

# Dell Software Field Kit

A solutions guide for accelerating  
Microsoft platform adoption

Be inspired by  
what's inside

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**Windows 7/8 migrations**

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Industry recognition

Our commitment to Microsoft

Important contacts

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product information, case studies,  
assets and more.



# Microsoft technology platforms supported



Discover, test, fix, package  
Windows XP to Windows 7  
Windows XP to Windows 8  
Office 2007 to Office 2010  
Desktop virtualization



Prepare, migrate, coexist, manage  
Exchange to Exchange  
Notes to Exchange  
GroupWise to Exchange  
Google to Exchange



Prepare, migrate, coexist, manage  
Exchange to Office 365  
Notes to Office 365  
GroupWise to Office 365  
Google to Office 365  
SharePoint to Office 365



Prepare, migrate, manage,  
customize  
SharePoint to SharePoint  
Public folder to SharePoint  
Windows files to SharePoint  
Notes apps to SharePoint



Deploy, monitor, manage  
Quality of service insight  
Transaction analysis  
Application and infrastructure health  
Cloud cost management



Database performance monitoring,  
analysis and management  
Centralized administration and  
development  
Backup and recovery



Prepare, migrate, coexist, manage  
Active Directory to Active Directory  
NDS to Active Directory  
Automation, auditing, reporting,  
disaster recovery  
Desktop virtualization



Seamlessly monitor & manage cross platforms  
Inventory and report  
Deploy software & apps  
Manage mobile & BYOD  
Track and report on performance  
Manage alerts

# Dell Software capabilities



## Data center & cloud management

- Server & client management
- Performance monitoring
- Virtualization & cloud management
- Windows Server management



## Information management

- Database management
- Business intelligence/analytics
- Application & data integration
- Big data analytics



## Mobile workforce management

- Mobile device management
- Desktop virtualization
- Application access

## Security management & data protection



- Identity & access management
- Network security
- Endpoint security
- Email security
- Enterprise backup/recovery
- Virtual protection
- Application protection
- Disaster recovery



# Dell Software – three key areas

Our business units: inside-out view.

## Systems Management

- Client systems management
- Server & data center management
- Performance monitoring
- Data protection & integration



- KACE
- Quest Software
- AppAssure

## Security

- Network security
- Web security
- Identity & access management
- Security & vulnerability management
- Messaging security
- Endpoint security



- Quest Software
- SonicWALL

## Information Management

- Database tools
- Data warehouse
- MDM
- ETL
- Information management
- CRM
- Back office
- Collaboration



- Kitenga
- Boomi
- Quest Software



# Driving deployments with Dell

## Old

Windows XP/Windows Vista  
Notes mail and apps  
GroupWise  
Assorted Unix mail  
Google mail  
Exchange legacy  
SharePoint legacy  
Sametime  
AD legacy structures  
NDS

## Delivery services

Infrastructure & devices

Skilled mutual partners

Assessment tools

Migration tools

Coexistence tools

Management tools

Customization tools

LAR

Support services



## New

Windows 7/Windows 8  
Office 365  
Exchange Server 2013  
SharePoint Server 2013  
Microsoft Office 2013  
Lync Server 2013  
Active Directory  
Microsoft Azure

Dell Services

Dell Software

Dell Hardware



Dreams are the touchstones of our character.

