

Multivendor Support Service

Enable digital transformation while meeting today’s support needs across your entire data center.



Simplify data center support and unlock IT resources for digital transformation.

Pressure to maintain quality of service for existing infrastructure, while introducing new technologies, has never been greater. Supporting a mixed-OEM data center introduces additional challenges:

- Complexity and cost of managing multiple support vendors
- Inconsistent service levels and quality across geographies
- Inability to quickly solve issues spanning multiple OEMs
- Risks resulting from engagement with unauthorized third-party maintainers

Multivendor Support from Dell Technologies addresses these pain points through a holistic and cost-effective solution — all under single contract with the technology leader you know and trust.



Single Point of Accountability

- Consolidate support through Dell Technologies
- Leverage 24x7 tech support with one number to call for all assets
- Seamlessly resolve issues spanning multiple OEMs



Operational Simplicity

- Eliminate direct costs and overhead of managing multiple support vendors
- Reduce unexpected out-of-warranty repair expenses
- Unlock and redirect IT resources to digital transformation



Global Consistency

- Simplify operations with consistent support that meets requirements globally
- Exceed service and quality expectations while meeting budget demand
- Extend the life of IT assets without impacting service levels

Key offer components



Hardware support for storage, servers and networking



Coverage for 25+ major OEMs¹



Global support with consistent level of service and parts availability in 170+ countries



24x7 tech support with one number to call for your entire install base¹



4 hour or Next Business Day on-site support after remote diagnosis²

Streamline support across your entire data center.

Contact your Dell Technologies Support and Renewals Representative to get started.

¹ Contact a Dell Technologies representative for information on specific 3rd party systems covered by Multivendor Support, SLAs, pricing and availability by region. Also, see the Multivendor Support service description for more detail.

² Onsite Service after Remote Diagnosis availability and terms varies by location, service and product purchased. Products that are not field serviceable are not eligible for onsite support.

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