

# Carrier Grade Support with ProSupport Plus

Maximize uptime and limit network disruptions

## Essentials

**Carrier Grade Support with ProSupport Plus provides expert support of your network infrastructure for accelerated issue resolution**



- AI/ ML capabilities monitor the environment and mitigate risk
- Backed by predefined Service Level Agreements (SLAs) with financial risk
- Immediate access to telecom experts with broad coverage
- Root cause analysis with actionable insights

## The telecommunications industry is rapidly evolving

The massive network disaggregation affecting the telecommunications industry is causing a significant shift in the way you deploy, integrate, and sustain network infrastructure to deliver communication services to your customers. As you adjust to massive data growth coming from 5G, rapid data traffic increases, and the pressure to deliver services in unprecedented ways, you need to ensure systems are consistently operational more than ever before.

We appreciate that you have unique needs that must be met to increase efficiency and overall uptime. Currently, these are the specific challenges that are affecting communications service providers (CSPs) such as yourself:

- Rapid expansion of data traffic is creating greater pressures on telecom vendors to have open, reliable, and scalable networks
- The proprietary, closed network hardware and software systems no longer meet customers' needs
- Traditional solutions left CSPs dependent and unable to scale or quickly adapt to meet evolving market demands

With market changes continuously occurring, it is imperative that you limit network disruptions and maximize uptime. Cost and implications associated with downtime continue to grow and the impact of having insufficient support services can be severe.

## Scale your network with confidence

To keep your business moving and withstand outages, you need coverage that is comprehensive and consistently reliable. Support that enables you to your scale your network agilely and do so with confidence.

That's precisely what Dell Carrier Grade Support with ProSupport Plus delivers: unified hardware, software, and full solution stack support designed for the unique needs of CSPs and dedicated to keeping your solutions running smoothly. Dell's carrier grade support provides you with the flexibility to effectively operate at scale and maintain business continuity. We prove our commitment with response and restore service level agreements (SLAs) with specified restoration timelines, focused on maintaining productivity and minimizing interruptions – all while delivering a simplified, consistent support experience across critical assets from the core to the far edge.

Dell's carrier grade support gives you the freedom to adopt open solutions with confidence and focus on innovation. In addition to delivering a rapid response and restoration, we provide priority access

to specialized telecommunication support experts, trained specifically to handle your network environment and unique industry conditions. You can expect to interface seamlessly with a Dell trusted advisor who you can count on to provide tailored recommendations and streamlined account services. Carrier Grade Support with ProSupport Plus also monitors the environment remotely with proactive and predictive analytics powered by Dell connectivity tools to provide automated issue detection and mitigate risk. In the event of a critical issue, our experts execute a root cause analysis to identify the cause of the issue with actionable insights to decrease the chances of reoccurrence in the future.

#### Dell's carrier grade support enables you to:

- Maximize uptime and limit disruptions
- Confidently enable agile operations
- Maintain a consistent support experience across critical assets

### Enhanced technologies to enable carrier grade support

Carrier Grade Support with ProSupport Plus includes the proven capabilities of Dell ProSupport Plus for Infrastructure<sup>1</sup> and ProSupport One for Data Center, to enable comprehensive support. They are designed to proactively improve the performance and stability of critical systems through environmental intelligence and the right expertise for each organization. Our services are meant to not only get you back up and running quickly, but to also help you get ahead of problems before they happen. They provide:

- Immediate advanced troubleshooting from a telecom engineer that understands your environment and the entire Dell Technologies infrastructure solutions product portfolio
- Dedicated telecom trained account team including a Technical Customer Success Manager – your #1 support advocate, ensuring you achieve your business and technology goals from initial onboarding to continuous improvement – plus the opportunity to add a Technical Account Manager for end-to-end account oversight and technical guidance to maximize service and solution value
- Predictive analysis for issue prevention and optimization
- Proactive monitoring, issue detection, notification, and automated case creation for accelerated issue resolution
- Semiannual systems maintenance – keep your systems<sup>2</sup> up to date with installation of latest firmware BIOS and drive updates to improve performance and availability

### The Dell Technologies difference

Dell Technologies is in a unique position to help you transform – backed by industry leading infrastructure, a secure, global supply chain, and broad services with more than 60,000 dedicated professionals and partners in more than 170 countries. We continue to adapt and enhance our proven capabilities to meet your unique needs and deliver them in all regions where Dell Technologies operates globally.

### Summary of benefits

Confidently scale network operations with Dell-backed support. Carrier Grade Support with ProSupport Plus enables you to continuously drive your business forward with ease. With a dedicated team aligned to your success, defined restoration timelines and automated recommendations to mitigate risk, expect improved technology performance that is simple, reliable, and scalable.

<sup>1</sup> For more information on Dell ProSupport Infrastructure Suite [see here](#).

<sup>2</sup> System maintenance currently available only for Dell solutions with ProSupport Plus



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