Henry David Thoreau



# Accelerating Microsoft platform adoption

Microsoft priorities	Dell Software	Dell	Customer benefit
<p><b>WIN 7/8 migration</b></p>	<p>Migrate twice as fast at half the cost with automated application compatibility tools.</p>	<p>Dell's end-to-end end-user computing solutions (Win7/8) provide customers the best productivity, security and manageability across all devices, including desktop virtualization computing and mobility solutions.</p>	<p>Reduce risks and costs migrating to Win 7/8.</p>
<p><b>Exchange migration</b></p>	<p>With more than 30 million mailboxes and users migrated, the Dell Software specialists have the experience to simplify and accelerate Exchange and OCS migrations and consolidations with less risk to business operations.</p>	<p>Dell can help customers implement Lync, Exchange and/or SharePoint solutions faster, easier and with less disruption. Dell's built-in scalability enables customers to grow their unified communications and collaboration strategies over time.</p>	<p>Accelerate and simplify your migration to Exchange with ZeroIMPACT on end users, IT and productivity.</p>
<p><b>Office 365 migration</b></p>	<p>Get to the cloud with ease – and without loss of productivity or data. Before the move, perform pre-migration assessments to determine migration requirements. Dell Software specialists also provide solutions that ensure coexistence for extended migration projects and hybrid email environments.</p>	<p>Dell &amp; Microsoft communication and collaboration solutions and services empower customers to embrace the level of unified communication and collaboration that works best for their business now, while building a foundation to integrate more of these technologies in the future. Our solutions are built on powerful Dell hardware and industry-leading Microsoft tools, backed by strong partnership and Dell services. Together, our solutions provide the integrated, easy, reliable and effective collaboration businesses need to make the entire organization more productive, more quickly.</p>	<p>Migrate, consolidate and restructure data and systems with ZeroIMPACT on the business.</p>
<p><b>SharePoint migration</b></p>	<p>Reduce the risk, time and effort required to plan and execute SharePoint 2010/2013 migrations.</p>	<p>Dell &amp; Microsoft communication and collaboration solutions and services empower customers to embrace the level of unified communication and collaboration that works best for their business now, while building a foundation to integrate more of these technologies in the future. Our solutions are built on powerful Dell hardware and industry-leading Microsoft tools, backed by strong partnership and Dell services. Together, our solutions provide the integrated, easy, reliable and effective collaboration businesses need to make the entire organization more productive, more quickly.</p>	<p>Reduce risk, cost, time and complexity. Minimize impact on both IT and end users.</p>

# Accelerating Microsoft platform adoption

Microsoft priorities	Dell Software	Dell	Customer benefit
<b>Azure consumption</b>	Dell Software provides development, management and monitoring tools that help promote the Azure platform, which helps drive adoption.	Our secure, cloud-ready solutions enable customers to make the move to private, public or hybrid clouds when it makes sense for their business.	Promotes Azure as a widely used and reliable platform.
<b>Azure management</b>	Dell Software provides all you need to monitor and manage applications being developed and run on the Windows Azure platform.	Dell Cloud services can be used as needed for greater flexibility and just-in-time capabilities. Dell SecureWorks services help keep cloud infrastructures secure and compliant, without overtaxing internal resources.	Performance assurance for Windows Azure applications.
<b>SQL Server management</b>	Dell solutions for SQL Server management are award-winning productivity tools that enable organizations to gain unprecedented visibility into their systems, and automate development and administration tasks.	Simplify performance analysis, monitoring, SQL development, and administration, by providing broad visibility across DB environments and award-winning productivity tools.	Maximizes user productivity, and database performance and availability.
<b>SQL Server usage</b>	Many of our award-winning solutions utilize SQL as the backend database, showing our support for and promotion of SQL as the database of choice.	Dell Global Services offer the expertise and skills needed to take the worry out of implementation, optimization, and maintenance of SQL Server® environments. Our SQL-based data warehouse even includes startup and training services, reducing risk and accelerating time to value.	Customers will need a SQL license every time they deploy our solutions.
<b>Office</b>	Automatically convert and test applications for compatibility with Windows 7, Office 2010 and Internet Explorer, as well as virtualized desktop and application environments.		Manage a cost-effective application estate for continued productivity across the user environment.

# Accelerating Microsoft platform adoption

Microsoft priorities	Dell Software	Dell	Customer benefit
Windows Server	From initial discovery, to setting up GAL synchronization from day one, merging Active Directory forests, restructuring Active Directory, and consolidating non-Windows infrastructure into Active Directory, Dell Software has the products to smooth the inevitable rough edges and tense times that accompany the melding of IT infrastructures.	Windows Server 2012 and Dell PowerEdge networking and storage offer a comprehensive virtualization platform that helps IT administrators create dynamic data centers and cloud infrastructures that provide flexible workloads, networks and storage and deliver secure access to data anytime, anywhere, any device.	Accelerate and simplify your migration to Windows Server with ZeroIMPACT on end users, IT and productivity.
Desktop Virtualization	vWorkspace offers the lowest-cost desktop virtualization on Hyper-V. Deploy a blended model of VDI, TS/RDSH and App-V based on individual user requirements. Hyper-V Catalyst components provide exceptional provisioning speeds – as well as IOPS efficiencies that enable the use of local storage (DAS) as opposed to traditionally required SAN, resulting in further cost reductions. vWorkspace also improves the scalability of Microsoft virtual desktop environments.	Dell delivers a single point of contact for all the components of your desktop virtualization needs including: data center hardware, software, end points, hosted services, and Dell services.	Lower cost, ease of deployment and ongoing management
System Center	Seamlessly extend System Center Operations Manager and Configuration Manager to non-Windows platforms and mobile devices with more than 400 extensions.	Dell OpenManage and Microsoft System Center are tightly integrated, allowing customers to manage their physical and virtual infrastructures from end to end, using a single console.	Get the most return on your System Center investment by eliminating multiple, redundant, disparate management systems and monitoring your entire enterprise infrastructure under one pane of glass.



