



Get the visibility and control you need to achieve consistent, high-quality service performance.

Dell Enterprise Service Management Services



Optimize resources for accelerated and agile business growth

Regardless of your organization's industry, size or location, the IT function can be used to deliver greater strategic value. As you move IT beyond service management and into a more strategic business role — your IT department will be able to not only support today's dynamic business environment but also help evolve your service delivery model.

But the alignment of expectations between your business and IT functions can be a significant challenge. Inappropriate tools and processes and insufficient communication between IT and the business damage customer and end-user relationships, limit innovation, inhibit productivity, increase costs and impact overall business decisions.

Dell Enterprise Service Management Services can help your organization reduce costs, increase customer satisfaction, maximize asset utilization and control and create a competitive advantage. Our services streamline, automate, integrate and continuously manage operational processes to ensure they are executed in an efficient and accurate manner.

With over 20 years of experience managing diverse organizations, our enterprise model is specifically developed to support your organization and enable:

- Reliability and predictability of your IT services to support critical business initiatives
- Adoption of industry best practices and tools
- Accurate measurement of service performance and reporting
- Governance and continual service improvement of processes and systems to achieve service levels that are aligned with your business requirements

Dell integrates and streamlines your operational processes through a continual service improvement-focused service management model.

Key benefits:

- Optimize the management of your operational processes using a service management function aligned with IT Infrastructure Library (ITIL)
- Minimize the impact of incidents and issues on your IT infrastructure
- Drive end-to-end control of the changes to your IT environment to minimize risk and achieve expected outcomes
- Build and maintain an accurate configuration management database (CMDB)
- Gain insights and accurately monitor and report service performance
- Manage operational processes throughout the entire service lifecycle

Realize an optimally managed, business-aligned IT infrastructure

Our service management model delivers high-quality, efficient and reliable IT services by adopting ITIL best practices and adapting them to create effective operational procedures and processes. We deliver a seamless, single-window service experience for your end users, regardless of which provider is delivering a given part of the service. We further merge our ITIL proven practices and processes with enabling technologies to automate and integrate them to deliver cost-effective IT services. This architecture helps:

- Streamline disparate processes and tools from multiple providers into a unified, end-to-end solution
- Control the reliability and predictability of IT services to support critical business initiatives
- Reduce operational governance complexity and effort
- Utilize a global delivery model to reduce cost

Our Enterprise Service Management Services strategy represents the integration point of three fundamental concepts: people, processes and tools. It is built on an ITIL foundation, supported by proven and flexible processes with enabling technologies and applications integration.

Key features and functions

Service component	Features and benefits
Incident management	Utilizes a comprehensive framework to capture data about service issues, severity levels and dependencies. It manages end-to-end incident resolution, focused on service restoration with the least impact to your business operations.
Problem management	Relies on complete inspection of all potential problems and identifies definitive solutions to not only solve repetitive or high-impact incidents but also ensure service quality improvement.
Request management	Ensures fast and accurate fulfillment of requests and allows service teams to deliver highly standardized services efficiently and improve overall end-user satisfaction with IT services. We measure response times and ensure that our services align with your service-level expectations for each request type.
Change and release management	Manages the safe and timely modifications of the IT environment to minimize risks and achieve expected outcomes in a controlled manner.
Configuration management	Provides all the required lifecycle controls and mechanisms to gain accurate insight into managed configuration items, together with their relationships and dependencies.
Service-level management	<ul style="list-style-type: none"> • Monitors the efficiency and effectiveness of operations and program performance against established performance levels (including key performance indicators). • Provides the foundational metrics for continuous improvement to drive enhancements to service delivery and support and achieve performance levels against targeted service-level agreements.
Knowledge management	<ul style="list-style-type: none"> • Provides end-to-end support of the knowledge management lifecycle for people, processes, technology and content. This knowledge is used to support all other interfacing service management processes and provides the foundation for service availability and delivery performance improvement. • Uses our knowledge management methodology to minimize outages, reduce the impact of incidents/problems, improve the success rate of change/release implementation and contribute to overall customer satisfaction.

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



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