Dell Compellent: **Implementation Services**

Expert Implementation of your new Fluid Data Technology

The leading edge technologies behind Fluid Data bring implementation challenges that can be reduced or eliminated with Dell Compellent Implementation Services.

We understand that correct implementation is critical to ensuring that storage performance is optimized. Dell Services provides system installation and implementation, as well as training. From disaster recovery planning to physical relocation, the Dell Services team is available to provide professional assistance when you need it

Implement fast. Implement correctly. Implement once.

We ensure your new Dell Compellent Storage is installed properly and configured per the design specifications. We can even migrate your data safely from your legacy storage system without disrupting operations or end-users. No need for your IT staff to spend time researching correct processes and advanced configuration task sequences, or purchasing the correct tools. We can reduce costs and relieve your IT department of the time consuming implementation tasks that otherwise divert valuable resources from business critical activities.

To every implementation we bring deep knowledge of our products and broad experience deploying them. We do 1000's of deployments every year across the globe, in just about every type of customer environment. From this vast experience we have acquired best practices that are integrated into our processes. As a result we are very well aware of what undocumented activity must occur to avoid mistakes. In addition to doing it right the first time, we rarely encounter situations or issues for which we are not prepared.

Preparation and oversight

Our proven implementation methodology will take you step by step from a plan to a ready-to-use solution:

Project Management: Once your order is placed, a Project Manager will contact you to initiate the implementation process. The PM will coordinate contact with the solutioning team to create the plan for installation and configuration of your virtualized storage, track logistics of the product, and coordinate schedules with our onsite technicians. The PM will be your single point of contact through all phases of implementation and is accountable for your satisfaction with our service execution.

Planning: You've heard the saying 'Measure twice, cut once'. Preparation is key to proper implementation of a Dell Compellent Fluid Data solution. Understanding your specific solution requirements is the first step. Your storage will be virtualized, but what hardware architecture have you chosen? Fiber Channel or iSCSI? How will it integrate into your existing data center? Are all of the physical and environmental needs of the equipment met? We make sure we understand the technical requirements of both your Dell Compellent products and your data center. We confirm what level of integration will be needed and validate what you purchased will do the job you need. We also confirm your replication and recovery strategy. Once the target environment is acknowledged as stable, we then produce a detailed action plan for completing the implementation, as well as specific timing.
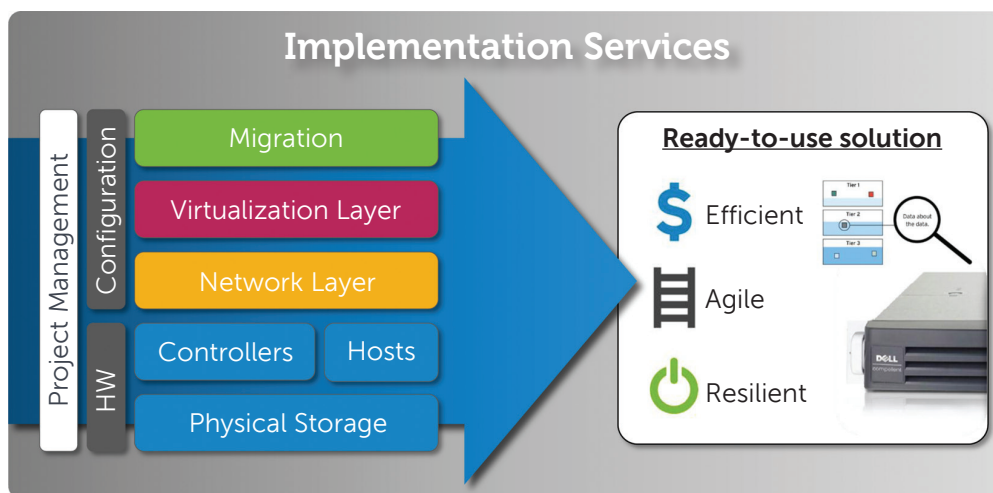
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The job is not finished until you say it's finished.

Installation and Configuration: When your hardware has been delivered and is ready to deploy, Dell Compellent certified technicians will come to your location and perform the onsite installation and configuration of Dell Compellent products per the implementation plan.

- Installation of the Dell Compellent Storage Arrays, FC or iSCSI switches including cabling
- Installation of Dell Compellent Enterprise Manager
- Initialization of Dell Compellent Storage Arrays and firmware upgrade
- Configuration of FC zoning or iSCSI network as appropriate
- Configuration of Storage volumes, host-based storage software & native host MPIO software
- Present volumes to the hosts

Test and Handoff: It's our goal to give you both a functional system and the confidence that we've completed the implementation to your specifications and satisfaction. Accordingly, after completing the installation and configuration activities, the onsite technician will test the failover function of the storage environment and automated phone home capability. If either isn't working as designed, the technician will verify the plan and work that has been done, making any necessary changes to ensure full functionality of those features.

Once you are satisfied that the implementation has been done completely and correctly, the technician will conduct a brief orientation session to cover the key features of your new Dell Compellent Fluid Data Storage solution. After the technician has completed all of these deliverables, you'll be contacted by the PM to verify your satisfaction and close the project.

Additional Implementation Services

Data Migration: Most customers purchase Dell Compellent intending to fully migrate their data from legacy storage systems. We understand that data is the lifeblood of your organization and while you may prefer to handle migration yourself, we have the expertise and experience to assist you either during or after the initial implementation.

Upgrades and Expansion: If you are an existing Compellent customer but new to Dell, we can also assist you with upgrading or expanding through additional hosts, DAEs or controllers. Want to keep your system up to date? We offer a comprehensive software and firmware update service.

Remote Configuration Assistance: Though most implementation projects require onsite technicians, we recognize that there are situations where you can accomplish what you need with just a helping hand. For simple installations, upgrades, and extensions, we provide expert remote assistance for configuration through web conferencing and/or over the phone.

Compellent training
Our Compellent Administration and Management and Compellent Advanced Instructor-led courses are designed to help you understand how to manage and maintain your Storage Center on an ongoing basis to ensure efficient utilization and continuous availability. These courses are led by our knowledgeable storage experts who will guide you through hands on exercises to ensure you gain the necessary skills to maximize your storage center performance.

Dell Storage Implementation
We also offer a variety of implementation services for our other storage products: Dell EqualLogic, PowerVault and the Dell DX series. You'll get the same level of planning, installation, and configuration for these Dell products as we provide for Dell Compellent. So if you plan to integrate any Dell storage into an existing SAN, are new to virtualization or iSCSI technology, or just want someone to manage your deployment, talk to us about our Storage Implementation Services.

Replacing old equipment?
Our Asset Recovery service helps you recover, resell, or return to lease your excess computer equipment in a secure and environmentally conscious manner.

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