The future belongs to  
those who believe in the  
beauty of their dreams.

Eleanor Roosevelt



# Windows 7/8 migrations

## Compelling events

**Windows 7/8 migrations:** Application compatibility is the single biggest blocker to enterprise Windows 7/8 migrations. With XP EOL looming and migrations taking 12-18 months, organizations must migrate now.

**Application virtualization:** Virtualization compatibility issues for application installs and runtime, update and un-install processes, leads to application compatibility issues. Additional skilled resources to test and remediate these issues is time-consuming, costly and prone to error.

**Application packaging lifecycle:** Repackaging applications into MSIs and virtual formats on an ongoing basis due to patches and updates requires skilled resources for testing, configuration and conversion and is prone to errors.

## Solution impact

ChangeBASE enables you to reduce Windows 7/8, virtualized application and web browser migration risks with faster application compatibility assessments, automated testing and remediation, and seamless application virtualization. ChangeBASE dramatically reduces application migration risk with automated testing, fixing and packaging. It enables enterprises to quickly gain a single view of their application challenge across their desktop, server, virtual and web applications. It also automates arduous manual processes to reduce the total time needed to test, fix and convert applications, saving weeks and months on migration projects.

## Qualifying questions

What is your plan for moving to Windows 7/8/IE9/IE10?

How many applications do you have?

How long do you anticipate application assessment and fixing of your entire estate will take?

How are you planning to identify compatibility issues with websites and web applications as you move to Internet Explorer 8 or 9?

How do you currently manage patches and update?

## Why is this good for everyone?

**Accelerates technology adoption:** Application compatibility tools speed the adoption of new platforms by more than 40% by automating the testing, remediation and packaging of applications to Windows 7/8, App-V and IE 8-10.

**Reduces risk of migration failure:** Automation tools ensure a repeatable and systematic process of identifying applications and ensuring application readiness to new platforms.

**Maximizes customer investment:** Customers realize value to their Microsoft technology investments faster and with less costs. ChangeBASE enables IT workers to focus on more strategic projects while automating the time-consuming task of application readiness and lowering migration costs by 40% or more.

The fastest, easiest way to ensure application readiness for Microsoft platforms, web browsers and virtualized environments.

## Case study – Windows 7 migration

# Met Office

A sunny migration for Met Office – the UK's national weather service saves £45,000 and weeks of time in Windows 7 migration, thanks to ChangeBASE.

The Met Office, the UK's national weather service, is recognized as one of the world's most accurate forecasters. It uses more than 10 million weather observations a day, an advanced atmospheric model and a high-performance supercomputer to create 3,000 tailored forecasts and briefings a day. The Met Office employs more than 1,800 staff members at 60 locations throughout the world.

### Challenge

The Met Office was embarking on a universal migration to Windows 7 from XP, and needed to ensure that its 1,000 applications would be compatible with the new platform. A manual approach to test the applications was deemed too time-consuming and too costly, with insufficient guarantee of success. A solution was needed to test each application and facilitate remediation where necessary.

### Solution

ChangeBASE was selected by the Met Office because of its extensive functionality. The solution was used to test each application, check for compatibility issues, highlight possible problems, and suggest fixes.

### Results

- Saved close to £45,000 by avoiding a manual approach
- Shortened migration preparation time by weeks
- Automated the process of application checking and remediation, freeing staff for other tasks
- Delivered more than 100% ROI within eight months
- Realized significant value from leveraging professional services



"ChangeBASE does the work for us. It took only two days of elapsed time to test around 300 applications, and for most of this time, the solution was working in the background, so very little staff time was required."

Richard Bevan, IT Manager, Distributed Information Services, Met Office

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for the complete case study



Perseverance is  
not a long race; it is  
many short races  
one after the other.

Walter Elliot



# Exchange, AD and Office 365 migration

Our proven migration method –  
prepare • migrate • coexist • manage.  
Our solutions migrate data quickly, reliably and  
with ZeroIMPACT to both IT and end users.

## Compelling events

**New servers purchased:** Customers frequently purchase servers in preparation for a planned Exchange, AD or SharePoint migration. If your customers are interested in new servers, find out why and what they intend to do with them.

**Merger or acquisition:** When companies merge, in addition to needing new hardware they often need to create new organizational structures for the merged organization. This often includes a redesign of their Exchange, AD or SharePoint environments.

