

Dell
Higher
Education
Solutions





Dell education solutions - meet the other Dell

As a professional and leader working in an education practice area you are quite familiar with the growing role of technology in the successful delivery of enhanced learning experiences, cost-saving opportunities, the potential for streamlining teaching practices and driving important research at your institution.

We are in data centric age where the use of analytics to improve learning outcomes and business performance is paramount. In fact, according to the Educause Center for Analysis and Research 2014, we are experiencing hypergrowth in the use of business intelligence and analytics, expecting growth over 200% over the next three years!

At Dell we see the big picture and how all aspects of the education enterprise function better together in this data centric age. Whether it is compute, storage, networking, or services, we are a comprehensive partner for all elements of the education enterprise. We are here to help you innovate and advance students, faculty, researchers and administration outcomes. We believe that by working together we can help you make a significant difference in education and its impact in society through technology solutions that are future looking but can be leveraged today. With our unique approach we help you simplify the complex; we strive to make the powerful easy to use; we look to drive out inefficiency and deliver superior long-term value for your organization.

What you may not know is that the Dell commitment to the education sector includes significant investment in a specialist business unit dedicated to the development and delivery of technology solutions specifically for the education environment. Collectively, the team has a breadth of knowledge encompassing hardware, software and services, based on experience gained across the global education landscape.

This guide is designed to give an overview of a small sample of Dell education solutions and provide some insights into the benefits they deliver to individual stakeholders within the education environment, whether students, parents, teaching staff or administrators. Working in partnership with higher education organizations, Dell technology enables better learning outcomes, easier information and technology management and the cost efficiencies that can drive innovation in learning. We hope that this guide will serve to start a conversation that you find both revealing and insightful.

To continue the conversation, please visit <http://www.dell.com/learn/us/en/25/hied-solution> and [@dellEdu](#).



Jon Phillips

Managing Director, Worldwide Education

The Dell Advantage

Delivering an agile, efficient and scalable architecture which is enabling education institutions to transform their services and drive down costs.

Mobility / Active Campus

Empowering a more mobile and agile staff and student body with anytime, anywhere, any device access.

Advanced Analytics / Education Data Management

Transforming institutional data into actionable knowledge that can improve student attainment and drive greater operational efficiency.

Security

Delivering a joined-up, flexible security framework that enables institutions to modernize and stay competitive.

Converged IT / Advanced Networking

Optimizing your institutions IT environment with converged infrastructure solutions to accelerate deployment across the IT services lifecycle.

High Performance Computing

Driving affordable processing for the most demanding research applications so you can complete more computations per second, and get fast, precise results.

Social Media Services

Providing a complete set of consulting, listening and reporting services for enhancing customer experience through social media.

Consulting Services

Enabling new, more efficient operational working practices across all staff groups, to save money, drive efficiency and improve the learning experience.



The Dell Advantage

The need for a new approach

To prepare students for career readiness in a rapidly changing world, colleges and universities are shifting toward more personalized and collaborative learning environments. Institutions are providing students access to learning anywhere, anytime, on almost any device. Administrators and instructors are applying data-driven analytics to track student progress in real time and to improve student outcomes. IT staff are simplifying IT infrastructure in support of these learning initiatives.

Dell's next-generation educational solutions, deliver the capabilities your institution needs to successfully adopt this new learning environment. Our design principles of velocity, usability, and agility are applied to all education solutions enabling us to advise you on the most appropriate solutions for delivering better outcomes. Our strategy is differentiated by a focus on practical innovation, efficient and affordable solutions and we take pride in our superior customer relationship model.

Guiding principles that span the entire Dell customer experience



A unique design philosophy

Standards-based = greater flexibility

- We give Higher Education more choice in how they customize solutions without any lock-in penalty. We go the extra mile to preserve investments by ensuring our products and solutions work with what you have.

Open approach = better interoperability

- We select the most innovative best-of-breed components the market has to offer so you gain from best quality for your investments. Preserving your investments rather than forcing a rip-and-replace strategy.

Modular systems and management software = superior manageability

- We design our management software to work with systems and software already in place to ease systems administration. We focus on selling modular systems which are more cost-effective and easier to scale.

Flexible scaling = boundless growth potential

- We offer more ways to scale—up out, down—without constraints. We design solutions that unleash functionality at any scale meaning even entry-level offerings deliver robust capabilities. We design solutions that enable you to scale to virtually limitless capacity & performance in modular increments.

Modern platforms = more future-ready

- We have no vested interest in keeping alive the margin-rich, proprietary platforms of the past. Offering a full portfolio of solutions built on architectures optimized for the needs of the modern Education.

End-to-end solutions = greater expertise

- By looking at the big picture and how all aspects of the enterprise function better together and by being a one-stop shop for all elements of the enterprise—and supporting everything, we are impartial as to who controls the enterprise, so we make solutions that simplify administration across the board.

Our unique design philosophy enables us to help you:

- Overcome evolving security threats and ensure compliance with a comprehensive security portfolio
- Turn research by students and faculty into insights, creating value.

In addition Dell's Optimized Enterprise approach delivers proven cost savings. Capital expenses are driven down through commoditization and standardization of the infrastructure. At the same time, operating expenses are lowered by driving ever-greater levels of automation and manageability across not only Dell solutions, but those of other vendors too.

Let's now explore some of Dell's education solutions and the challenges we can help you solve in an innovative, unique and differentiated way.

“Through strategic acquisitions we now deliver an end-to-end capability that is helping our education customers to transform their institutions.”

