

Residency Services for Converged and Hyper-Converged Systems



Understanding and implementing best practices to maximize efficiency is key to success.

Trusted technologists with validated expertise and skills

Business challenges

Dell EMC converged and hyper-converged infrastructure dramatically simplifies IT, enabling organizations to be more agile in their IT transformations. At the same time, agility must be balanced with budget constraints, the demand for improved productivity, and the need for specialized skill sets. Once your new technology is in place, it's critical that IT staff be able to take advantage of new features with little or no ramp time.

Understanding the integration and management of compute, storage, networking and virtualization components is key to extracting value from your IT infrastructure. With any new technology, knowledge gaps can exist and need to be addressed. Let Dell EMC Residency Service for converged and hyper-converged infrastructure systems help.

Services overview

Dell EMC Residency Services provides experts with specialized training and certifications in converged and hyper-converged technologies. Residents optimize configurations, processes and procedures, and share knowledge with IT staff. Transition to your new capabilities quickly, while managing crucial lifecycle operations for your data center. With total control of these experts' priorities and time, you'll have the flexibility to adjust resources and budget to your evolving business needs. Free your IT staff from the tactical to give them more time to innovate.

Every Resident is backed by Dell EMC product engineering, IP, knowledge bases and tools. Experts are selected using a proven and time-tested methodology, enabling smooth and consistent project execution from start to finish.

Residents play an important role in the technology adoption lifecycle—with both long and short-term services available.

Key Benefits:

- Accelerate technology adoption by up to 56% and maximize your infrastructure capabilities¹
- Increase IT staff expertise with knowledge and best practices sharing from our technology experts
- Optimize the operation of your data center to improve overall technology performance by up to 53%¹

Why Dell EMC Residency Services?

Dell EMC is a global provider of information infrastructure solutions and services. We specialize in helping IT leaders transform their operations and deliver more value to the business in agile, trusted and cost-effective ways. Choose Dell EMC Residency Services to support your needs on technologies we work with every day.

Experts:

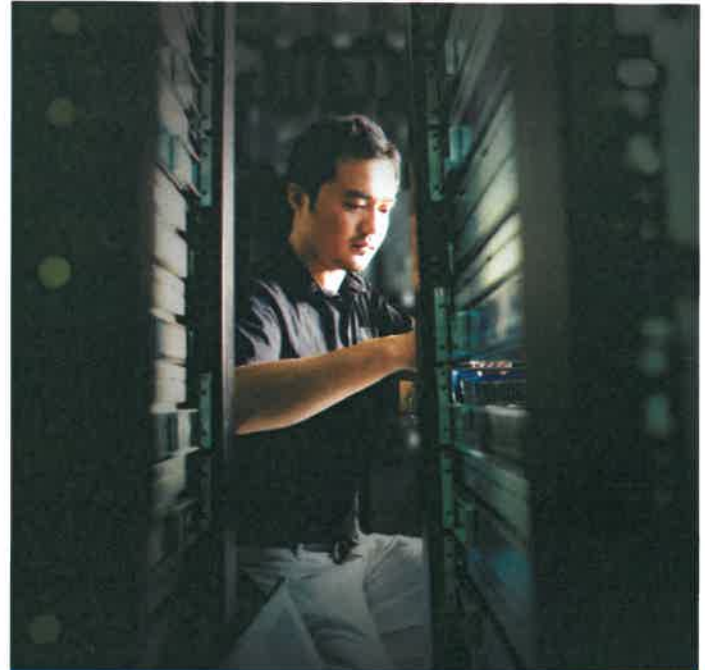
- Certified by the Dell EMC Proven Professional Program
- Backed by 27,000+ Dell EMC Services professionals
- Expertise across Dell EMC converged and hyper-converged infrastructure technology stacks, including Dell EMC storage, VMware virtualization, or Cisco Unified Computing System (UCS) and networking
- Individually selected to fit your needs
- Skilled in project planning, gap analysis, configuration, operations, monitoring and reporting, and expansion

Insights:

- Access Dell EMC product engineering, IP, knowledge databases, and tools
- Benefit from Dell EMC use cases relevant to your needs
- Increase IT staff efficiency by up to 49% with on-the-job knowledge sharing¹

Ease:

- Proven and time-tested methodology enables smooth and consistent project execution from start to finish
- Flexibility to adjust engagement timeframes to fit your budget
- Expert resources – under your direction – focus on your business priorities



98%

of customers are
satisfied with their
Resident Experts^{*}

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

¹Based on IDC InfoBrief sponsored by Dell Technologies, Accelerating Digital Transformation with Resident Engineers. IDC interviewed Dell EMC customers who have extensive experience with resident engineers, and surveyed 200 CIOs and IT managers to gain insight into how IT organizations are currently using resident engineers. For more information go [here](#) or contact your Dell EMC Sales representative.
^{*}Certifications vary across specific technologies.



A quote for your consideration.

Based on your business needs, we put the following quote together to help with your purchase decision. Below is a detailed summary of the quote we've created to help you with your purchase decision.