**Migration to Office 365:** Many SMBs want to take advantage of the cloud and are therefore migrating to Office 365. Like any other migration, this type of move requires planning and post-migration management.

**Existing contracts are expiring:** Organizations reassess their service contracts and may choose to move from one platform to another (e.g., Notes to Exchange) to avoid recontracting for costly maintenance.

## Solution impact

Our four-part ZeroIMPACT methodology ensures a successful migration and helps customers get the most from the investment in their new environments.

Dell's migration and consolidation solutions efficiently move and restructure user accounts, data and systems without impacting users or business productivity.

## Qualifying questions

How are you preparing for your migration?

Do users on different email clients need to work with each other during the migration?

Is messaging a mission-critical application in your business?

What management needs do you expect for the new environment?

Are you planning to migrate other platforms? When?

## Why is this good for everyone?

### The Dell Software team has successfully migrated:

- More than 30 million mailboxes to Exchange, including more than 10 million mailboxes migrated from Notes, GroupWise and Google.
- More than 40 million users to Active Directory, including nearly 10 million users migrated from Novell NDS.

### Drive Exchange 2013, Office 365 and Windows Server 2012

**adoption:** With our proven methodology your customers will get to the latest platforms faster and with ZeroIMPACT.

**Fight off Google:** Our Migration solutions for Exchange 2013 and O365 will get customers off of Exchange 2003 and earlier in one step. Leveraging native tools or competitive products will require a two-step process leaving customers concerned about the involved risk.

## Case study – Exchange migration

# Coca-Cola

### Challenge

Coca-Cola Bottling Co. Consolidated needed to migrate 3,000 mailboxes, distribution lists and conference rooms from IBM® Lotus Notes® to Microsoft® Exchange Server without data loss or disruption.

### Solution

Based on the ease of installation, 24x7x365 technical support and cost-cutting migration technology, the company chose Notes Migrator for Exchange. CCBCC also deployed Coexistence Manager for Notes to ensure Exchange and Notes worked well together throughout the transition.

### Benefits

- Reduced migration time 33%; completed 2 months ahead of schedule
- Migrated 3,000 Lotus Notes mailboxes to Microsoft Exchange Server with 100% accuracy
- Reduced external consulting costs through ease of use
- Preserved business workflow and ensured collaboration

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for the complete case study



Coca-Cola reduces its migration timeline by 33 percent with Notes Migrator for Exchange.

“Even when one mailbox is corrupted, a multi-threaded tool can continue to migrate other mailboxes; this is how Notes Migrator for Exchange works.”

Mark Pierce, Managing Consultant, InfraScience



“Top management kept a large number of contacts in Lotus Notes. All that information was migrated with no data loss because of Notes Migrator for Exchange.”

Alicia Graham, Senior Systems Specialist,  
Coca-Cola Bottling Co. Consolidated



Perfection is unattainable, but if we chase perfection,  
we can catch excellence.

Vince Lombardi

Partner Confidential



# SharePoint

Dell's solution allows customers to manage, migrate and customize their SharePoint environments to easily satisfy end-user demands, while improving SLAs and maximizing their SharePoint investment.

## Compelling events

**Migration:** Many organizations are taking stock of their environment and determining when (not if) they will migrate to SharePoint 2013 or Office 365. Dell offers solutions that ensure organizations can properly prepare for and execute a successful migration, which likely will include server and storage hardware from Dell.

**Management:** With the adoption of SharePoint exploding, management of the environment can be chaotic with challenges around recovery, security and storage. Dell has solutions to centrally address them all and help organizations plan for the long range.

**Customization:** Superusers, while empowered to design and deliver content in SharePoint, may do as much harm as good if not properly monitored and controlled. They need tools that enable them to deliver what's needed, but in a way that meets with best practice or compliance needs. IT developers on the other hand may have the skills and knowledge, but not the time. Customization is time intensive. Dell tools can improve delivery speed and consistency.

## Solution impact

As SharePoint has matured in features and functionality, more and more IT organizations have come to rely on this platform for not only basic file collaboration, but also for line-of-business applications, business intelligence, social applications, enterprise search and more.

Regardless of where an organization is in the SharePoint lifecycle, all organizations will have concerns around managing, migrating and customizing their environment. Dell solutions help organizations control the chaos and maximize their SharePoint investment.

## Qualifying questions

How are you using SharePoint? What challenges do you face?

Are you planning a migration? How important is the content you are migrating?

Do you have a good understanding of what's in your environment, what needs to be migrated, in what order/priority, and what can be removed?