John Mullen
Vice President and General Manager, Large Institutions

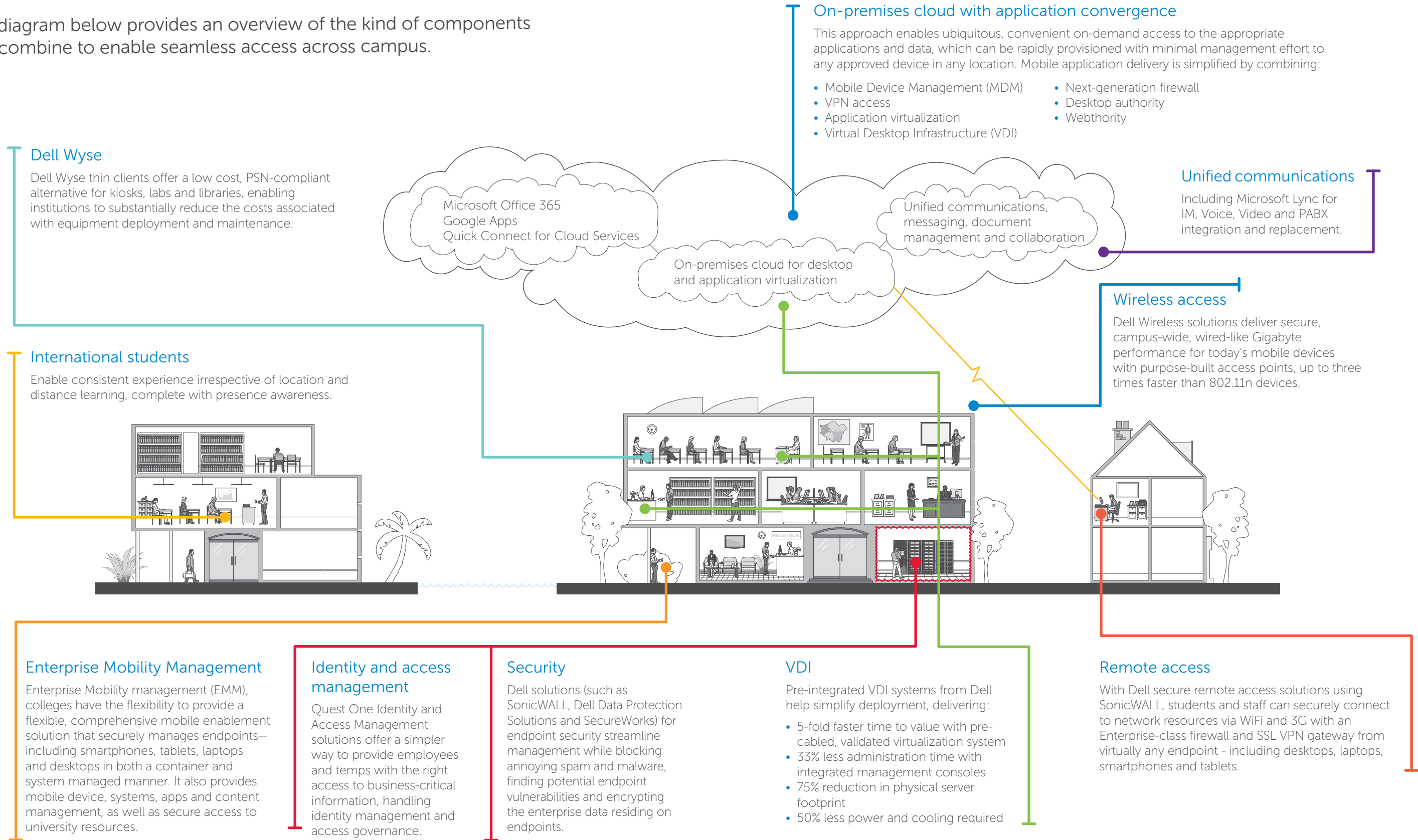
“Research has shown that tablets and e-textbooks do improve learning outcomes for students. We hope that our students get a better educational experience which leads to not only better outcomes for individual students, but better retention for the university”

David Crain
Assistant Vice Provost and CIO
Southern Illinois University



How Dell mobility solutions work

The diagram below provides an overview of the kind of components that combine to enable seamless access across campus.



Dell Wyse

Dell Wyse thin clients offer a low cost, PSN-compliant alternative for kiosks, labs and libraries, enabling institutions to substantially reduce the costs associated with equipment deployment and maintenance.

International students

Enable consistent experience irrespective of location and distance learning, complete with presence awareness.

Enterprise Mobility Management

Enterprise Mobility management (EMM), colleges have the flexibility to provide a flexible, comprehensive mobile enablement solution that securely manages endpoints—including smartphones, tablets, laptops and desktops in both a container and system managed manner. It also provides mobile device, systems, apps and content management, as well as secure access to university resources.

Identity and access management

Quest One Identity and Access Management solutions offer a simpler way to provide employees and temps with the right access to business-critical information, handling identity management and access governance.

Security

Dell solutions (such as SonicWALL, Dell Data Protection Solutions and SecureWorks) for endpoint security streamline management while blocking annoying spam and malware, finding potential endpoint vulnerabilities and encrypting the enterprise data residing on endpoints.

VDI

Pre-integrated VDI systems from Dell help simplify deployment, delivering:

- 5-fold faster time to value with pre-cabled, validated virtualization system
- 33% less administration time with integrated management consoles
- 75% reduction in physical server footprint
- 50% less power and cooling required

On-premises cloud with application convergence

This approach enables ubiquitous, convenient on-demand access to the appropriate applications and data, which can be rapidly provisioned with minimal management effort to any approved device in any location. Mobile application delivery is simplified by combining:

- Mobile Device Management (MDM)
- VPN access
- Application virtualization
- Virtual Desktop Infrastructure (VDI)
- Next-generation firewall
- Desktop authority
- Webthority

Unified communications

Including Microsoft Lync for IM, Voice, Video and PABX integration and replacement.

Wireless access

Dell Wireless solutions deliver secure, campus-wide, wired-like Gigabyte performance for today's mobile devices with purpose-built access points, up to three times faster than 802.11n devices.

Remote access

With Dell secure remote access solutions using SonicWALL, students and staff can securely connect to network resources via WiFi and 3G with an Enterprise-class firewall and SSL VPN gateway from virtually any endpoint - including desktops, laptops, smartphones and tablets.



Mobility / Active Campus

The challenge

With the consumerization of IT, today's students expect to be able to bring their own devices (BYOD) and access education resources from anywhere, at anytime. Achieving this capability is no longer purely about infrastructure, it has direct commercial consequences, impacting the ability of institutions to attract students and ultimately retain them.

However delivering the services that enable access to any application from any device brings with it a variety of challenges including:

- Identifying the right mix of solutions from desktop virtualization to application virtualization and hosted applications
- The costs and resourcing required to manage heterogeneous environments including Android, IOS and Windows 8 devices
- Secure user-based provisioning
- Determining the appropriate level of network capability and capacity

The Dell solution

Active campus, Dell's education mobility solution is designed to enable institutions to transform their facilities into more mobile, agile and collaborative learning environments that are location independent. Leveraging key technologies including unified communications, collaboration, mobility, campus apps that integrate curriculum and digital resources, identity and access management, cloud and virtual desktop, only Dell can create a connected and secure solution for a complex ecosystem while addressing the needs of all stakeholders.

Our standards based design and management approach enables institutions to eliminate network complexity and optimize performance, paving the way for network convergence (including data, voice and video) as well as virtualization. Using technologies like Dell Enterprise Mobility Manager ("EMM"), customers are able to implement a user-and device-independent framework that can tackle any guest and BYOD initiative, large or small. The result is a streamlined, easy-to-manage process for on-boarding, provisioning, and revoking access for all major mobile devices and their operating systems.

Plan your mobility transformation

Our consultants work with you to explore a holistic approach that works with your mobility strategy, whether you choose to deploy devices to students or embrace a BYOD approach. Dell will work with you to better understand your current challenges and develop a realistic path to achieve your goals. This process is de-risked further for institutions following our investment in defined technical architectures and repeatable consulting services that combine to reduce risk, cost and time to successful implementation.

In addition, by providing a single point of contact for the entire solution which covers consulting and systems integration around business process, application architecture, infrastructure architecture, operations and management, we ensure that institutions realize tangible near-term benefits.