To proceed with this quote, you may respond to this email, order online through your [Premier page](#), or, if you do not have Premier, use this [Quote to Order](#).

Quote No.	3000044383600.1	Sales Rep	Brian DeWald
Total	\$36,957.15	Phone	(800) 456-3355, 80000
Customer #	140898332	Email	Brian_DeWald@Dell.com
Quoted On	Aug. 15, 2019	Billing To	ACCOUNTS PAYABLE
Expires by	Sep. 14, 2019		CITY OF RIVERSIDE
			FINANCE DEPARTMENT
			PURCHASING
			3900 MAIN ST
			RIVERSIDE, CA 92522-0001

Message from your Sales Rep

Please contact your Dell sales representative if you have any questions or when you're ready to place an order. Thank you for shopping with Dell!

Regards,
Brian DeWald

Shipping Group

Shipping To	Shipping Method
ROSALINDA ACOSTA CITY OF RIVERSIDE 3900 MAIN ST INFORMATION SYSTEMS - BASEMENT RIVERSIDE, CA 92522-0000 (909) 782-5561	Standard Delivery

Product	Unit Price	Qty	Subtotal
Enterprise Deployment Services – Non Tied	\$36,957.15	1	\$36,957.15

Subtotal:	\$36,957.15
Shipping:	\$0.00
Non-Taxable Amount:	\$36,957.15
Taxable Amount:	\$0.00
Estimated Tax:	\$0.00

Total:	\$36,957.15
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Special lease pricing may be available for qualified customers and offers. Please contact your DFS Sales Representative for details.

Shipping Group Details

Shipping To

ROSALINDA ACOSTA
CITY OF RIVERSIDE
3900 MAIN ST
INFORMATION SYSTEMS -
BASEMENT
RIVERSIDE, CA 92522-0000
(909) 782-5561

Shipping Method

Standard Delivery

Enterprise Deployment Services – Non Tied

Estimated delivery if purchased today:

Aug. 22, 2019

Contract # WN03AGW

Customer Agreement # MNWNC-108/7157034003

\$36,957.15	Qty 1	Subtotal \$36,957.15
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Description	SKU	Unit Price	Qty	Subtotal
Thank you for choosing Dell	993-5619	-	1	-
Residency for Dell Storage PS Series, Transitional, 1 Month	814-2197	-	1	-

Subtotal:	\$36,957.15
Shipping:	\$0.00
Estimated Tax:	\$0.00
Total:	\$36,957.15

Important Notes

Terms of Sale

Unless you have a separate written agreement that specifically applies to this order, your order will be subject to and governed by the following agreements, each of which are incorporated herein by reference and available in hardcopy from Dell at your request: [Dell's Terms of Sale](#), which include a binding consumer arbitration provision and incorporate Dell's U.S. [Return Policy](#) and Warranty (for [Consumer warranties](#); for [Commercial warranties](#)).

If this purchase includes software: in addition to the foregoing applicable terms, your use of the software is subject to the license terms accompanying the software, and in the absence of such terms, then use of the Dell-branded application software is subject to the Dell End User License Agreement - [Type A](#) and use of the Dell-branded system software is subject to the Dell End User License Agreement - [Type S](#).

If your purchase is for Mozy, in addition to the foregoing applicable terms, your use of the Mozy service is subject to the terms and conditions located at <https://mozy.com/about/legal/terms>.

If your purchase is for Boomi services or support, your use of the Boomi Services (and related professional service) is subject to the terms and conditions located at <https://boomi.com/msa>.

If your purchase is for Secureworks services or support, your use of the Secureworks services (and related professional service) is subject to the terms and conditions located at <https://www.secureworks.com/eula/eula-us>.

If this purchase is for (a) a storage product identified in the DELL EMC Satisfaction Guarantee Terms and Conditions located at [\("Satisfaction Guarantee"\)](#) and (ii) three (3) years of a ProSupport Service for such storage product, in addition to the foregoing applicable terms, such storage product is subject to the Satisfaction Guarantee.

You acknowledge having read and agree to be bound by the foregoing applicable terms in their entirety. Any terms and conditions set forth in your purchase order or any other correspondence that are in addition to, inconsistent or in conflict with, the foregoing applicable online terms will be of no force or effect unless specifically agreed to in a writing signed by Dell that expressly references such terms.

Pricing, Taxes, and Additional Information

All product, pricing, and other information is valid for U.S. customers and U.S. addresses only, and is based on the latest information available and may be subject to change. Dell reserves the right to cancel quotes and orders arising from pricing or other errors. Please indicate any tax-exempt status on your PO, and fax your exemption certificate, including your Customer Number, to the Dell Tax Department at 800-433-9023. Please ensure that your tax-exemption certificate reflects the correct Dell entity name: **Dell Marketing L.P.**

Note: All tax quoted above is an estimate; final taxes will be listed on the invoice.

If you have any questions regarding tax please send an e-mail to Tax_Department@dell.com.

For certain products shipped to end-users in California, a State Environmental Fee will be applied to your invoice. Dell encourages customers to dispose of electronic equipment properly.