Do you have a migration project plan in place?

What kinds of things are you doing that require custom code?

What is your backup and recovery plan for SharePoint content?

## Why is this good for everyone?

**Drive SharePoint 2013 upgrades:** Customers moving to SharePoint 2013 will most likely need to refresh their Windows and SQL Server hardware. Dell offers an end-to-end solution, with software, services and hardware to ensure a successful migration.

**Accelerate SharePoint/Office 365 deployments globally:** Customers can reduce the time, cost and risk of migrating SharePoint content, Windows files, Exchange public folders and Notes applications to SharePoint on-premises and Office 365.

**Prevent competitive switchers:** Dell makes it easy for customers to consolidate and upgrade their content from legacy SharePoint versions (2003/2007/2010) directly to SharePoint 2013 or Office 365. This keeps them on the Microsoft platform and away from competing collaborative technologies.

## Case study – SharePoint migration

# Avanade

Avanade migrates to SharePoint 2010 in half the time and avoids weeks of post-migration scripting work.



“Dell handled upgrading to management-dated columns during the migration, as opposed to us writing a script afterwards. That saved us weeks of development time.”

Jeff Chen, Infrastructure Engineer,  
Avanade

Avanade provides enterprise business technology solutions and managed services in areas such as CRM, .NET application development, business intelligence, collaboration, ERP and infrastructure.

### Challenge

Avanade needed to migrate its business-critical applications from SharePoint 2007 to 2010 in order to set the foundation for future growth as well as improve governance. The company also wanted to improve its users' SharePoint experience.

### Solution

The organization implemented Migration Manager for SharePoint, which reduces the time, risk and cost of migrating or consolidating on a new SharePoint environment.

### Results

- Delivered a complete, successful migration to SharePoint 2010
- Slashed migration time and effort by half as compared to native methods
- Enabled a gradual migration with little or no downtime
- Eliminated weeks of post-migration scripting work
- Delivered post-migration synchronization

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The only place where success comes before work  
is in the dictionary.

Vidal Sassoon

Partner Confidential



# Azure

## Azure adoption and acceleration

### Dell Software cloud solutions – the big picture

- Azure EA and development agreements with Microsoft
- On-demand apps – SaaS running on Azure
- Development, management and monitoring tools
- Heterogeneous platform expertise increases overall revenue potential.
- Dell is evaluating new business opportunities and architectures.

### Apps on Azure

- OnDemand – SaaS on Azure
- OnDemand Common Services
- OnDemand Foglight – Azure + .Net Apps
- Cost Management
- SQL Server Management Studio plug-in
- Project Lucy

### Why is this good for everyone?

- Almost everything Dell does in and for cloud brings revenue to Microsoft
- Promotes net new Azure engagements
- Keeps Microsoft and Azure top of mind in the eyes of the public

Tools that facilitate or enhance cloud database support in DB tools:

#### Toad for SQL Server 5.0 supports SQL Azure

- A toolset for SQL Server administration, performance tuning and development. It has earned multiple awards, including back-to-back “Best of TechEd” wins.

#### Toad for Cloud Databases: [toadforcloud.com](http://toadforcloud.com)

- Windows Azure Table Storage
- SQL Azure
- On-premises SQL and other DBs

#### Other products for SQL Azure:

- Spotlight on SQL Server Enterprise
- SQL Optimizer for SQL Server

Foglight for Windows Azure applications

# Windows Azure

Solution brings industry-leading Foglight application performance monitoring capabilities.

Building on its 20-year heritage as an industry leader in application performance monitoring, Dell Software introduces Foglight® for Windows Azure Applications, an application performance monitoring (APM) solution available via software-as-a-service (SaaS). This addition to the industry-leading Foglight APM portfolio enables developers and DevOps specialists to monitor performance and understand what end users are experiencing with Windows Azure-based applications.

- Enterprises recognize that end users have high expectations from applications. The success or failure of an application often is determined by the end user's experience with that application; however, developers and DevOps specialists sometimes struggle to understand the end user experience, particularly within cloud-based applications.
- Foglight for Windows Azure Applications enables small and mid-sized organizations to leverage cloud-based performance monitoring technology for applications built on the Windows Azure platform, and allows developers and DevOps specialists to gain critical insight as to how end users interact with these applications.
- Foglight for Windows Azure Applications gives developers and DevOps specialists confidence that their users are getting the service expected, and the applications and infrastructure are performing optimally.

