

Case Study

Partnership



People & Technology United

Managed Services | Resourcing Services | Professional Services



The Challenge

Dell is one of the largest technology corporations in the world, employing more than 100,000 people worldwide with revenues of over \$15 billion per annum. Halian's relationship with Dell in The Emerging Markets territory of The Middle East, Africa and Eastern Europe began in 2010 with the request to create a professional services team to work across this diverse, dynamic and rapidly evolving region. The specific objective was to create a "*DellTeam*" of consultants able to assist enterprise customers maximize their investments on high performance datacenter infrastructure projects through superior service execution.

The Solution

Over a very short period of time Halian were able to bring together a team of top flight engineers and technical project managers to undertake a wide variety of datacenter engagements. These included technical consulting projects for Dell's *PowerEdge* platforms, supporting both *Windows* and *Linux* operating environments and for the *Enterprise Compellent* and *EqualLogic* range of storage products. Halian's highly trained On-Site Engineers (OSEs) specialize in planning, implementing and maintaining complex datacenter environments and have helped customers increase reliability, efficiency and productivity of their IT investments.

Today the *DellTeam* are managed through a single point of accountability and have become highly integrated with Dell's internal sales and delivery processes. Halian also provides Proactive Maintenance, Technical Training and ITIL "best practice" services as part of the DellTeam capability. Halian now have full time employed staff delivering this service across the Gulf states, North Africa, Turkey and Russia.

The Benefits

In an era when many service companies are trying to be all things to all people, Halian have focused on enabling high-performance IT infrastructures for our partners and clients. We have successfully built and executed a professional services model to provide a seamless capability for Dell and have consistently delivered the highest levels of end user satisfaction and driven more productive, cost effective operations for Dell's customers.

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