



Dell Cloud Dedicated Service

Infrastructure-as-a-service for healthcare payers



IT responsiveness in a changing market

With new market dynamics resulting from the U.S. Affordable Care Act (ACA), it's critical to evaluate your current business processes, IT infrastructure and applications in order to remain competitive. A shift toward health insurance exchanges and their business-to-consumer (B2C) model, plus guaranteed issue contracts represent a fundamental shift for the industry. In addition, consumers are demanding greater transparency and responsiveness from their providers and payers.

To accommodate these changing requirements, your IT systems and processes must adapt without compromising HIPAA and HITECH Act compliance obligations.

As a payer, you also face other challenges in this economically uncertain market. You are expected to increase growth, improve governance, reduce risk and implement new business applications and technologies, such as web portals and mobile access. And you need to design IT systems that can scale and support these new technologies.

Dell Cloud Dedicated Service can help. It provides access to scalable, self-service computing resources in an Infrastructure-as-a-Service (IaaS) consumption-based model. Because no capital outlay is required, you'll be able to quickly take advantage of a cloud computing delivery model. That means you can focus more on business solutions and less on managing server infrastructure.

Extend your data center without extending your budget

With a great number of architectural and network connectivity options available, your IT team can operate production workloads with data sensitivity or high performance requirements. Dell Boomi integration is also incorporated to allow hosted infrastructure to serve as an extension of your data center and connect to onsite servers, such as business intelligence and analytic systems.

Achieve success in the changing healthcare marketplace—with Dell you can focus more on your business and less on IT.

Dell Cloud Dedicated Service provides:

- Assurance of where your data resides in the cloud
- Greater control over your cloud environment compared to commodity public cloud
- Lower barrier entry to private cloud compared to a CAPEX model
- Multiple architecture options to support the most demanding workloads

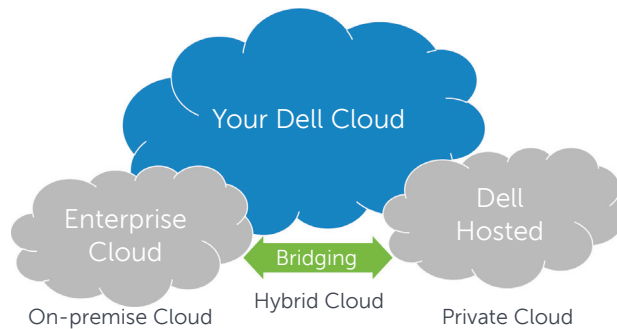
Building greater collaboration between IT and business users is necessary for healthcare payers to react quickly to changing market conditions, and to do so securely and within budget.

Security and privacy come standard

Dell Cloud Dedicated Service provides a dynamic server infrastructure that is ideal for modernizing legacy applications, hosting new programs and deploying customer portals. With the flexibility to add more resources when demand changes, you can scale the environment as your subscriber base grows.

Based on our private healthcare cloud infrastructure and extensive healthcare industry experience, we provide the security and privacy controls needed to host electronic protected health information (e-PHI). As a member of the Cloud Security Alliance (CSA), Dell has documented controls, policies and procedures aligned with the 13 governing and operating domains within the CSA's Control Matrix structure. This rigorous governance means that you can be confident Dell will build a hosted cloud environment designed to meet your HIPAA and HITECH requirements.

Reacting quickly to changing market conditions, securely and within budget, demands greater collaboration between IT and business users. Dell Cloud Dedicated Service can help you achieve this goal and improve the quality of services you to deliver.



The Dell difference

- **Single tenancy.** Dell includes physical separation at the server and optional separation at the storage level. This allows a more fine-grained architecture than multi-tenant hosted cloud environments and provides the foundation to meet performance and compliance needs for sensitive workloads.
- **Hybrid.** VMware's vCloud connector tool can be used to migrate VMs across both on-premise and hosted infrastructures. The entire environment can be managed through a common VMware vSphere console.
- **Available managed infrastructure and security services.** A variety of infrastructure outsourcing services including server, storage, networking and backup and recovery may also be added to the service contract. These services further relieve your IT staff from performing fundamental administration activities, allowing them to focus on higher value tasks. In addition, Dell SecureWorks provides 24x7x365 security and monitoring of the Dell Cloud infrastructure.



Cloud Consulting

Dell Cloud Consulting helps organizations fully unlock the potential of cloud computing by delivering expert guidance from project concept to completion. It includes end-to-end consulting services to help define and implement the most appropriate solutions, tailored to meet a variety of needs and investment levels. Cloud Consulting brings together Dell intellectual property, products, solutions and services in a pragmatic approach with capabilities across the full customer cloud lifecycle: cloud strategy workshop, assessment, design, implementation and management/support.

Application Migration Services

Dell Application Migration Services help businesses increase their agility and reduce their dependency on complex and costly proprietary platforms. With Make Technologies, a leading global provider of application modernization software and services, Dell significantly reduces the total cost of ownership of IT environments by transitioning business-critical applications from legacy Unix or mainframe platforms to cloud infrastructure and open standards based platforms. Coupled with Clarity Solutions, an application modernization provider focused on application re-hosting, Dell makes it easier for customers to move applications off legacy computing architectures into the new IT cloud environment.

Dell Boomi - Application Integration for the Cloud

Dell Boomi, the first and only application and data integration platform built in the cloud, integrates data between applications, automates business processes and provides real-time visibility to enterprise information so businesses can make faster, more informed business decisions. Dell Boomi provides this integration at a greatly reduced effort and cost to both implement and maintain. To learn more, please visit www.boomi.com.

Managed Cloud Services

Dell Managed Cloud Services streamline and optimize your cloud infrastructure with 24x7 proactive monitoring and alerting, issue remediation and ongoing maintenance. Additional features include on-demand and recurring reports for trending analysis, a designated delivery manager for escalations, and a self-service portal for easy online tracking of performance, incidents and service requests.

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



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