Dell and Intel - evolving education

In addition, the Dell Assistive Technology Service, developed in collaboration with Intel, provides access, procurement, implementation, and support services that help students with special needs use personal computers equipped with assistive technology features and options. These devices and innovative tools for learning give students with special needs the opportunity to reach their full potential.

Solution benefits by role

Active campus has been proven to deliver benefits that impact the institution from students to faculty heads, to teaching staff and IT management.



Students

By making it easy for students to access resources on almost any device independent of location, the solution:

- Gives students direct, 24/7 access to all their learning resources to maximize engagement and success
- Delivers students greater freedom and more engaging learning environments
- Facilitates greater collaboration between students and between teaching staff and their students
- Provide accessibility for all students on campus or remotely.



Administration

With a proven methodology and reference architecture, Dell facilitates near-term impact, delivering multiple benefits including:

- Providing a centralized management approach making it easy to configure, monitor and troubleshoot the network
- Delivering wired-network productivity and security to the institution, mobile students and staff, whether via BYOD or through institution owned devices
- Matching student and staff roles and skills to specific applications, creating a 'digital identity' accessible whether they are in the classroom, office, at home or on the move
- Reducing the overhead on IT staff by simplifying visitor management and streamlining workflow processes



Academic

The holistic approach from Dell results in a transformational program that enables more productive working practices. Benefits include:

- Simplifying the process of curating content for courses by accessing all relevant resources independent of location
- Making it easier to set and distribute student assignments
- Enabling faster and easier response to student inquiries

◀ See how Dell mobility solutions work

“In-memory analytics is a game-changing leap forward. With real-time data at our advisors’ fingertips and personalized, useful information in the hands of our students we will be able to help in their academic careers.”

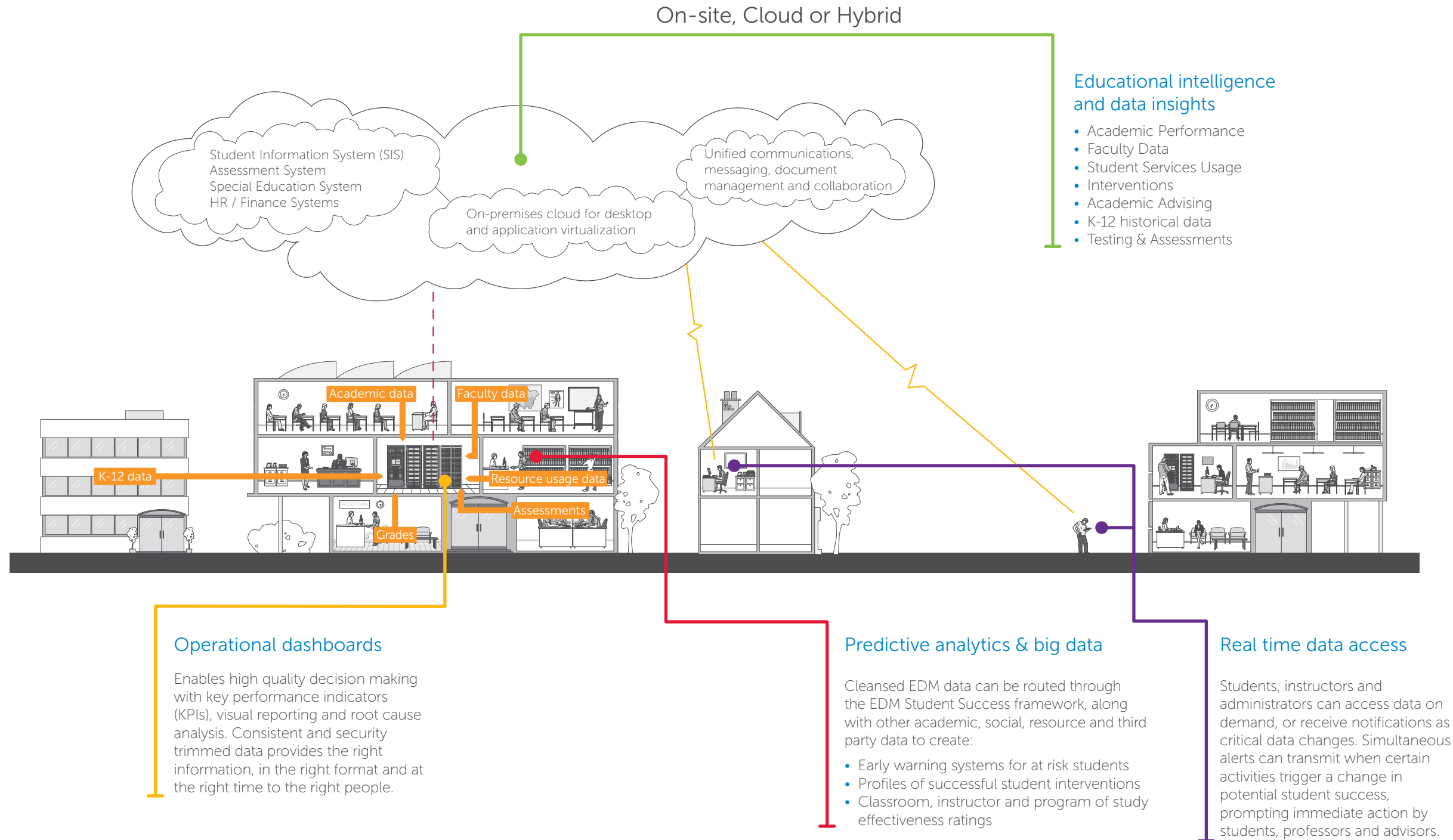
Vince Kellen
CIO, University of Kentucky





How Dell Education Data Management (EDM) solutions work

The diagram below provides an overview of the kind of components that combine to enable EDM.





Advanced Analytics / EDM

The challenge

The primary goal of every higher education institution is to see students learn, grow, graduate and succeed in the workforce. Retention rates affect both reputation and revenue cycle. Colleges and universities have countless data points for students, but vital records are often housed in various formats and across diverse systems, with no way to consolidate them. This makes it difficult to find high-value information and apply it to achieving student and campus goals.

Utilizing a predictive analytics system like the Dell EDM solution can help you cleanse, integrate, identify, consume and analyze data to improve institutional efficiency, empower educators and inspire student success. As a result, administrators are left with a dashboard of accurate, actionable data that will ensure students are on track for graduation and workforce-ready.

The Dell solution

EDM is a decision support system designed to meet and exceed institutional goals while addressing federal, state, college and university mandates. While strengthening recruiting efforts by identifying, targeting and tracking the strongest students and faculty, it also supports alumni relations by maintaining records on alumni and donors. Research institutions can manage their grant applications and research projects with accurate, reliable and compliant reporting. We ensure data is secure and compliant with the Family Educational Rights and Privacy Act (FERPA), the Children's Online Privacy Protection Act (COPPA), the Health Insurance Portability and Accountability Act (HIPAA), and the Federal Information Security Management Act (FISMA). The EDM application enables better-performing education strategies, including recruitment and retention, fiscal management, compliance and reporting, PK-20 data monitoring and workforce readiness measurements.



