DELLTechnologies

Accelerate your path to success

Ready today. Designed for the future.

Dell Product Success Accelerator services

Dell offers innovative services designed to streamline and simplify the activities needed to plan, deploy, optimize and operate your most critical technology solutions, beginning with data backup and cyber recovery.

Technology expertise every step of the way

Finding the right resources to address fast-changing business needs can be challenging. Product Success Accelerators, also known as PSX, are standardized service solutions with clearly defined tasks and workstreams to ensure ultimate efficiencies with precise and predictable outcomes. Taking you from day-one readiness to ongoing assistance, you can choose from three options to fit your time, budget and skillset.

Choose the level that best meets your needs →	Ready	Optimize	Assist
Education	●	●	●
Planning	●	●	●
Deployment	●	●	●
Production Enablement	●	●	●
Assessments & Testing		●	●
8x5 Operational Assistance			●

Your success engine in motion

The initial Ready level includes planning workshops to prioritize data and construct runbook documentation; plus software and hardware components are fully installed, configured, validated and ready to use. In addition, you will receive a PSX Success Plan with key performance indicators (KPIs) and on-demand skills training for your staff. The next level, Optimize, adds quarterly assessments and recommendations along with assisted restore testing to simulate and finetune the recovery process of a real-world event. The highest level, Assist, adds year-long 8x5 operational assistance to monitor your environment, investigate alerts, report on run-state status, implement agreed-upon changes and provide recovery assistance should you experience an outage or cyberattack. You choose the level based on your priorities and needs.

- A streamlined end-to-end experience
- Consistent, repeatable processes that drive efficiencies
- Confidence that you have the right level of expertise at the right time
- Designed for organizations that want to own and manage their own infrastructure

The **convergence of people and technology** for the outcomes that matter most.

Predictable streamlined results

Supporting Dell Data Protection solutions, Dell offers an expanding portfolio of Product Success Accelerator (PSX) services to help protect and recover business-critical data and keep your business moving.[*]

PSX for Backup

Do you have a protected backup environment you can count on?

Nothing in life is 100% certain. That's why it is smart to plan for the unexpected, creating a protected environment for your data, workloads and applications as part of a long-term security and resiliency program.

An early step in your journey includes a well-defined backup environment as protection against outages or unforeseen circumstances, such as environmental disasters, data unavailable/data loss events, human error or facility failures.

You can trust PSX for Backup to help operationalize your data protection solution. Our team of certified experts will deploy and configure your infrastructure, define and set up policies and schedules, verify production readiness and if needed, continually assess and monitor your environment, providing an added level of skilled expertise every step of the way.

PSX for Cyber Recovery

Are you prepared for a cyberattack?

Open any publication and you will see a global proliferation of new and sophisticated forms of attacks impacting business revenues, reputations and confidence. Organizations are moving quickly to navigate cyber threats and put modern technologies in place to isolate and protect business-critical data. For those who need assistance implementing a cyber recovery vault, Dell offers PSX for Cyber Recovery, designed to help you prepare for efficient recovery in the event of a cyberattack.

On day one, you'll be assigned a technology expert who coordinates planning, implementation and validation activities, and makes sure policies, controls and scanning tasks are accurately applied to safeguard data within the vault. With the higher level PSX options, you'll benefit from quarterly vault assessments and daily monitoring aligned to your PSX Success Plan, all designed to protect your data against ransomware or malicious activities, so you can get back to business with confidence.

> With outcome-based PSX Services, you'll gain peace of mind that you have the right technologies, processes and expertise at the right time to meet your most critical priorities.
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> For more details, visit **Dell.com/ProductSuccessAccelerator** or contact your Dell Technologies representative.

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