

Overview of Dell Ongoing Services for Cloud

Dell Technologies provides a **full lifecycle services portfolio** to support cloud environments, including private cloud, public cloud, and multicloud/hybrid architectures. Our services span:

- **Advisory and strategy services** to assess current environments, define cloud strategy, and create roadmaps.
- **Design and implementation services** to architect and deploy cloud platforms, automation, and integrations.
- **Managed and residency services** to operate and optimize the environment on an ongoing basis.
- **Support and lifecycle services** to maintain, update, and evolve infrastructure and platforms over time.

The objective is to ensure the customer's cloud platform remains **secure, resilient, compliant, and cost-optimized** throughout its lifecycle, while freeing internal teams to focus on business outcomes rather than day-to-day infrastructure management.

2. Types of Ongoing Services

2.1 Advisory and Strategic Services

These services are typically provided on a **recurring or programmatic basis** to help customers continuously align their cloud environment with business priorities.

Typical activities include:

- **Cloud strategy and roadmap reviews** (e.g., quarterly or annually), including assessment of workload placement across on-premises, private cloud, and public cloud.
- **Architecture and design governance**, ensuring that new workloads and services follow agreed patterns and best practices.
- **Cost and performance optimization reviews**, including rightsizing, tiering, and data placement recommendations.
- **Security and compliance posture assessments**, especially for regulated industries or sensitive workloads.

Deliverables can include updated reference architectures, policy and standards updates, and prioritized improvement backlogs.

2.2 Implementation and Transition Services (Ongoing/Programmatic)

While initial deployment is often treated as a project, many customers require **ongoing implementation capacity** to:

- Onboard new applications and tenants to the cloud platform.
- Extend the platform to new sites, regions, or business units.
- Introduce new services (for example, adding container platforms, AI/ML services, or new automation capabilities).

Dell can provide **repeatable, standardized implementation services** that are invoked as needed during the term of the contract, ensuring consistency of design and adherence to reference architectures.

2.3 Managed Services for Cloud Operations

Dell offers **managed services** to assume responsibility for defined portions of day-to-day cloud operations. Depending on scope, this may cover:

- **Platform operations**
 - Monitoring and managing compute, storage, and network infrastructure.
 - Capacity and performance management, including threshold tuning and scaling guidance.
 - Patch, firmware, and lifecycle management to maintain supported and secure configurations.
 - Backup, recovery, and replication operations for in-scope platforms.
- **Cloud management and automation**
 - Management of cloud management platforms, catalogs, and templates.
 - Automation for provisioning, decommissioning, and configuration consistency.
 - Configuration management and drift detection to keep systems aligned to validated configurations.
- **Incident and problem management**
 - 24x7 monitoring for critical components.
 - Incident triage, escalation, and coordination with OEMs and third-party vendors.

- Root cause analysis (RCA) and problem management for recurring issues.
- **Change and release management**
 - Planning and execution of approved changes.
 - Release management for platform updates and new features.

Service levels (e.g., response and resolution targets, coverage windows) are typically defined in the contract and can be aligned with the customer's own IT service management framework.

2.4 Residency and Expert Assistance

Where customers prefer to retain operational control but require **embedded expertise**, Dell can provide **resident engineers and consultants** who:

- Work as part of the customer's team on-site or remotely.
- Assist with complex operations, troubleshooting, and improvements.
- Provide knowledge transfer and upskilling for customer staff.

Residency engagements can be full-time or part-time and can flex over time as the environment and skills needs evolve.

3. Security, Resilience, and Cyber Recovery

For customers with elevated security or availability requirements, Dell offers **specialized ongoing services** to enhance cyber resilience across cloud environments:

- **Security and resilience advisory**, aligned to frameworks such as zero trust and industry regulations.
- **Deployment and tuning of monitoring and anomaly-detection tools**, including backup integrity checks and cyber-recovery analytics.
- **Ongoing management of secure vaults or logically isolated data copies**, ensuring that critical data remains recoverable even in the event of a ransomware or other cyber incident.
- **Incident response and recovery assistance**, helping customers plan for, respond to, and recover from cyber incidents that affect their cloud-hosted workloads and data.

These services can be delivered as **managed services**, as **retainer-based incident response**, or as **program-based consulting**, depending on customer preference.

4. Multicloud and Hybrid Cloud Support

Many customers operate a **combination of private cloud and public cloud services**. Dell's services are designed to support this mixed model by:

- Providing **consistent operations and governance** across on-premises and cloud environments.
- Supporting **cloud-native and traditional workloads**, including container platforms and virtualized environments.
- Integrating with major public cloud providers, while maintaining **data control, security, and compliance** requirements on-premises where needed.
- Assisting with **workload placement decisions** and migrations between environments based on cost, performance, and regulatory constraints.

Where customers adopt Dell private cloud solutions, Dell also provides:

- **Validated, automated platforms** with integrated lifecycle management, which simplify ongoing operations.
- **Professional services aligned to each step of the journey** (strategy, deployment, optimization, and ongoing operations) to help customers adapt and evolve their multicloud environments over time.

5. Service Management, Governance, and Reporting

Across ongoing cloud engagements, Dell provides **structured service management** to ensure transparency and continuous improvement, typically including:

- **Service governance**
 - Regular service review meetings (for example, monthly or quarterly).
 - Review of service levels, incidents, changes, and upcoming initiatives.
 - Risk and issue management, with agreed mitigation actions.
- **Reporting**
 - Operational dashboards and reports (availability, incidents, performance, capacity, and change activity).
 - Cost and consumption reporting to support optimization efforts.
 - Security and compliance reporting as defined in scope.

- **Continuous improvement**

- Identification of automation opportunities and process improvements.
- Recommendations for platform enhancements and standardization.

These elements help align ongoing services with customer business objectives and ensure measurable value over the term of the engagement.

6. Commercial and Engagement Models

Dell can tailor ongoing cloud services using **flexible commercial models**, such as:

- **Fixed-fee managed services** for defined scope and service levels.
- **Consumption-based services** where appropriate, aligned with usage or capacity.
- **Time-and-materials or retainer-based consulting and advisory** for strategic and architectural work.
- **Subscription or term-based services** that can scale as the environment grows.

This flexibility allows the service structure to match customer budgeting preferences and anticipated growth of the cloud environment.