

THE POWER OF PARTNERS

# Decisive Group/Dell Technologies: Delivering hands-on learning.

A savvy consumer wouldn't buy a vehicle without a test drive or purchase a house without an inspection. The Decisive Integration Lab provides the same type of hands-on experience for organizations shopping for a hyperconverged infrastructure system like Dell Technologies' VxRail.

The lab is just one example of how Decisive helps ensure customers are making informed buying decisions. It's also a leading example of how the Decisive and Dell Technologies collaborate to help customers optimize their investment in solutions.

Based at Decisive's headquarters in Ottawa, the lab provides an environment where customers can gain practical experience and training.

## Adding value to every purchase.

The relationship between Dell Technologies and Decisive is an exemplar of how a global technology leader and a true value-added reseller can work together to help organizations achieve the best results throughout the buying cycle. It's a philosophy that carries through on everything Decisive and Dell Technologies provide, whether that be VxRail, Isilon scale-out network-attached storage systems, or any of Dell's various servers.

In addition to giving potential customers the opportunity to "kick the tires" on VxRail, the close relationship continues as buyers take their next steps in establishing a software-defined data centre.

If a buyer faces resource issues—a common challenge, particularly when IT personnel are stretched thin—Decisive's team can assume the responsibility for installation, making the process truly a plug-and-play experience. Add in training and expert after-sales support and the Dell Technologies/Decisive relationship truly recognizes that organizations are purchasing a solution and not simply a piece of technology.

As a certified Titanium Partner of Dell Technologies, Decisive invests in training its engineers to go deep into Dell's product portfolio, providing the same type of knowledge that exists in the latter's own demo labs in Texas.

## Seamless knowledge transfer.

Using its extensive understanding of Dell Technologies product portfolio, Decisive's team can also help customers remain in front of ever-changing solutions, by exploring potential applications that may be needed along the path to digital transformation. The integration lab allows users to go beyond the technical specs and theoretical uses to hands-on learning. It makes for a seamless knowledge transfer—from Dell Technologies to Decisive to the customer.

In addition, if a customer faces challenges related to space or power/cooling, the integration lab offers the ability to create a virtual environment where solutions can be explored.

As well as ensuring that a customer's technical staff is comfortable and confident with the technology, the integration lab gives customers an opportunity to prove out solutions, ensuring environments are production ready to meet business cases while mitigating the risks of deploying new technologies. For complex or evolutionary solutions, such as moving to a software-defined environment, the integration lab can ease the transition and ensure a solution meets the needs of business cases before moving forward.

Whether customers need to give their teams the opportunity to explore and interact with Dell Technologies products or conduct staging in a mock environment to ensure the knowledge transfer necessary for success, Decisive's unique facility makes sure customers are ready for the next step.

It's all part of a relationship that has been shaped specifically to ensure customers get the clarity, control, time, and confidence they need when buying a Dell Technologies solution.

## Enterprise IT. Customized for you.

**Decisive Group designs, builds, and maintains enterprise IT infrastructure and hybrid cloud, as well as managing and protecting data.**

We engage with customers through our hands-on approach, providing guidance and highly personalized service. Solutions-driven, we partner with the world's leading providers of standards-based hardware, software, networking, security, and cloud products with one aim: to optimize processes and improve outcomes for medium and large enterprises.

In 2001, Decisive Technologies was founded as a professional services company in Canada's National Capital Region, and we began offering data centre solutions in 2010. We expanded our offerings in 2013 with the addition of BriteSky Technologies, which originally focused on cloud storage, and in 2021, the companies amalgamated their products and services under the Decisive Group banner.

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## How to contact us



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