

Dell Advanced Support for Software

Supported Applications

Dell's Advanced support expert serves as your technical advocate troubleshooting the listed software applications entitled by your Advanced Support for Software service contract.

Advanced Support for Software is a support offering that assigns an Advanced Support Expert (ASE) to a customer, allowing for personalized support for any Dell Data Security products in their environment. Dell Data Security's Advanced Support for Software (AS4SW) provides an Advanced Support Expert (ASE) per customer environment for a fixed number of hours quarterly.

This offering provides:

- Direct access to a Designated Support Engineer
- Onboarding webinar
- Upgrade Assistance
- Regular Dell-driven check-ins on status outside of any active issues
- Monthly reviews on environments, including health-checks
- Quarterly service/support review and feedback sessions
- Annual on-site visit (based around customer and technician availability and travel restrictions)

Manufacturer	Software Supported
Absolute	Absolute Data & Device Security
Crowdstrike	Falcon Endpoint Protection
Carbonite	Carbonite Endpoint
Dell	Encryption Enterprise
Dell	Encryption External Media
Dell	Encryption Personal
Dell	Endpoint Security Suite Enterprise
Dell	Security Management Server
Dell	Security Management Server Virtual
Dell	Threat Defense
Dell	Trusted Device
Netskope	Netskope
Secureworks	Red Cloak Agent
Secureworks	Red Cloak Threat Detection & Response
VMware	Carbon Black
VMware	Workspace ONE

Partners and/or software titles are subject to change without notice. Not all regions, software products and versions may be included the scope of comprehensive software support. Product and service availability vary by country. Contact Dell for more information.