



Infrastructure Migration Services

Reducing TCO While Improving Quality

Most mid-size and large organizations are facing the same dilemma — how to reduce the Total Cost of Ownership (TCO) of their infrastructure while improving the quality of the service. Business acquisitions, the lack of coordinated hardware and software procurement, and the lack of strategic refresh plans have created legacy infrastructure environments with little or no standardization resulting in disparity in hardware models, software versions, and support models. These differences make ongoing support and security extremely difficult, time intensive, and expensive. Many of these internal IT organizations don't have the necessary experience with large-scale migrations to effectively and rapidly manage these changes. To reduce implementation time and minimize business disruption, they are looking for experienced system integrators for the right mix of experience, technical expertise, and business knowledge to develop and implement a plan that ensures the needs of the organization are met.

Migration Expertise Based on Time-Tested Methodologies and Processes

Dell Services has been helping organizations around the globe with complex infrastructure migrations using our proprietary end-to-end methodologies. We've built these based upon our years of experience in supporting mission-critical environments in multiple industries.

Our methodologies enable us to help our customers address four business issues: minimizing business risks, addressing security concerns, reducing Total Cost of Ownership, and increasing the quality of support. Our methodologies use a phased approach and supporting processes to ensure a seamless migration that minimizes business disruption. There is no "magic bullet" to most technology migration needs. To ensure success, Dell Services addresses all areas affected by the change — including facilities, people, processes, and technology by providing comprehensive program management, ongoing communication, and service delivery support to the IT staff and users.

Change Management Approaches that Help You Succeed

With the changing business expectations of technology investments, the need for a standardized, secure, and scalable infrastructure is greater than ever. Managing this change, while minimizing disruption to the organization and users, is a challenge for all CIOs. Dell Services has the experience customers need for managing technology changes such as large-scale migrations, consolidations, and technology refreshes by applying industry best practices and our proven methodologies to deliver high quality, cost-effective solutions that enable your business strategy.

Dell Services Infrastructure Migration Services Can Provide:

- Migration to Windows 7 for Desktops, Notebooks, and Servers
- Messaging System Migrations and Upgrades
- Data Center Consolidations
- Print and File System Consolidations
- Application Portfolio Rationalization
- Enterprise Support Systems Implementation
- Server Consolidation

Microsoft — A Force of Change

Most organizations today have significant investments in Microsoft® technology. Continuity, scalability, greater security, and timely support are needs driving many technology investment decisions. Changes from Microsoft in licensing models and available support are forcing organizations to evaluate upgrading to the latest platforms, such as Windows 7. Additionally, Microsoft continues to improve their software by providing users with new functionality and features. Dell Services can help you understand the impact of these upgrades and assess the most effective way to implement them. Our participation in Microsoft's early adoption programs and joint development programs provides us with insight and early experience to help our customers get the right solution at the right time.

Dell Services will design and implement a migration strategy that aligns the program's success criteria with your business objectives. Our experience as a leading technology and systems integrator means you get the results you need using cost-effective solutions.

Dell Services Infrastructure Migration Services approach:

- Discovery Phase — a thorough discovery of your environment enables a comprehensive analysis that is used to define and validate your requirements, dependencies, resources, and overall program scope
- Architecture Phase — defines the roadmap for the program to ensure industry best practices and methods are followed thus minimizing Total Cost of Ownership and maximizing ROI
- Integration Phase — a formal pilot program designed to validate the design and implementation plans focused on early discovery of issues
- Deployment Phase — a comprehensive deployment program designed to address all aspects of the production environment including change schedules, people and processes, geography considerations, and security policies

Benefits of Dell Services Migration Programs:

- Lower Total Cost of Ownership — by standardizing operating systems across the enterprise, organizations may lower costs associated with ongoing support and security
- Minimized Risk — our proven methodologies and use of industry best practices provide a road map for successful planning and execution that is transparent to the end user and provide maximum reduction of risk
- Migration Plan Tailored for Your Organization — our consultants are trained to understand the needs of your business and design a plan that minimizes disruption and maximizes your ROI
- Improved Security — a standardized platform provides organizations with greater continuity around security software, versions, and policies

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