Master data management and data governance
Achieve and maintain high-quality data.

Data warehousing or in-memory computing
Secure and consolidate data and make trending analysis possible.



Education intelligence with learning predictive analytics
Turn data into insight and actionable information.

Education data visualization
Make data visually available for interpretation, communication and collaboration.



Solution benefits by role

Dell EDM solutions have been proven to transform institutional data into actionable insights that teachers, faculty, staff and students can all use to monitor and improve results.



Students

EDM systems help educational institutions improve student performance by:

- Actively involving each student with 24/7 self-service access to their own personalized learning data
- Identifying and providing early intervention for at-risk students
- Delivering real-time analysis of institutional data that institutions can use to pro-actively inform students



Academic

With the challenges of time pressure and performance targets, EDM can help faculty by:

- Supporting higher student attainment through personalized learning from data insights
- Increasing student retention which can positively impact funding/revenue
- Reducing the overhead placed on them by consolidating the data held on multiple systems and presenting it in an intuitive, student-centric view



Administrative

EDM systems help educational institutions meet their operating efficiency goals, driving:

- Improved recruitment by identifying, targeting and tracking top students
- Optimization of information flow and increased insights for HR, financials, facilities and other operations

◀ See how Dell EDM solutions work

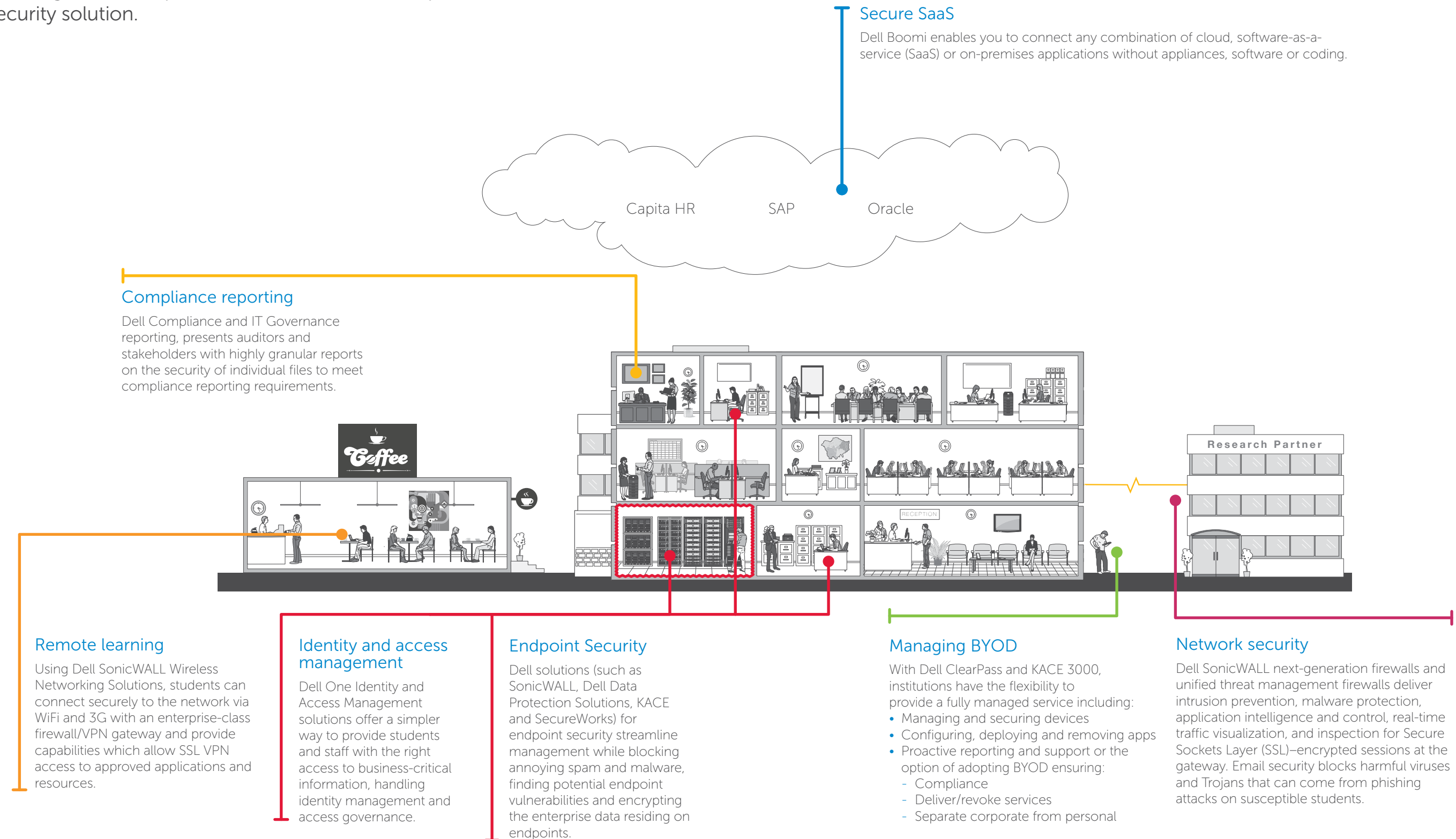


"A data breach would not only be embarrassing public relations-wise, but also expensive to recover from. Therefore, putting resources into the firewall to prevent data breaches is a smart investment."

David Rotman
CIO
Cedarville University, United States

How Dell security solutions work

The diagram below provides an overview of the open, end-to-end security solution.





Security

The challenge

Today's hyper-connected world creates more opportunities for on demand learning than anyone ever dreamed possible. To take advantage of these new capabilities, a secure and compliant foundation is needed to mitigate risk, enable efficiency and productivity.

Dell Security solutions provide a secure and compliant foundation so that IT can confidently take on new initiatives that help improve student outcomes and meet the needs of administration and research.

The Dell solution

Dell Security solutions help you protect critical data and systems efficiently and effectively, consistently comply with regulations without impacting agility, and enabling end users and the institution to move faster and do more. Dell:

- Eliminates proprietary islands of information that create risky security gaps.
- Secures the institution from endpoint to data center to cloud without the burdensome complexity of administration.
- Enables institutions of higher learning to more efficiently meet its IT compliance and auditing requirements.
- Does not impede end-user productivity.

Identity and access management (IAM)

Control access to systems and information while enhancing productivity and security with solutions that simplify:

- Identity governance – Achieve complete, governance for identities, data and privileged access by marrying visibility and control with administration.
- Privileged management – Centrally manage privileged accounts with individual accountability through granular control and monitoring of administrator access.
- Access management – Ensure that all users can get to the resources they need to learn and do their jobs from any location and any device in a convenient, secure and compliant manner.
- Compliance and IT governance – Ensure the integrity, confidentiality and availability of sensitive information while also providing audit-worthy proof of compliance in day-to-day operations.

