



Dell™ Data Center Outsourcing Services

Transform your business with Dell Data Center Outsourcing Services

Overview

Dell™ can help boost your IT productivity by enabling your organization with business continuity processes, data center optimization, enhanced information security, data storage, protection and management, and server resource maximization.

Dell's Outsourcing Services combine skilled service professionals, industry best practices, automated tools, and proven methodologies to help you maximize the value of your information technology investments and create an efficient, effective, and scalable IT environment.

Our Data Center Outsourcing Services consist of a comprehensive suite of services to support your business including:

- Disaster Recovery and Business Continuity
- Enhanced Information Security
- Data Center Management
- Data Storage, Protection and Management
- Platform Management

All Dell Outsourcing Services are underpinned by a standardized service management methodology that delivers high levels of reliability and predictability across the enterprise. Our proven delivery model ensures consistent and efficient service delivery across the globe. Aligned to industry best practice, it is continually refined to meet the changing needs of our customers.

Disaster Recovery and Business Continuity

Operations across your organization — such as business intelligence, supply chain management, communications, and commerce — all rely on a robust IT environment. When disruptions occur, the impact on your business can be significant.

Dell's Disaster Recovery and Business Continuity provides experienced and certified business continuity and disaster recovery professionals versed in helping organizations like yours gain the skills, processes, and technology needed to safeguard against risks, threats, and disruptive events.

No matter the complexity of your IT environment, through our phased approach — assessment, development, execution, and evaluation — we can help you:

- Create a customized plan to keep your organization running
- Lower business continuity and disaster recovery costs through advanced technologies
- Ensure staff readiness by testing plans
- Meet regulatory compliance requirements

Data Center Management

Your data center must keep pace with the needs of your business. It is at the heart of your IT, but is it optimized to deliver the performance and reliability you need?

Dell's Data Center Management includes hosting, operations, and capacity planning. We can help you stay responsive to market and technology changes, balance power and performance with efficiency, develop a scalable data center, and use the latest technologies to eliminate routine maintenance.

Get the expertise you need to shape a powerful data center customized to meet your unique needs — all whilst improving your bottom line.

World class data center capabilities

Dell's data center capabilities are flexible and designed to meet your needs in your own data center or one of our state of the art, highly efficient data centers.

- Tier 3 facilities
- High-density raised floor space
- Multi-level security, 24 x 7 monitoring, video surveillance and restricted access
- Mirrored and fully redundant UPS systems
- N+1 redundancy
- Multi-zone water and smoke detection
- Computing power load support up to 100 watts per square foot

Enhanced Information Security

Entrust your information security to the experts with Dell's Security Operations center and Security Administration Services.

Dell's Security Operations center acts as the front line of defense, protecting your infrastructure from data security breaches, virus outbreaks, and malicious or abusive computer use. While remaining mindful of your process and procedures, Dell offers convenient, consistent, and cost-effective solutions for securing networks without compromising availability, usability, and control.

Dell's Security Administration Service ensures your data confidentiality, data integrity, and data availability, and provides the control and management processes required to protect your information assets and address regulatory compliance requirements. By employing information security industry best practices, Dell provides a high quality and reliable resource for enterprise systems and resources.

Data Storage, Protection and Management

The amount of data in the world doubles every 18 months. With email, transactional records, multimedia, security logs and other content piling up by the second, you need a sophisticated storage strategy that helps you manage growth while ensuring security and compliance.

We can help take control of your storage with Dell's Server and Mainframe Disk Storage, Media Services, and Data Backup Services, and optimize the way your data is stored, protected, and managed.

Platform Management

Your mainframe systems are powerful enough to help you complete your day-to-day tasks. But with the rapidly declining costs of computing power, you could improve the return on your IT investment by addressing your capacity requirements with complementary technologies.

Get the most out of your server resources through our server virtualization and platform optimization outsourcing services, including Mainframe Support, Utility/Cloud Computing (virtual server), iSeries Support, UNIX/Linux Support, NonStop Server Support (tandem) and Windows Support. No matter the size or complexity, Dell can help you:

- Reduce IT management requirements and expenses by running multiple applications and operating systems independently on a single server
- Prioritize business needs and maximize server resources by quickly and automatically moving workloads from one virtual workspace to another
- Save on hardware, management, real estate, energy, and cooling costs
- Push your servers and storage to a new level of efficiency and cost-effectiveness

Proven Dell track record

Dell Services brings more than 20 years of experience in helping organizations achieve mission/business goals in a modern managed IT environment.

Dell excellence

Dell Services was rated as a "Leader" in Gartner Inc. reports for both "Magic Quadrant for Desktop Outsourcing Services, North America," and "Magic Quadrant for Help Desk Outsourcing, North America."

Dell expertise

Dell Services has more than 20 years of experience delivering ITO Services to customers in a variety of segments including government, healthcare, financial services, insurance, manufacturing, commercial enterprises, education and more.

Dell Data Center Outsourcing Services

Disaster Recovery and Business Continuity	Keep your organization running
Data Center Management	Lay a sustainable foundation for your growing organization
Enhanced Information Security	Protect your infrastructure and ensure your data confidentiality, integrity, and availability
Data Storage, Protection and Management	Reduce complexities and optimize the way your data is stored, protected, and managed
Platform Management	Enhance server utilization and improve responsiveness

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