Visit  
[awinningpartnership.com](http://awinningpartnership.com)  
for more information



"Windows Azure is the platform of choice for developers who want to quickly and easily build and run highly scalable applications. We are pleased to have worked with Quest (now a part of Dell) in the development of Foglight for Windows Azure Applications and to know that Windows Azure customers have access to Quest's established application performance monitoring solution."

Bill Hamilton, Director, Windows Azure Product Marketing, Microsoft Corp.



I've learned that people will forget what you said, people will forget what you did, but people will never forget how you made them feel.

Maya Angelou



# SQL Server

## SQL Server adoption

### SQL Server management tools

**Spotlight on SQL Server Enterprise:** delivers operational monitoring, diagnostics, administration, and automated tuning for SQL Server; Microsoft's Bing Advertising Group runs it in production

**Benchmark Factory for Databases:** improves database performance and scalability through testing, including database workload replay

**Discovery Wizard for SQL Server:** detects SQL Server instances and monitors network for changes

**Foglight for SQL Server:** provides scalable, web-based, 24x7 database monitoring

**Foglight Performance Analysis for SQL Server:** offers detailed wait-event analysis and optimization

**Foglight for Cross-Platform Databases:** monitors diverse platforms from one consolidated view

**NetVault LiteSpeed for SQL Server:** improves backup and recovery; Microsoft is a case study customer

**Toad Data Modeler:** provides simple, accurate and low-cost data modeling and design

**Toad Data Point:** simplifies data access, analysis and provisioning for data management professionals

**Toad for SQL Server:** Automates repetitive DBA and dev tasks; winner of multiple Best of TechEds, Readers Choice, and Editors' Choice 2012 awards from *SQL Server* magazine

**Toad Multi-DB Suites:** Provides DB user productivity with multi-platform support at a reduced cost

**Quickstart Data Warehouse:** All-in-one data warehouse that includes all the hardware, software and services needed – SQL appliance edition included.

### Dell Software solutions that drive SQL Server revenue

Access Manager

ActiveRoles Server

Archive Manager

ChangeAuditor for AD

ChangeAuditor for Exchange

ChangeAuditor for LDAP

Enterprise Single Sign-On

Foglight for SQL Server

Foglight Performance Analysis for SQL Server

Foglight for Cross-Platform Databases

InTrust

Knowledge Portal

LiteSpeed for SQL Server

MessageStats

Migration Manager for AD

Migration Manager for Exchange

NDS Migrator

Notes Migrator for Exchange

Notes Migrator for SharePoint

Password Manager

Quest One Identity Manager

Quest One Quick Connect

Quickstart Data Warehouse

Recovery Manager for AD

Recovery Manager for AD Forest Edition

Recovery Manager for Exchange

Recovery Manager for SharePoint

Reporter

Site Administrator

Spotlight on SQL Server Enterprise

vWorkspace

## Case study – SQL Server

# Foglight

Colorado Springs began using Foglight for SQL Server in 2007, and in 2010, the city implemented Foglight suite as its application performance monitoring solution for PeopleSoft. Foglight provides the IT department real-time visibility into its entire system—database servers, application servers and process schedule servers—to quickly find and resolve problems efficiently.

### From reactive to proactive

- Before implementing Foglight, the IT staff in Colorado Springs had a reactive approach to handling application outages, which delayed other tasks the IT department was responsible for. While staff could find ways to temporarily solve application performance issues, finding the root cause to prevent the problems from recurring took more time. And this fire-fighting approach was beginning to stress IT resources.
- With Foglight, Colorado Springs IT staff can look back in time to find when an application failure occurred and pinpoint the problem. Previously it could take as long as a month for IT staff to get to the root of the problem. Now Foglight can give application incident details to IT administrators in minutes rather than weeks, so they can fix the problem more quickly and keep issues from recurring.

The Foglight solution—named a leader in Gartner’s Magic Quadrant for Application Performance Monitoring—gave Colorado Springs the latest tools in the industry while staying within the city’s budget. Foglight has enabled Colorado Springs to provide quality service with less staff.

Colorado Springs implements Foglight to monitor its many applications and solve problems more efficiently.



“Prior to Foglight, it was pretty much us guessing as to what the cause was when an event occurred. With Foglight, we can look at the logs and determine exactly when an incident occurred and then work from there to resolve the issue.”

Curlie Matthews, CIO of Colorado Springs.

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I have no special talent. I am only passionately curious.  
Albert Einstein



# Desktop virtualization

vWorkspace integration with free Hyper-V Server provides complete virtual desktop lifecycle management while supporting local storage (DAS) for dramatic cost savings.