Network security

Secure your network, sustain performance and simplify management with solutions that deliver:

- Next-generation firewalls – Implement a comprehensive layer of defense that delivers intrusion prevention, SSL decryption and inspection, application intelligence with real-time traffic visualization and inspection.
- Secure mobile access – Provide your staff, students and providers with SSL virtual private network (VPN) access to the authorized resources they need from virtually any device, anywhere – without the costs associated with deploying and maintaining traditional IPsec VPNs.
- Email security – Protect your institution from viruses, spam, phishing and other attacks while simplifying management and controlling costs.

Endpoint security

Protect your data wherever it goes with solutions that deliver:

- Endpoint security – Protect all of your endpoints from a broad range of threats. Dell solutions stop ever-evolving threats from compromising your security and sapping productivity.
- Endpoint management and compliance – Identify and remediate endpoint vulnerabilities from a single console. Dell enables you to enforce compliance with security policies across servers and devices.
- Endpoint encryption and data protection – Use a single set of management tools to employ endpoint encryption wherever your data resides.

Services

Fortify security and better protect, predict and respond to threats with:

- Managed security services – Protect the network, safeguarding the perimeter, critical internal assets, data, remote users, and partners.
- Security and risk consulting – Enhance security posture, reduce risk, facilitate compliance and improve operational efficiency.
- Incident response – Provide rapid containment and eradication of threats, minimizing the duration and impact of a security breach.
- Counter Threat Unit – Identify emerging threats, develop countermeasures against new malware and exploits, and protect your staff and students.

Solution benefits by role

Dell connected security solutions have been proven to deliver benefits that impact right across the institution from students to faculty heads, to teaching staff and IT management.



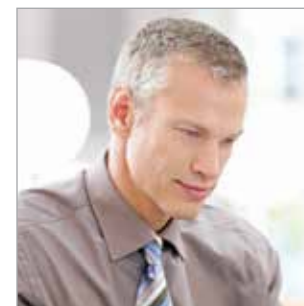
Campus Security

- Enable productivity for users and administration while staying secure and compliant
- Gain visibility across systems and endpoints for easier, faster compliance
- Provide a secure ecosystem that is one of access and enablement rather than restriction and denial



Administration

- Keeps security costs low and predictable delivering protection and helping with compliance
- Assures that the institution is able to adhere to all data access and compliance regulations
- Enables innovation and the pursuit of far-reaching programs that drive-up student performance and competitive advantage



IT Administration

- Confidence in providing a security framework that is best in class for the academic environment
- Faster, more secure provisioning of new users and/or applications
- Efficiently manage all end points knowing what you have and where and enable better and faster reporting for compliance and security processes
- Free up time with the right security structure so you can further drive the institution forward



Students and Faculty

- Work seamlessly, without burdensome security controls
- Maintain productivity regardless of device, with data protection
- Experience easy, fast and seamless access to the learning and administrative applications and data you need

◀ See how Dell Security solutions work

“Our infrastructure rivals that of the best schools in the nation. Our experience for our users is consistently higher reliability, higher availability and higher performance.”

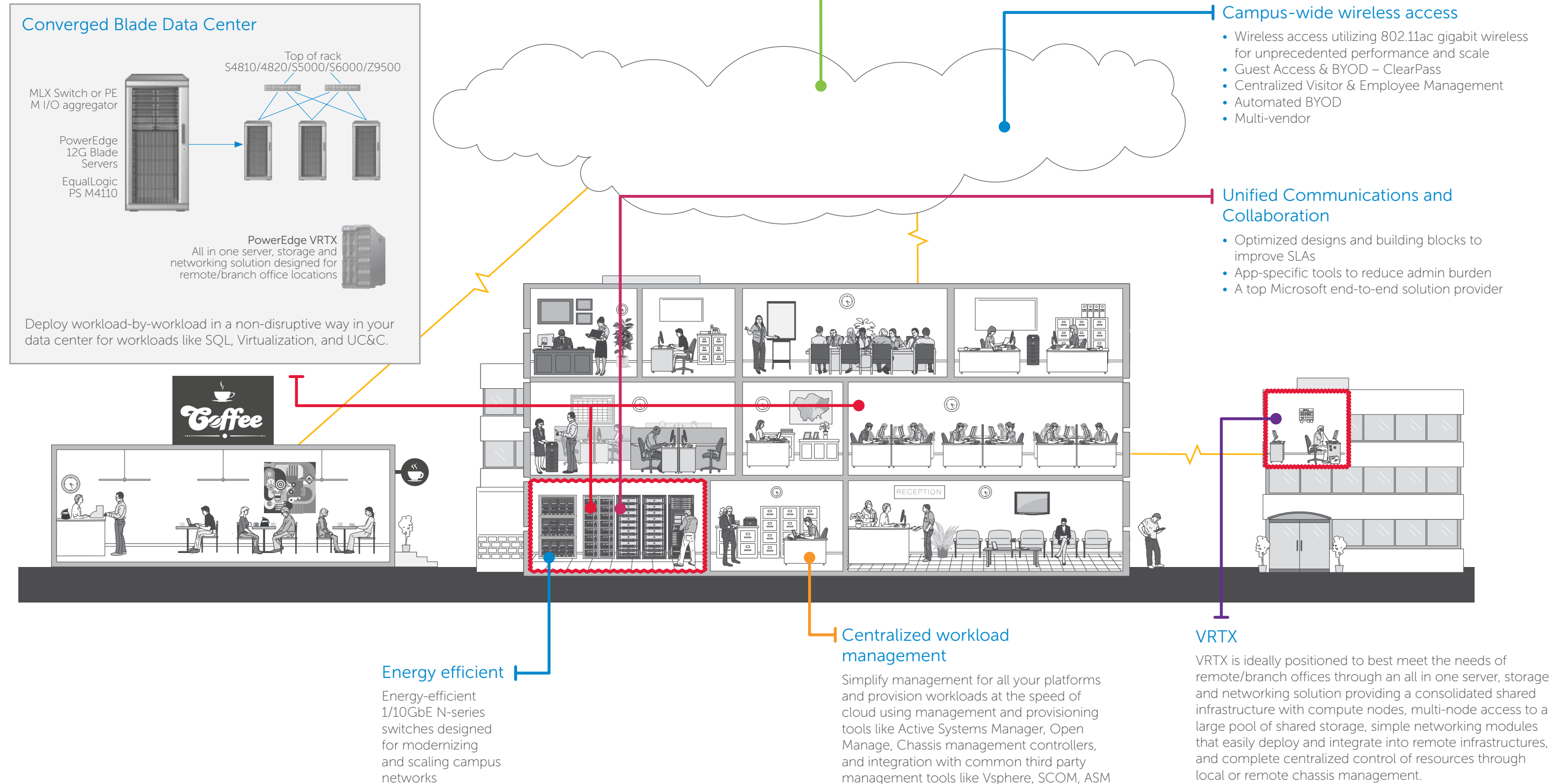
Charlie McMahon
Vice President of IT and CTO
Tulane University





Converged IT

The diagram below demonstrates how a converged infrastructure in your data center helps enable workload mobility, modular scalability, simplified maintenance, control and administration, and reduces operational expense through increased utilization, efficiency, and power and cooling savings.





