Dell Messaging Services

Today's businesses are finding that communication is a key to their success. Advanced messaging tools are no longer a luxury — they are critical resources needed by both employees and customers to collaborate and exchange information quickly and dependably. The need to drive down costs while continuing to improve communications capabilities is forcing companies to look to trusted and experienced technology service providers for cost-effective, innovative messaging services, such as instant messaging, conferencing, calendaring tools, wireless, unified messaging, and basic e-mail services.

Dell Messaging Services provide right-sized, secure solutions that meet today's needs and scale for tomorrow's growth. Dell Messaging Services provide professionally managed communications applications and technology support that align messaging resources with business needs to deliver high-quality services to your employees and your customers. With hundreds of customers across a variety of business sectors, Dell Services has the expertise to manage both large and small-scale migrations, or rapidly deploy new solutions.

When recommending an appropriate messaging solution, we begin by assessing your company's unique business requirements. We then develop a plan that ensures a seamless transition of the messaging environment. To ease the impact of deployments or migrations, Dell Services offers a choice of on-site or off-site delivery methods. Regardless of the delivery method, we leverage our supplier relationships to drive down costs while using the latest technologies to provide a secure, reliable, and flexible messaging solution.

Dell Messaging Services meet the changing needs of your organization while addressing your company's data management and security needs through comprehensive archiving with off-line storage, centralized virus protection, message scanning, and spam control. Dell Services Content Filtering identifies spam and virus-infected e-mail and deletes it at the gateway. This reduces incoming e-mail by up to 70 percent, greatly lowering storage costs, network bandwidth requirements, and associated employee time to eliminate unwanted mail.

To support growth and an increasingly distributed and mobile workforce, Dell Services provides a variety of flexible and cost-effective solutions, whether you need to ramp-up or down the number of supported users. We also provide support for multi-vendor environments, should your business grow through acquisitions. Dell Messaging Services provide an array of innovative solutions, including:

- Instant Messaging
- Directory Services and Meta-Directory
- Synchronization
- E-Mail Distribution List Processing
- Wireless Messaging
- Unified Messaging
- Message Archiving and Storage
- Secure/Encrypted Messaging
- Real-Time Collaboration Applications
- Content Filtering (message scanning and spam prevention)
- Virus Management

The right messaging tools at the right price.

Messaging services are critical to the success of your business, but shouldn't be priced that way. That's why Dell Messaging Services combine unit-based and flexible pricing to help reduce expense and financial risk. By standardizing messaging services, Dell Services is able to provides a predictable cost model that drives down your cost of ownership while providing flexibility for additional messaging services as your business grows, or as your business needs change. We are able to lower your total cost of ownership by leveraging economies of scale, a global delivery model, and dedicated messaging experts. This ensures hardware refreshes remain affordable, making it easy to standardize software and support improved service and reliability. In addition, Dell Messaging Services provide 24/7 support, which frees up your company's IT resources and gives you the confidence that your messaging system will be up-and-running when you need it.

Get back to the business of doing business.

Dell Messaging Services can provide your business with insight and expertise on today's most popular technologies, as well as emerging technologies and how they'll impact your business. These services feature cost-effective pricing models, flexible hosting alternatives, high-level security features, and your choice of support service levels. And our experienced resources help ensure that you get the messaging capabilities you need, where and when you need them, so you can focus on your core business.

Messaging Services include:

- Project Management
  - » Transition
  - » Migration
- End User Support
  - » Help Desk
  - » Technical Expert Support
- Messaging Infrastructure Support
  - » Contingency Planning
  - » System Monitoring
  - » Server Administration and Support
  - » Gateway Management
- Service Management
  - » Incident, Request, Problem, and Change
- Management
  - » Service Reporting

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

Dell Messaging Services provide flexible service and cost options that allow customers to choose a solution that's right for them.

Applications   Business Process   Consulting   Infrastructure   Support

DELL Services