DELL Services

Data Center Services

Delivering technology more efficiently and enabling innovation

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 productivity? Do you struggle with increasing disaster and regulatory compliance issues?

Consider the Trends

- **Data Growth.** Rapid data growth is challenging the capacity, provisioning, management, and protection of data for many data centers. 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 workload, 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 services from public "cloud" service providers at a fraction of the cost and hassle of internal IT. However, your IT organization is still held responsible for the security and integrity of the information. 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 / budget 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 (e.g., email, collaboration) is self-service, automated, and without delay.

- Capacity can be added rapidly and reliably in convenient modular building blocks, quickly increasing limits of computing, data storage, bandwidth, space, power, and cooling.

- IT staff are twice as productive and empowered to manage assets across traditional silos of server, storage, and network.

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

Dell's Point of View

To achieve success, IT organizations need a new appreciation for end user values and must aggressively reduce ongoing IT maintenance costs to enable investment in new capabilities. Dell Services helps customers increase uptime, extend the life of their data centers, cut energy consumption, increase compute density, and comply with corporate Green IT policies. We offer end-to-end services in the areas of:

- Data Center Planning and Management
- Data Center Facilities Efficiency
- Data Center Managed Services
- Data Center Operations Support
- Data Center 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.

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.

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:

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

Remote Managed Services:

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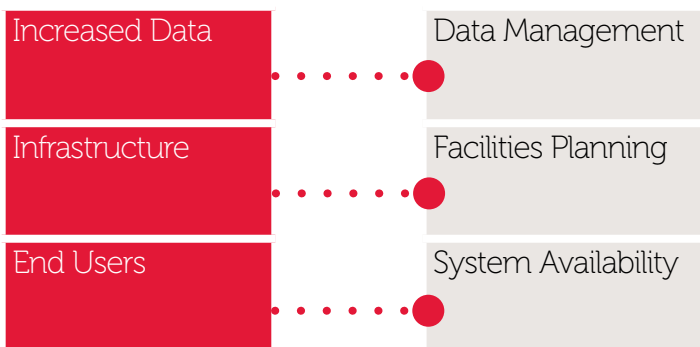
Outsourcing:

- **Transition / Migration.** Utilize our standard, repeatable process to make the move quick and effective with minimal to no interruption to your business.
- **Hosted / Customer Facility.** Take advantage of our world-class facilities where we assume responsibility for management, energy, water, labor, security, and more.
- **Operations.** Benefit from our ITIL compliant and ISO 9000 & 20000 certified Dell 24x7 Enterprise Command Centers (ECCs) in the U.S., Mexico, and India.

Dell ProSupport:

Identify and resolve problems quickly, even proactively, via integrated hardware monitoring and alerting, a flexible array of tech-to-tech support capabilities.

Our functional benefits revolve around continuous improvement.

Increased Data	⋯	Data Management
Infrastructure	⋯	Facilities Planning
End Users	⋯	System Availability

Did you know that Dell:

- Has more than 20 years of industry experience in equipment innovation, data center hosting, and data management services
- Manages 20 data centers globally, three of which have multi-client leveraged environments
- Supports 16 mainframes with 4,200 MIPS
- Offers cloud computing capabilities with more than 10,000 dedicated cores
- Supports 1.4 million servers and storage systems
- Supports 12.8 million PCs
- Manages more than 2.5 million PCs

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% 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 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 CO2 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.

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

Applications   Business Process   Consulting   Infrastructure   Support

DELL Services