Converged IT

The challenge

Legacy IT deployment models inhibits agility – they are rigid & inflexible, slow to roll out updates, often require heavy customization to support the business, and remain fragmented across technology silos. Education institutions everywhere are seeking to improve the efficiency, agility and resiliency of their IT organizations. If you find your IT infrastructure missing deadlines or struggling to respond fast enough to student and faculty demands, if you lack sufficient budget or resources to deliver on critical initiatives, or are challenged to predictably deliver high-quality services that the institution demands – converged infrastructure can help.

The Dell solution

What is converged infrastructure?

In its simplest sense, convergence is a means of pre-integrating multiple IT components for better efficiency. When you combine these components – servers, networking storage and management – into a single entity or solution, you can pool and share their collective resources more effectively. You also can simplify and centralize the management of those resources and achieve significant cost savings.

Institutions today need to evolve IT into an innovative service provider that enables the business to grow by focusing on managing a portfolio of IT services that the institution requires to be productive. Characteristics of an IT service centric model are intertwined with the business and will help you:

- Deliver performance & scalability based on your applications & requirements
- Ensure optimized network connectivity for users and applications
- Reduce risk & improve availability with local storage tailored to your application's needs
- Simplify management for all your platforms and provision applications at the speed of cloud

Building Blocks of Convergence

Compute

- **Consolidated nodes**, for remote, branch & departmental environments – Dell PowerEdge VRTX
- **Richly configurable nodes**, maximum I/O options and scalable storage – Dell PowerEdge M1000e

Networking

- **Aggregation for ultra dense Compute** – IO Aggregator
- **Remote office Integration**– GbE & 10GbE simple switching
- **Wide Portfolio of IOMs** for Datacenter Connectivity – MXL/IOA, FC, InfiniBand, 10/40GbE

Storage

- **Shared PERC Storage** – Simply configured, highly available, local storage for consolidated office applications
- **Dell Equallogic Blade** - Scale-out, storage array, networked and managed locally

Management

- **Chassis Management Controllers** for aggregated infrastructure management & instrumentation - CMC
- **Integration with 3rd Party Management**– vSphere, SCOM, ASM
- **OpenManage**– system level Deploy, Update, Maintain, & Monitor
- **Dell Active Infrastructure** accelerates the delivery of IT services with a workload-optimized, automated and integrated infrastructure for an open and heterogeneous architecture, template-based automation and end-to-end support.

Solution benefits by role

Dell converged infrastructure solutions have been proven to deliver benefits that impact right across the institution from students to faculty heads, to teaching staff and IT management.



IT Administration

A simpler ownership experience that frees up IT to focus on driving customer goals improving student outcomes

- Task automation and remote management for reduced IT operational overhead
- Single-pane-of-glass management across servers, storage, networks and workloads
- Faster setup and configuration, speeding the time to value



Administration, Faculty and students

Technology solutions and performance tuned for educational environments and their application needs

- Faster time to deployment of new applications
- IT systems grow easily to serve increasing student population and computational needs without affecting performance



Research Computing

Choice of architectures designed for varied research needs

- Pretested and validated architectures for HPC tailored to the research needs
- Self-contained, easily set up and managed IT for setting up research and test beds
- Tuned for virtualization for sharing across research projects and teams

◀ See how the Converged IT solutions work

“Working with Dell, we’ve been able to design a cluster that has a heterogeneous group of components to meet the needs of biologists, physicists, chemists and engineers.”

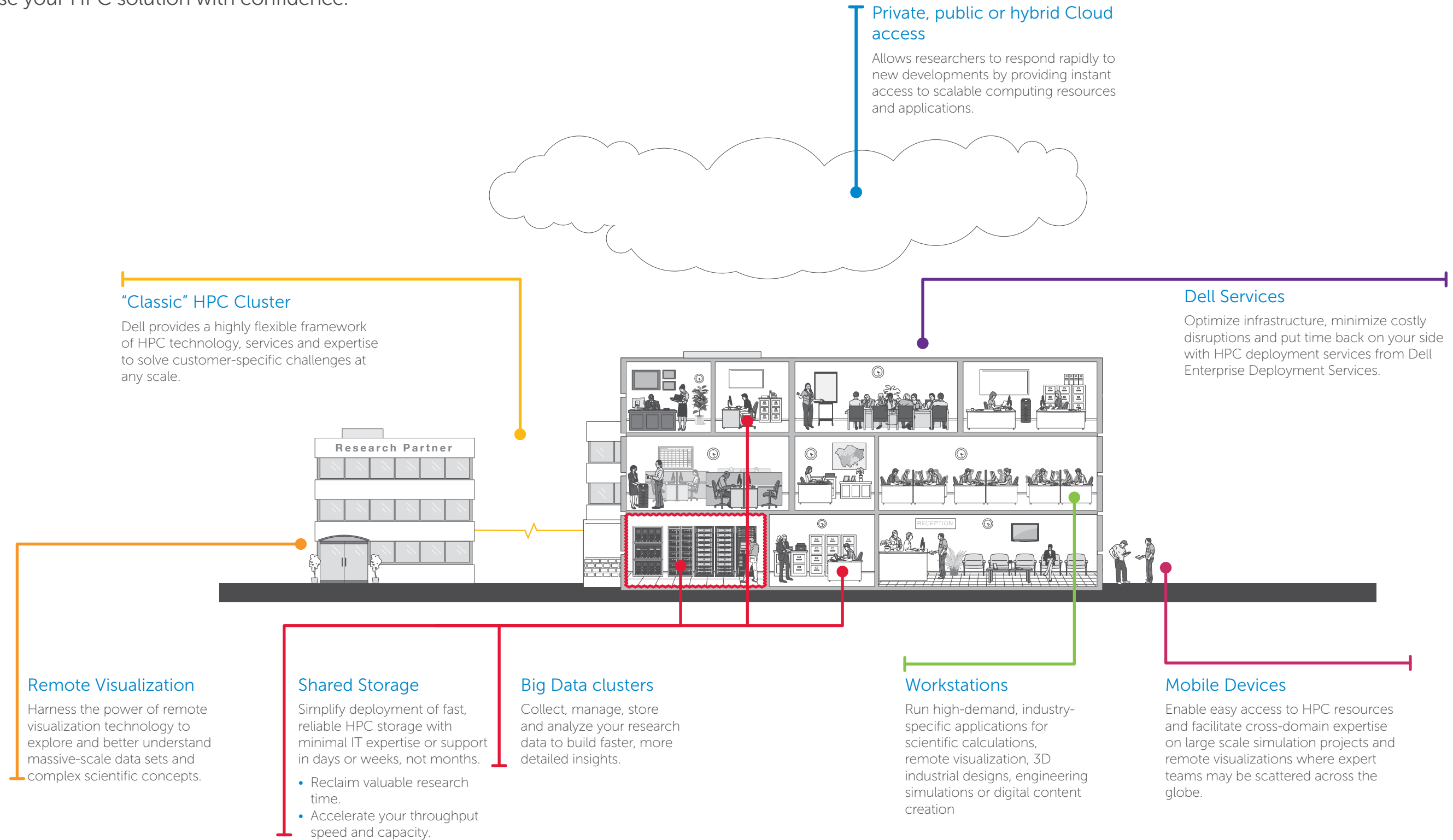
Warren Santner
Information Systems Architect
George Washington University





High performance computing

Choose your HPC solution with confidence.