## Business benefits

**Cost saving:** vWorkspace provides the lowest-cost desktop virtualization leveraging free Hyper-V Server. And by allowing seamless use of local storage (DAS) and eliminating the need for expensive SAN storage, vWorkspace provides additional cost savings for desktop virtualization.

**Time saving:** vWorkspace enables exceptionally fast provisioning speed. Using Desktop Clouds, customers can deploy virtual desktop environments of any size in mere minutes while using free Hyper-V Server.

**User experience:** Desktop Clouds continuously ensure the best performance for virtual desktops with advanced load-balancing schemes. EOP Xtream delivers an exceptional user experience over highly latent networks.

**Support for BYOD initiatives:** vWorkspace enables the delivery of Windows desktops and applications to a variety of BYOD endpoints.

## Solution impact

vWorkspace combines multiple desktop virtualization technologies in one easy-to-use, integrated system for rapid, secure administration. vWorkspace lets you deploy a blended model – pairing the appropriate desktop virtualization technologies to users based on their unique needs, while keeping the average cost per virtual desktop to a minimum.

## Qualifying questions

Is your organization currently considering a desktop virtualization deployment?

Does your organization welcome bring-your-own device (BYOD)?

Do your users require continued support for critical applications that are not supported in Windows 7/8?

Would you be interested in saving budget by extending your current PC refresh cycle?

## Audience

- Desktop management
- Administrators
- IT managers
- IT director
- CIO

## Why is this good for everyone?

**Cost savings:** vWorkspace integrates with Microsoft's free Hyper-V Server to provide complete virtual desktop lifecycle management while supporting local storage (DAS) for dramatic savings.

**Speed and scalability:** vWorkspace Hyper-V Catalyst Components built on patent-pending HyperCache and HyperDeploy technologies deliver breakthrough improvements in scalability, density and speed.

**Power and simplicity:** Desktop Clouds ensures the best possible virtual desktop performance, offers unparalleled elasticity and lets you update hundreds of desktops in minutes.

Desktop virtualization solutions

# vWorkspace

Leverage Hyper-V and blended delivery lowers the cost of desktop virtualization—without sacrificing performance.

Hosted VDI?

Local (offline) VDI? TS/RDSH?

Application streaming?

The fact is, not all users have the same desktop and application requirements so it's unlikely that a single desktop virtualization technology will work for everyone. With vWorkspace, it's not one or the other. You can deploy a blended model – pairing the appropriate technologies to users based on their unique needs while keeping the average cost per virtual desktop to a minimum.

vWorkspace provides direct support for Microsoft Hyper-V enabling you to take full advantage of Hyper-V functions such as Dynamic Memory and RemoteFX. vWorkspace Hyper-V Catalyst Components dramatically improve the density of Hyper-V and enable you to provision a fully functional virtual desktop in seconds using commodity hardware.

Maintenance of virtual desktops using vWorkspace Desktop Clouds is fast and easy. Advanced load balancing ensures the best possible virtual desktop performance for your users. And by allowing seamless use of local storage (DAS) and eliminating the need for expensive SAN storage, vWorkspace provides additional cost savings for desktop virtualization.



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[awinningpartnership.com](http://awinningpartnership.com)  
for more information





You have brains in your head  
and feet in your shoes,  
you can steer yourself in  
any direction you choose!

Dr. Seuss



# System Center

Extend the power of Microsoft System Center to heterogeneous environments.

## Market situation

**Managing the entire enterprise:** Buying, maintaining and training for multiple disparate management systems is wasteful. By combining System Center and QMX, you can truly monitor and manage everything—operating systems; databases; networking, power, storage and printing devices; mainframes—the entire enterprise—using one seamless enterprise management system.

**BYOD:** Many organizations admit that they do not even know what user devices, from Mac laptops to Android devices, are accessing their resources, let alone that they are doing so safely.

**Data center consolidation:** Whether mandated by US Federal agencies, or simply because of budget constraints, IT departments are consolidating. To do so, they need a baseline of all their systems and devices so they can monitor and report on progress and SLAs.

## Solution impact

Managing multiple platforms with multiple tools throughout the enterprise is expensive—not just in terms of redundant infrastructure, but also in human resources, training and maintenance. Microsoft System Center Operations Manager and Configuration Manager monitor and manage Windows as well as do some non Window cross-platform support. With Quest Management Xtensions (QMX), however, you can extend these capabilities to more than 400 non-Windows extensions – all under one pane of glass.

## Why is this good for everyone?

**Cross-platform coverage:** Typical enterprise-sized environments include non-Windows platforms like: Oracle, Cisco, VMware, Unix, Linux, mainframes storage and more. QMX has more than 400 extensions that enable seamless integration with the System Center consoles – enabling the entire infrastructure under one familiar pane of glass.

