



Infrastructure Management Services

Managing Technology Has Never Been More Complex

Managing IT operations has become a very complex business. For most companies, managing the growing number of new and legacy technologies, networking and computing components, personal computers, and appliances has become nearly overwhelming. Often, this complexity results in frequent service interruptions, delays, and unsatisfied users because IT departments cannot proactively manage the requirements of the enterprise. Technology is evolving, but shrinking IT budgets, unpredictable legacy equipment, lack of standardization, loosely integrated systems resulting from mergers and acquisitions, and increased scrutiny and expectations from business leaders, is forcing IT organizations to find proven methods to improve quality while controlling costs.

Infrastructure Management Services Align Technology Operations with Business Needs

Our Infrastructure Management Services help customers ensure their IT organizations are aligned to meet the needs of the business. After all, the job of IT is to support the operations and growth of the business. Dell's long history of managing IT operations for many of the world's largest companies has led to the development of a proven service management solution which has helped our customers realize the true benefits of their IT infrastructure.

Developing, Implementing, and Supporting the Plan Ensures Success

To help customers identify and establish an effective management system based on their business requirements, Dell Services first conducts an assessment. Our teams work closely with key business and IT stakeholders to understand business drivers. This allows us to get an accurate accounting of the current state of operations and the expectations of business leaders to develop a roadmap to improve service and alignment with the business.

The solution typically contains initiatives such as process re-engineering, organizational alignment and optimization, service management tool implementation, and leadership and skills improvements. Our solutions include the implementation and operational support of Dell Services-developed operational processes. Based on the Information Technology Infrastructure Library (ITIL) standard, these processes embody our best practices, developed for multiple accounts, across multiple industries.

Our Experience as a Leading Technology and Systems Integrator Means You Get the Results You Need at a Price You Can Afford.

Infrastructure Management Services Include

- **Assessment Services** — Experienced service management teams work with key business and IT stakeholders to understand business drivers and develop and improve an ongoing support plan.
- **Improvement Planning** — Improvement plans are developed to ensure IT is aligned with the needs of the business while balancing the IT organization's ability to adopt change.
- **Ongoing Operational Support** — Dell will manage ongoing support providing continuous process improvement.
- **OPAS (Operational Process Application Suite)** — OPAS was developed specifically to support service management processes for large and/or complex IT organizations to provide integrated incident, problem, change, request, and configuration management across the spectrum of IT operational areas such as technical support, operations, security and administration, network support, and disaster recovery.

Benefits of the Dell Infrastructure Management Services:

- Infrastructure Service Management provides the IT organization and executive management with a comprehensive view into IT operations.
- Our service management practices typically lead to lower costs and improved quality of service to users through consistent responses and continuous improvements.
- Customers benefit from Dell's years of experience managing complex, worldwide IT operations.
- OPAS was developed to meet the needs of growing IT operations.
- OPAS is delivered via an ASP model to minimize expense and maximize ease of use and implementation.
- Dell Services' customer-proven methodologies and processes are based on globally accepted ITIL standards.

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

Dell Services will Design, Implement, or Manage a Service Management Solution that Aligns Your IT Organization with the Needs of Your Business.

IT organizations face many obstacles ensuring operations and costs are aligned with the needs of the organization. Our Infrastructure Management Services use proven methodologies, best practices, and proprietary management tools to provide IT organizations with formalized processes to assess the effectiveness of their operations.

Our management services ensure alignment with the business strategy and provide a sustainable roadmap for ongoing operations and cost containment.

Infrastructure Management Services include:

- IT Consulting Services
 - » Assessment of Existing Practices
 - » Remediation/Realignment of Priorities
 - » Operation Support Processes
- OPAS (Operational Process Applications Suite)—Dell Services' Proprietary Service Management Tool
- Proven Service Delivery and Support Processes
- End User
- Data Center
- Hosting
- Information Assurance
- Network