High performance computing

The challenge

Higher Education institutions are constantly looking for ways to better position their faculty, alumnae and facilities so they can be more competitive in attracting funding, and recruiting top faculty and students to their campuses.

Being more competitive is even more important in the research community where having the right research tools for scholars becomes a paramount decision factor in attracting top talent.

Top researchers rely on having access to high performance computing (HPC) facilities so they can accelerate and improve on the quality of their research, and have the ability to start new research projects that were not previously possible. However, these compute solutions are not necessarily easy to design, install and maintain for many higher education institutions.

Providing best in class HPC tools has become an urgent priority for many universities to attract the best researchers and the grants associated with their research programs

The Dell approach

Dell™ HPC solutions are based on real-life collaborations between Dell engineers and leading research institutions around the world. These solutions are further tested and validated to provide integrated building blocks that deliver optimal performance and efficiency. Our solution architects then work with you to understand your environment in terms of functional, technical and operational requirements, so your institution can deploy and start using this compute power quickly.

Making HPC available across your campus

HPC used to be the domain of specialists using expensive, proprietary equipment. Now open standards-based infrastructures bring affordable HPC tools and strategic advantages to any research institution. Dell is helping to power the revolutionary, life-changing discoveries being made by today's research computing and life sciences institutions. Dell recognizes that no two customers have exactly

the same needs and requirements. Our customized approach to HPC focuses on three areas to achieve faster results by enabling discovery and driving the creation of intellectual property with flexible, modular, market ready HPC solutions:

- **Collaborating with researchers** — Dell collaborates with leading academic and technology institutions around the world to help create robust HPC systems.
- **Partnering intelligently** — we partner with leading HPC technology and application vendors to provide solutions that run the customer's required workloads effectively and reliably.
- **Simplifying solutions** — we help remove complexity by offering validated, certified hardware and software solutions that can easily scale up from a departmental to a hyperscale solution.

Dell has a comprehensive list of service offerings that makes the cluster installation deployment easier: Rack Integration, Data Center Deployment, Remote Cluster Management and HPC Cloud Bursting. These services — along with the Dell approach to implementation — can help your institution:

- Define and build a cluster using technology across the Dell product portfolio
- Reduce administrative costs by simplifying the deployment and administration of clusters
- Enable focus on your core expertise by simplifying the task of preparing the environment for production
- Leverage world-class storage and connectivity hardware

Use applications that have been tested for and validated for high performance computing environments

Dell HPC solutions can help you improve productivity, decrease costs and ease management of complex HPC clusters that provide scalable, flexible research infrastructure built for the future. With our support, you can quickly deploy and efficiently manage your solution, freeing up your IT resources and researchers to pursue innovative projects in science and academic research.

Solution benefits by role

Dell connected security solutions have been proven to deliver benefits that impact right across the institution from students to faculty heads, to teaching staff and IT management.



Research computing

Get exceptional performance and reliability at a fraction of the cost of typical proprietary systems:

- Boost your computational power and density with Dell PowerEdge servers. Visualize your results faster and with better resolution by using the advanced graphical capabilities of Dell Precision workstations.
- Increase performance, bandwidth and capacity for your most demanding applications with industry-leading accelerators, co-processors, storage and networking products that are part of Dell's validated HPC compute solution.



Administration

Centralize your research computing demands to save resources and facilitate interdisciplinary collaboration across your institution:

- Simplify your HPC deployments with pre-configured and tested solutions that address a wide variety of application needs.
- Shorten waiting times for end users to access HPC computing environments.
- Streamline your system administration and reduce your costs and technology risks by supplementing your IT resources with Dell services and on-going support throughout the solution lifecycle.



Students and faculty

Accelerate your research projects or explore new directions that would not otherwise be possible without high performance computing. From workstations to superclusters, Dell's HPC Solutions portfolio delivers the performance and reliability you need to:

- Enable the pursuit of challenging research projects while spending less time maintaining equipment.
- Reduce runtime on current projects, including computationally demanding simulations and modeling.
- Provide for future demands by ensuring necessary flexibility and scalability.

< See how HPC solutions work

“My students are learning to listen to the online conversations around private, non-profit, and public organizations. By learning how to listen and what to listen for, they can understand how to better engage in the civil discourse around different parts of our society.”

Jason Thatcher
Associate Professor in the Management Department
Clemson University



Social Media Services

The challenge

Along with the positives of social media can come negatives. As an institution of higher education you need to prepare for the good, bad and ugly of social media. Developing and implementing a social media program can result in greater reach, increased awareness, growing enrollment numbers, and enhanced relationships with students, staff, parents, professors, and alumni.

With literally thousands of people connected to your institution, you'll need an actionable plan and proven procedures to mitigate risks stemming from social media engagement. A few questions you'll want to answer include:

- How will you protect people's privacy on social media?
- What protocols do you need to have in place to protect the reputation of your institution?
- What are people saying about you and how can you use that information to better serve your educational community?
- What training does staff need regarding your social media policy?
- Should you certify employees as advocates to listen and/or engage on behalf of the institution?

The Dell solution

Dell's Social Media Services Team offers three core services: Social Consulting, Collaborative Workshops and Social Intelligence. These services enable our customers to leverage our experience and expertise to help them establish social strategies, governance processes, employee and student training, mitigate risks, listen for business insights, and measure initiatives for effectiveness.

Social Consulting

Listening to your needs and assessing the current social landscape, our Social Consulting service provides end-to-end social solutions to help students and employees understand and become effective in the use of social media.

Collaborative Workshops

Our Collaborative Workshops can be customized for both classroom and workplace learning. Workshops are designed to equip students and employees on how to develop their social persona, build a social media program and how to embed social media throughout an institution.

Social Intelligence

From social monitoring and reporting to social analysis, our Social Intelligence service provides extensive data collection and social examination to help you make informed business decisions.

Social Media benefits by role

Dell Social Media Services solutions are highly customizable and nimble with a proven track record in a number of industries. Here's how we can help you:



Students

Social Media Services can help students by:

- Educating them on the power of social listening in business
- Having new academic research methods
- Teaching them how to build and maintain a professional social persona
- Guiding them through the process of building a social media program
- Increasing their employment marketability



Faculty

Social Media Services can help faculty by:

- Working with professors to develop collaborative workshops/ courses for students
- Building out a social media command center to help students learn how to listen for business intelligence
- Building greater awareness for collegiate program and departments



Administrative

Social Media Services can help administrative staff by:

- Using social listening reporting and analysis to gain market intelligence and actionable insights
- Helping them develop governance training to protect the institution and its brand
- Delivering training to empower employees to become social media advocates

◀ See how Dell Social Media solutions work

“Dell got on with its work and left us to get on with ours. It was a smooth operation because the Dell Consulting team made sure it developed an email environment that met the needs of every stakeholder at the university.”

