The ultimate remedy for IT complexity and resource constraints.

Get a subject matter expert to provide vision, strategy, and practical direction for technology implementation

Dell Residency Services for Client Systems

Overcome the 80/20 rule - 80% of IT staff time monopolized by day-to-day needs limiting 20% of time to focus on real transformation. We help accelerate real transformation by undertaking the complexity of migrating to new technology. We don't just make recommendations, our residents stay engaged and help with implementation. Once implemented, we provide best practices, process improvements and performance tuning. Residents play an important role in the technology adoption lifecycle—with both long and short-term services available. Not ready for a transition? We work with your staff to supplement existing experiences and resources.

What we can do for you

We can help you select the best solution, migrate your end user environment and share best practices for both the transition to and management of your solution

- **Windows Optimized Deployment:** We provide migration planning and environment design, which are the core skill sets needed to optimize system deployments. Operating System deployments can be made more automated and effective through advanced practices like factory integration or transitioning to the Windows as a Service (WaaS) model.

- **Unified Endpoint Management (UEM):** Offer insights to implement device provisioning and ultimately transition to UEM.

- **Endpoint Security:** Set strategies and policies around protecting corporate and end user data, devices, identity and applications.

- **Imaging and Applications:** Share best practices for image design/development, BIOS configuration and driver management including integration at the factory.

- **Client Device Operations:** Make the most of everyday client and end user administration activities.

Key Benefits

- Optimize the operation and management of your end-user environment

- Accelerate technology adoption and maximize your infrastructure capabilities

- Increase IT staff expertise with knowledge and best practices sharing from our technology experts

A Residency engagement could include experience with a wide range of technologies including:

• Windows migration

• Unified Endpoint Management

• VMware Workspace ONE

• Microsoft Windows Autopilot / Intune

• Microsoft Endpoint Manager and Microsoft Deployment Toolkit

• Microsoft BitLocker Administration and Monitoring

• Application packaging

• Dell TechDirect

• Dell ImageAssist

• Dell Connected Configuration

• Dell Client Command Suite

• Dell Migration Tool

• Dell SupportAssist

• Dell Data Encryption

Your Dell Resident provides:

• Pre-implementation planning, deployment and knowledge transfer related to a new technology acquisition

• Day-to-day operational management of your end-user systems and environment

Why Dell Residency Services

We specialize in helping IT leaders transform their operations and deliver more value to the business in agile, trusted and cost-effective ways.

Experts

• 17 patents on deployment technology

• Windows partner of the year 10 years running

Insights

• Over 11M systems configured globally each year

• Over 54K systems imaged globally every week

Ease

• Onsite and remote delivery options available across all regions*

• Flexibility to adjust engagement timeframes to fit your needs and budget

• Expert resources focus on your business priorities

Choose Dell Residency Services to support your needs on technologies we work with every day.

To learn more, contact your local representative or authorized reseller.

*Service not available in all countries in each region.

Dell Technologies believes the information in this document is accurate as of its publication date. The information is subject to change without notice. July 2020 | client-residency-datasheet

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