complement or replace your current voice and video platforms. Combining your email, voice mail, telephony, audio and video conferencing in a unified interface over an IP network can enable new business processes and boost efficiency.

Flexible WorkStyle consulting services provide tested methodologies and proven best practices that can help you modernize an existing Microsoft Exchange environment or migrate from a different methodology. Our consultants can provide optimization expertise, assess downtime tolerance, test disaster recovery and identify ways to improve overall performance.

Collaboration based on Microsoft SharePoint

- **Websites:** Intranet, internet, extranet, ecommerce and multi-lingual
- **Communities:** Social computing, wikis, blogs and enterprise 2.0
- **Content:** Management of documents, records and web content
- **Search:** People search, enterprise search and FAST search
- **Insights:** Business intelligence
- **Composites:** Business applications, integration with line of business applications

Providing your employees with tools for effective collaboration poses several challenges when you must also increase productivity and innovation, minimize the need for travel and reduce operation cycle time. Microsoft SharePoint enables you to connect people inside and outside your enterprise through formal and informal business communities, and to manage content from creation through finalization.

We can work with you to develop ways to:

- **Share** ideas, find answers and follow the work of your colleagues by publishing content on any Microsoft Office application from your tablet or mobile phone
- **Organize** teams, projects, tasks, documents and team email in a single place that is accessible whether you are on- or offline
- **Discover** experts already in your organization and view their interests, past projects and documents
- **Build** applications on open web technologies with the new cloud application model and publish them to your private catalog or the SharePoint store. Build eye-catching intranet and internet websites with familiar design tools to share your vision
- **Manage** costs and risks with improvements to performance, scalability and security, and take advantage of deployment options on-premise, in the cloud or using a hybrid of the two



Identity and access based on Microsoft Active Directory.

Managing access to corporate information has become more complex as multiple enterprise applications require different logon credentials. The needs of tomorrow will continue to evolve as you consider how best to employ new and emerging cloud models for delivering next-generation enterprise applications.

Are you facing changes to your current Microsoft® Active Directory™ foundation due to organizational growth or a merger? Are you confident in the health of your current system and your organization's

disaster recovery plan? Our consulting services for Active Directory can provide cost-effective solutions and best practices to ensure a smooth transition, minimize downtime and provide a more accurate picture of the issues that threaten your current environment.

To lay the foundation for secure access, we can work with you to assess threats to stability due to system growth and provide guidance to minimize future problems. Our tools and experience in Active Directory consolidations can help

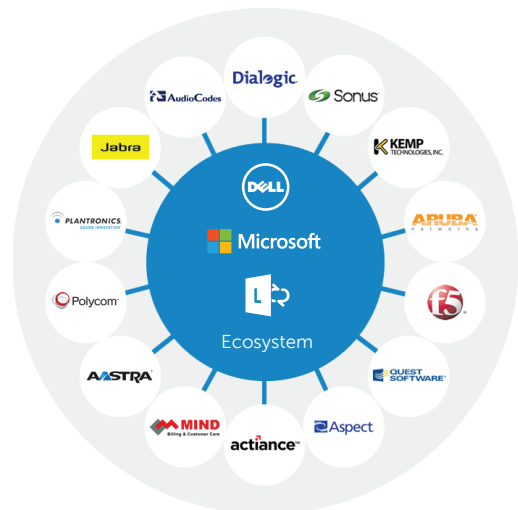
you navigate corporate mergers without downtime in mission-critical systems or interrupting the availability of your enterprise applications. Our consultants can also ensure that you have a specific, tested disaster recovery plan in place.

Our broad range of partners ensure the right solution for your needs

Beyond our best-in-class partnership with Microsoft, we have established a broad ecosystem of technology partners to help us build the right solution for your end-to-end transformation.

"We learned from Dell that we could reduce the cost of delivering VoIP by integrating Office Communications Server with the existing PBX. We also learned that integration between Exchange Server 2007 and Office SharePoint Server 2007 was possible for a full-fledged unified communication environment."

— Mineki Okura
Director, System Department, Creativity Development Division
Start Today, Japan



Why Dell?

Dell can deliver new and innovative ways for information workers to connect and collaborate while realizing cost efficiencies.

1. Single point of contact: A single point of contact for the entire solution covers business process, application, infrastructure, operations and management
2. Reduced risk and cost: Dell Consulting has invested in defining technical architectures and consulting services that combine our current and future state framework to reduce risk, cost and time to implementation

"By connecting Lync Server to the PSTN through SIP trunking, we will save an additional \$20,000 a year. That's a total of \$160,000 a year we save across the district."

