

Dell VxRail with ProSupport Enterprise Suite

Your single source for system-level support

- Gain efficiency with expert support spanning Dell and VMware
- Free your internal IT resources to focus on growth initiatives
- Improve system performance and stability and maximize workload availability



End-to-end ownership of service requests

- Single source of support for fully integrated VxRail system including vSAN, vSphere, HCI system software and all hardware
- Dell ProSupport Enterprise Suite for VCF on VxRail includes VCF support even when you bring your own license



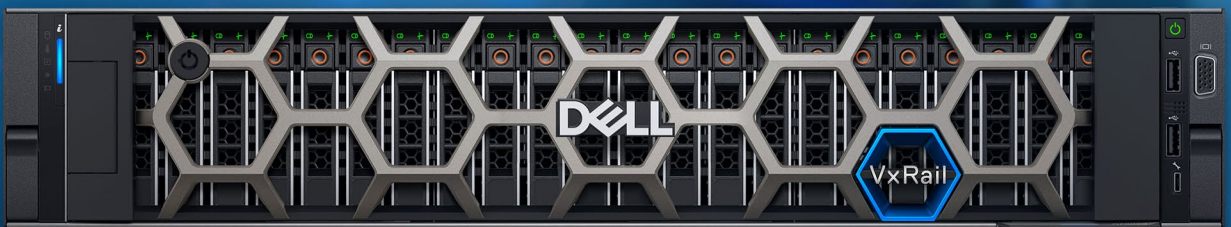
Easy access to VxRail experts

- Support technicians are experts in the fully integrated Dell VxRail system including server, storage, networking and VMware
- 24x7 comprehensive global support available via web, chat, phone or call-back



Collaboration with VMware

- Collaborative Dell VxRail and VMware support teams are co-located to help quickly address customer issues
- Integrated Dell and VMware case management systems in place for seamless support experience



Dell Technologies Services Expertise

3,670+

VMware-certified
Dell support
professionals

6,621+

Combined VMware
certifications

>96%

VMware cases
resolved in-house¹

>96%

Customer
satisfaction rating²

1. Based on internal analysis of all service requests from February 2021 to January 2022.

2. ProSupport Plus for Enterprise.

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