**Return on investment:** System Center decision makers must be assured that both now and in the future their systems engineers and administrators can spend their time managing the infrastructure - not managing multiple, disparate management systems. QMX has been the valued Microsoft partner for cross-platform since MOM 2000 and SMS 2003 and still complements the relatively few, new natively supported cross-platforms.

**Mac and mobile device management:** Even with SCCM 2012 SP1 and Intune, QMX fills in the feature gaps that your customers require like: Mac OS X and Cisco OS deployment, flexibility of agent or agent-less management and full mobile device management.

## Qualifying questions

Are you currently using or planning to use System Center Configuration Manager or Operations Manager?

Are you using multiple management systems?

Are you using multiple monitoring systems for servers, databases, network/storage/power devices, VMware, mainframes, etc.?

How do you proactively anticipate and prevent infrastructure issues?

How are you managing mobile devices?

## Audience:

- System administrators and engineers
- System architect
- Security/Compliance officer
- IT director

## System Center Solutions

# QMX

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### BYOD/mobile device management

#### Challenges

- Knowing who is accessing the network
- User expectations of seamless multiple device usage
- Device security
- Data security
- App and Profile deployment
- Blacklisting & whitelisting
- Selective wiping

#### Probing questions

- Are you currently using or planning to use System Center Configuration Manager?
- Are you using Exchange/ActiveSync?
- How are you managing mobile devices?
- What happens if a user loses a device with sensitive information?
- How do you set up VPN, POP/IMAP mail and Wi-Fi settings?

### Server, desktop and device management

#### Challenges

- Discovery and inventory
- Updates and patches
- Compliance
- Software distribution

#### Probing questions

- Are you currently using or planning to use System Center Configuration Manager?
- Do you know what non-Windows devices are being used?
- Are you using multiple management systems

### Performance monitoring, alerting and reporting

#### Challenges

- Discovery
- Remote performance monitoring
- Alert Reporting
- Automated Reporting
- Integration with other enterprise management/ticketing systems

#### Probing questions

- Are you currently using or planning to use System Center Operations Manager?
- Are you using multiple monitoring systems for servers, databases, network/storage/power devices, VMware, mainframes, etc.?
- How do you monitor your infrastructure?
- How do you proactively anticipate and prevent infrastructure issues?

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2011 *Redmond* Best of the Best Readers Choice Award: Best SharePoint Product or Service, Notes Migrator for SharePoint



Winner Best of TechEd 2012, Spotlight on SQL Server Enterprise



Recovery Manager for SharePoint – Best of TechEd Finalist in 2011



Best Database Development Product, Toad for SQL Server



Site Administrator for SharePoint awarded a Best of TechEd honor in the SharePoint category in 2007, 2010



Best Backup and Recovery Product, NetVault LiteSpeed for SQL Server



SharePoint Components & Tooling, Merit Award: Web Parts for SharePoint, *Visual Studio Magazine*, November 2010



Merit Award Winner SharePoint Components & Tooling Web Parts for SharePoint



Best Security/Auditing/Compliance Product, ChangeAuditor for SQL Server

# Industry recognition



# Dell Software's commitment to Microsoft

## Global Gold Certified Partner • Managed Partner

- Dell Software named Global ISV of the Year in 2007 & 2004 and was a finalist in 2011, 2010, 2009, 2008, 2006 & 2005

Dell Software has an office on the Microsoft campus to coordinate our efforts with Microsoft product strategies and customer campaigns.

- Dell Software is a Worldwide Alliance Partner with the Microsoft Technology Centers (MTCs).

19 Dell Software business development managers facilitate the Microsoft/Dell field relationship globally.

- Dell Software builds more than 125 products on the Windows and SQL Server platforms and participates in multiple Microsoft beta programs.

Executive Sponsors – Robert Youngjohns (USA), Jenni Flinders (USA) and Larry Orecklin (Worldwide)

- Dell's influenced revenue (IR) is \$1.6B footprint secured with \$256.5M incremental revenue for Microsoft.

Dell Software has migrated more than 30 million mailboxes to Exchange and BPOS/O365.



"Quest (now a part of Dell) has demonstrated exceptional leadership in the area of Windows Management Solutions by providing innovative products that increase the value of the core Microsoft platform for our customers.

Their breadth of solutions, execution in the field, and leadership make them deserving of the Global ISV Partner of the Year."

Kim Akers, GM GISV Team



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