— Puneet Sharma
Director of IT services
Oxnard Union High School District

3. Tailored to suit your needs: Using our experience, investments and partnerships, we can design and deploy your unified communication and collaboration solutions with the optimal mix of locations and delivery styles:
 - On-premise
 - Hosted
 - Private cloud
 - Hybrid cloud
 - vCloud
 - Microsoft cloud-based
4. Quest software tools: Dell software, powered by Quest, can reduce the risk of disruption during key migration scenarios, including Active Directory, Exchange, Office 365, Lotus Notes and GroupWise
5. Selection of cloud scenarios: Dell Boomi, our service management and data center investments in public, private and hybrid cloud scenarios give us the tools and expertise to securely and flexibly integrate cloud-based scenarios with the rest of your IT
6. Best-in-class security: Dell SecureWorks is a leader in end-to-end security management and can help you meet compliance requirements while delivering the latest generation of Flexible WorkStyle solutions

Managed and support services

Supporting your Flexible WorkStyle environment on your own can be complex, costly and time-consuming. Minimize disruptions and maintain a high level of productivity with Dell ProSupport™ for your Microsoft Unified Communications environment. Take advantage of our 24/7 direct support services for your IT team and administrators responsible for supporting your Flexible WorkStyle environment.

We employ experts to deliver our support services for unified communications and back them up with Microsoft Premier Support escalation engineers. With Dell Services, you can focus on your business — we'll resolve your IT issues.

Training services

Dell provides the training you need to take full advantage of Lync's features and capabilities. When you take our Microsoft Lync End User training you will gain a better understanding of how to use the features available to work faster and be more productive. Our IT professional training will help you develop the skills necessary to deploy and administer your Microsoft Lync Server solution. The training is conducted at your location, through public enrollment or via Live Distance Learning.



Dell Consulting Services Lifecycle

Our approach differs from traditional IT projects that involve lengthy and expensive consulting engagements. Dell Services can help you quickly realize cost benefits and simplified IT, from the data center to the desktop. With the Dell Consulting services lifecycle, we can pinpoint areas with room for improvement and provide recommendations and solutions for hardware, software and services.



Simplify IT, the Dell way

The Dell Consulting Solution Lifecycle is:

Collaborative:

Dell Consulting experts work closely with you to assess your business needs and collaboratively design an IT solution.

Rapid and predictable:

We provide a measurable analysis and affordable solutions.

Solution oriented:

Our consultants not only assess your current IT environment, we also provide recommendations to build, implement, train and support a customized solution for your IT needs.

Comprehensive:

Dell solutions combine hardware, software, IT recommendations and service solutions.

Battle tested:

Our solutions are based on the combined experience of thousands of customer engagements and over a decade of creating leading hardware products designed for large enterprise.

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Simplify unified communications the Dell way.

The Dell Consulting services lifecycle is:

- **Collaborative:** Our consulting experts work closely with you to assess your business needs and collaboratively design an IT solution
- **Rapid and predictable:** We provide a measurable analysis and affordable solutions
- **Solution-oriented:** We also provide recommendations to build, implement, train and support a customized solution for your IT needs
- **Comprehensive:** Our solutions combine hardware, software, IT recommendations and service solutions
- **Tried and true:** Our solutions are based on the experience of thousands of customer engagements and more than a decade of creating hardware designed for large enterprise

- **Scalable:** We have one of the largest Microsoft Flexible WorkStyle and unified communications platforms in the world
- **Integrated:** We partner with industry leaders to seamlessly blend new solutions with existing technologies

Why choose Dell for unified communications?

- We are a global top-five integrator with a strong Microsoft UC focus
- We have deployed more seats of the Microsoft Voice platform across the world than any other integrator
- We offer a single point of contact for hardware, software, services and support
- We run one of the world's largest multi-vendor UC environments, anchored on the Microsoft platform

"While as a company we have a high level of internal expertise, we chose to work with Dell Professional Services because of the strategic importance of this project. We needed to ensure the Lync 2010 project delivered a global, highly available, stable platform within a tight timeframe, and we trusted Dell's expertise."

— Craig Coleiro
Global IT services director
StudyGroup





Get started with Dell.

Simplify your IT
management at
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today to schedule your session.

For more information about any of our service offerings, please visit Dell.com/services or contact your Dell representative.

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can help your organization.



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