Iain Stinson
Director of IT Services
University of Sussex





Dell education sector consulting services

Community colleges or internationally recognized universities around the world partner with Dell to transform the way they work, increase efficiency and reduce cost while continuing to provide high quality services to their students.

All Dell consultants are experienced experts with recognized industry-leading certifications, including 18 Gold Level Microsoft competencies, 5,000+ VMware certifications and, as an OpenStack pioneering member, over 1,100 expert developers worldwide. Dell is ranked number one worldwide Enterprise Partner Group (EPG) partner for Microsoft Lync and Microsoft Exchange, Microsoft Windows 7 Deployments and Microsoft private cloud infrastructure.

Dell provides community colleges and universities with a single point of contact for the entire solution, covering consulting and systems integration across business process, applications, infrastructure architecture, operations, management and world-class security.

Transformation – doing more with less

In a climate where budgets get ever tighter, education institutions increasingly have to transform the way they work, moving from traditional operating models to streamlined processes.

At Dell we understand that streamlining processes goes beyond technology change. We have a track record of helping to bring together stakeholders on to the common ground that transformation requires, spanning people, resources, business processes, work styles, communications and improved efficiency.

Based on experience and customer feedback, Dell provides repeatable architectures and service frameworks that reduce risk, cost and time. We deliver project ownership from end-to-end, and our engagements are always tightly bound by service delivery agreements which deliver a specific agreed outcome.

From initial assessment through to implementation, we help customers to navigate and make the transformation journey successful.

Dell 'as-is to-be' transformation blueprint

The unique Dell 'as-is to-be' framework starts with understanding customer issues today and their 'to-be' desired end-state, covering organization, technology and return on investment benefits. Once current and future states are understood, the transformation strategy is developed, based on Dell experience and leveraging repeatable architectures.

Focused, efficient, easy to consume, independent and with no tie-in to Dell technology, the 'as-is to-be' transformation blueprint delivers high levels of business value by providing clear recommendations that help institutions achieve the transformation needed to realize their objectives.

Unified Communications

Relying on separate applications for email, voice mail, fax, instant messaging, web/audio/videoconferencing, telephony and collaboration increases end-user frustration as well as IT complexity. We believe that UC&C should deliver a seamless experience and be easy to manage. You can dramatically improve end-user productivity and IT efficiency when you:

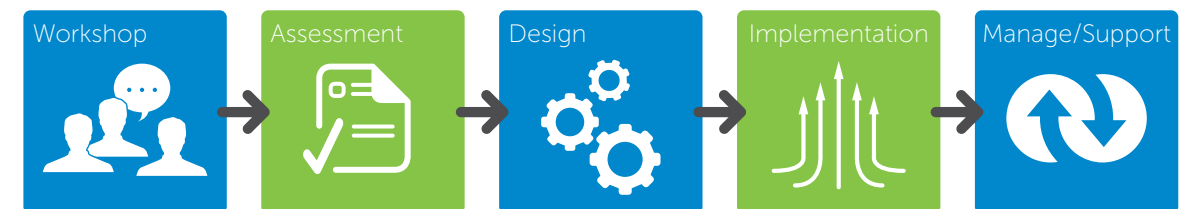
- Combine the richness of audio and videoconferencing with the time-saving value of instant messaging, presence awareness and voice-over-IP calling. [Learn more about Dell solutions for Unified Communications >](#)
- Share, track, manage and discover documents and other information using enterprise social, e-Discovery and enterprise content management capabilities. [Learn more about Dell solutions for Collaboration >](#)

Meeting customer needs

Introducing the Dell WADIM methodology – Workshop, Assessment, Design, Implementation and Management

The WADIM methodology is modular and flexible, designed to enable customers to select the right consulting engagement type for them from fixed price, fixed scope services that deliver time to value, through to custom, bespoke engagements. The flexibility in this approach allows the best match to be provided for customers based on their current position, objectives and budget.

At Dell, our extensive experience with strategy, transformation, infrastructure, security, applications development and management allow the creation of solutions which bring value to customers, while efficient planning and delivery ensure the solution can flex and grow over time.



Workshop

The workshop is designed to enable your Dell Education sector Solutions Architect to define objectives and to explore 'the art of the possible'. In the half-day interactive session, Dell experts will share critical success factors, learnings from other government deployments and indicative timelines and expectations. They can also review the affordability of the desired solutions and where appropriate can include proposals from the Dell Financial Services team.

Assessment

The assessment process establishes your current position, your IT and staff resources and overall objectives. The process is customized to match individual customer requirements and is chargeable and subject to a discrete service delivery agreement.

Design

The design phase is a paid engagement subject to a service delivery agreement. The solution design process is time and project-based and is designed so that ownership of the IP is passed to the customer at the end of the process.

Implementation

The implementation process is designed to deliver the optimum result and avoid disruption. Implementation is technology-independent, time-based and bound by service delivery agreement.

Management

The management phase delivers comprehensive management toolsets, operational impact assessments and solution healthchecks.



Case Studies



Texas Tech University and Texas Tech University Health Sciences

Texas Tech improves storage utilization by 40 percent while reducing RTO by 75 percent. The solution included deployment of two Dell Compellent Storage Center arrays, one in its main data center and another at a disaster recovery site.



Southern Illinois University (SIU) deploys Latitude 10 tablets to freshmen for a better, more affordable educational experience

University officials chose Dell, Intel and Microsoft® to help develop its "Mobile Dawg" integrated application, deployed to 2,600 incoming freshmen on Dell touch tablets with Intel® processors and Windows® 8.



Saint Michael's College refreshes its endpoint environment on campus

Private, liberal arts college in Vermont replaces its HP workstations, desktops and laptops with the latest Dell systems to reduce management complexity and to improve IT services and support for faculty and students.



Southern Illinois University (SIU) partners with Dell to develop and deploy mobile computing on campus

Major public university partners with Dell, Intel, Microsoft and textbook publishers to launch "Mobile Dawg," a tablet-based comprehensive suite of applications and e-texts to enhance students' educational experiences, learning and retention.



Goizueta Business School at Emory University deploys Dell tablets to EMBA students

College deploys full-featured Windows 8 tablets from Dell, preloaded with all necessary applications and consolidated information resources and applications, to Executive MBA students so they can spend more time learning and enjoying a better educational experience.



Arizona State University, Advanced Computing Center

Researchers at a leading university can now lease data storage for 90 percent less than they could before and access it over a network that is 10 times faster with Dell Compellent scale-out network-attached storage.

Learn more

For more information about our higher education services, contact your Dell representative or visit:

<http://www.dell.com/learn/us/en/26/hied-solution>

Join us in the conversation:



Dell Edu Blog:

<http://en.community.dell.com/>



Twitter:

[@DellEdu](https://twitter.com/DellEdu)

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