



Dell Services – Data Center Outsourcing Services Vendor Assessment

Report Abstract

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11 pages





Who Is This ITO Vendor Assessment For?

NelsonHall's Vendor Assessment of Dell Services' "Data Center Outsourcing Services" provides a comprehensive view of the company's offerings and capabilities designed for:

- Sourcing managers monitoring the capabilities of existing suppliers of data center outsourcing services and identifying vendor suitability
- Vendor marketing, sales and business managers looking to benchmark themselves against their peers
- Financial analysts and investors specializing in the IT services sector.



Key Findings & Highlights

Prior to the acquisition of Perot Systems in 2009, Dell's data center activities focused mainly on consultancy, transformation and sale of modular data center units. Perot brought in some data center outsourcing (DCO) capabilities and a number of data centers, including one in Kentucky largely supporting health and public sector clients. Today, Dell Services manages six of its own and 60 data centers for and on behalf of clients, but this service line remains a relatively small part of the business. The recent spate of technology acquisitions by Dell have helped it boost its capabilities for DCO, and in particular IaaS offerings, most recently including: Enstratus for managing applications on cloud, usage governance & cloud utilization monitoring; and Make Technologies in April 2012 to control, manage and secure data across endpoints, servers, storage, applications and cloud. Having initially focused on both public and private cloud services, in May 2013 Dell pulled out of public cloud provisioning. Today it is focusing on private clouds as part of its DCO services.

Dell offers DCO as a standalone service or as part of larger ITO or infrastructure outsourcing engagements, including desktop and service management. Dell aims to provide automation, standardized and consistent global delivery based on best practice and on ready-to-deploy hardware.

It provides standardized offerings such as services based on its modular data centers, with servers, networks and fabric in place, which can be added-to as required, expanded in units.

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Scope of the Report

The report provides a comprehensive and objective analysis of Dell's data center outsourcing offerings, capabilities, and market and financial strength, including:

- Identification of the company's service-specific strategy, emphases and new developments
- Service-specific revenue estimates
- Analysis of the company's offerings and key service components
- Analysis of the company's approach to, and locations for, service delivery
- Analysis of the company's strengths, weaknesses and outlook.

Report Length

11 pages

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