

Dell Managed Cloud & Multicloud Services – Overview

1. Introduction

Dell Managed Cloud and Multicloud Services help organizations simplify the operation of complex hybrid and multicloud environments by offloading day-to-day infrastructure management to Dell experts. These services cover on-premises data centers, edge locations and public cloud platforms, enabling customers to modernize IT operations, scale reliably and optimize their technology investments while maintaining control over strategy and applications.

Dell delivers managed services across compute, hyperconverged infrastructure (HCI), storage, networking, data protection and selected public cloud environments, using standardized processes, global best practices and robust service-level agreements (SLAs).

2. Portfolio at a Glance

Dell's managed cloud / multicloud portfolio includes:

- **Managed Services for Multicloud / Modern Infrastructure**
End-to-end management of Dell infrastructure and the supporting software stack in hybrid and multicloud environments, including compute, HCI, storage and networking.
- **Managed Services for Azure Public Cloud**
Managed services for Microsoft Azure Public Cloud that complement on-premises managed environments and Azure-integrated solutions.
- **Managed Services for Data Protection**
Management of Dell data protection platforms and backup environments across hybrid and multicloud deployments.
- **Managed Services for AI & Data Platforms**
Management of AI infrastructure and Dell AI data platforms, including storage, compute and data services.

These offers are modular and can be combined to provide a consistent managed experience across private, hybrid and public cloud footprints.

3. Managed Services for Multicloud / Modern Infrastructure

Scope

Managed Services for Multicloud focus on the day-to-day management of infrastructure underpinning customers' cloud environments, including:

- **Compute & HCI**
 - PowerEdge servers
 - VxRail, PowerEdge XC, PowerFlex HCI
 - Azure Local and other supported HCI platforms
- **Storage**
 - PowerStore, PowerScale/Isilon, PowerMax, PowerVault
 - ObjectScale / ECS and other supported Dell storage platforms
- **Networking**
 - Dell PowerSwitch (Ethernet, Fibre Channel)
 - Selected Dell-branded Cisco and NVIDIA switches
- **Operating systems & hypervisors**
 - Operating systems: Windows Server, SUSE, Red Hat Enterprise Linux, Ubuntu
 - Hypervisors / platforms: VMware, Microsoft Hyper-V, Nutanix, Red Hat OpenShift / OpenStack (where included in scope)

Core Capabilities

- 24x7 monitoring and alerting via Dell's managed services platform, including proactive detection of performance, capacity and availability issues.
- Incident, problem and request management for in-scope infrastructure, including coordination with relevant technology vendors.
- Change and configuration management, including patching and firmware/OS/hypervisor updates in agreed maintenance windows.
- Capacity and performance management, with trend analysis and recommendations to optimize utilization and avoid resource bottlenecks.
- Governance and reporting, including a designated Service Delivery Manager and regular service reviews.

Service Levels

Dell typically provides high-availability SLAs for managed infrastructure components (e.g., up to 99.99% for many infrastructure services), supported by defined response time objectives and service credits. Exact SLA values, response times and remedies are defined in the customer-specific Statement of Work and associated service descriptions.

4. Managed Services for Azure Public Cloud

Managed Services for Microsoft Azure Public Cloud extend Dell's managed capabilities into the public cloud, giving customers a single partner to operate both on-premises and Azure resources.

Key Features

- 24x7 monitoring and issue resolution for Azure environments.
- Capacity, cost and credit management, including reporting and optimization guidance.
- Incident, change and request management for in-scope Azure services, aligned with the customer's governance model and Microsoft's underlying SLAs.
- Integration with Dell's managed services platform for unified ticketing, reporting and dashboards across on-premises and cloud environments.

These services are typically delivered through flexible, customer-specific statements of work and can be combined with managed services for Azure-integrated on-prem solutions to provide a seamless hybrid Azure experience.

5. Managed Services for Data Protection

Dell Managed Services for Data Protection focus on safeguarding critical data across hybrid and multicloud environments by managing Dell data protection platforms and associated processes.

Scope & Benefits

- Management of Dell data protection appliances and software, including monitoring, incident handling and lifecycle management.
- 24x7 monitoring, proactive issue resolution and capacity management for backup and recovery infrastructure.

- Standardized SLAs for the managed data protection environment and clear reporting to demonstrate compliance and resiliency.

These services can be paired with infrastructure and cloud managed services to deliver an end-to-end managed resilience strategy.

6. Managed Services for AI & Data Platforms

Dell offers **Managed Services for AI** and **Managed Services for Dell AI data platforms** to simplify operations for AI and advanced analytics deployments.

Key Aspects

- Management of AI infrastructure (compute, storage, networking and associated software) to support AI workloads at scale.
- Management of Dell AI data platform components, including object and file storage and platform software, to provide a unified and lifecycle-managed data stack.
- 24x7 monitoring, health checks, optimization and lifecycle management to sustain performance and availability for AI workloads.

This allows organizations to focus on building AI models and use cases while Dell manages the underlying AI infrastructure and data platform.

7. Service Management Framework

Across its managed cloud and multicloud services, Dell uses a consistent “**Activate – Operate – Optimize**” framework:

- **Activate**
 - Onboard in-scope systems and platforms into Dell’s tooling.
 - Establish governance (roles, responsibilities, maintenance windows, escalation paths).
 - Baseline configuration and apply agreed security hardening.
- **Operate**
 - Provide 24x7 monitoring and incident/request management.
 - Execute changes and maintenance in agreed windows following standardized processes.

- Coordinate with hardware and software vendors as needed.
- **Optimize**
 - Perform ongoing health checks, capacity and performance analysis.
 - Recommend and implement continuous improvement actions.
 - Align service delivery with changing business and technology requirements.

Service management is delivered through Dell's managed services platform, which provides ITSM capabilities, analytics, dashboards and reporting, backed by a dedicated service management function.

8. Security, Compliance and Governance

Dell embeds security and governance into its managed services:

- Security hardening, patching and tightly controlled remote access for managed infrastructure and cloud environments.
- Alignment with globally recognized security and compliance practices, supported by Dell's corporate security and privacy frameworks.
- Formal governance structures, including RACI definitions, documented change processes and regular service reviews to align operations with customer policies and regulatory requirements.

For customers requiring enhanced security capabilities, Dell can complement managed cloud services with additional offerings such as cyber-recovery solutions and managed detection and response, contracted separately.

9. Global Coverage and Availability

Dell Managed Cloud and Multicloud Services are available across major global regions, with coverage for a wide range of countries. Services are delivered primarily through Dell's global remote operations centers, providing 24x7 coverage and regional alignment as required. Exact country availability and language options are confirmed during engagement scoping.

10. Why Dell for Managed Cloud and Multicloud Services

- **End-to-end coverage** from on-premises data centers and edge locations to public cloud, with a single provider.
- **Standardized SLAs and mature service processes** that reduce operational risk and complexity while enabling predictable outcomes.
- **Integrated tooling and analytics**, including AIOps-style monitoring and observability for supported platforms.
- **Modular, scalable services** that can grow with the business and extend into data protection, AI and advanced security as needs evolve.