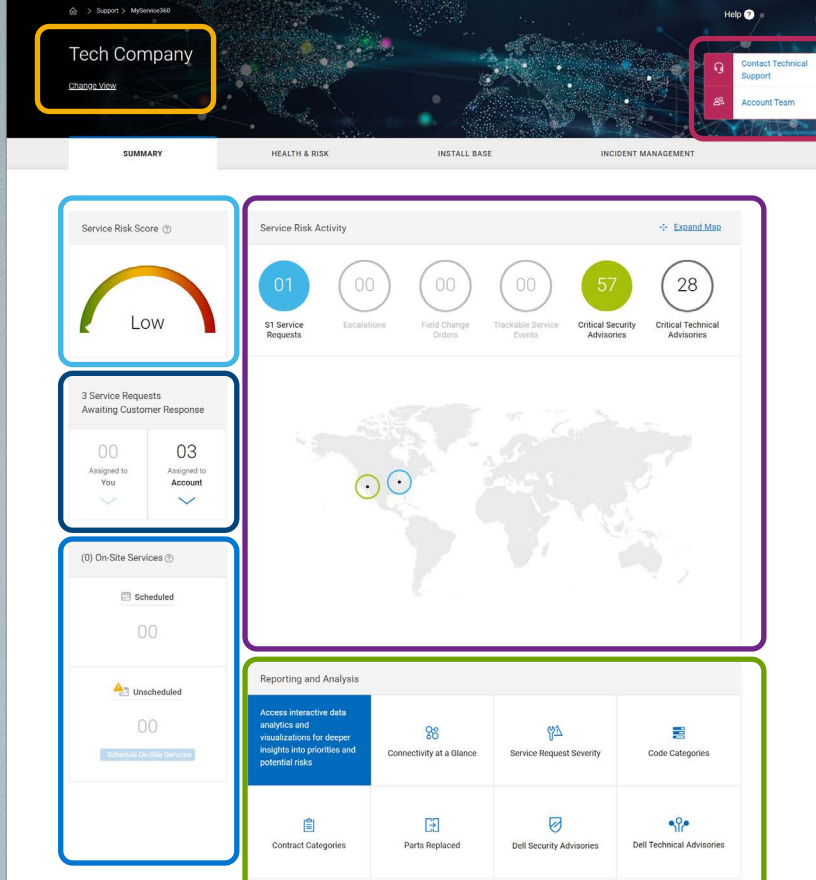


MyService360 Feature Highlight

Summary Page

Become even more productive managing services health for enterprise hardware and software.

Our redesigned experience highlights the recommended services activities and metrics that help you efficiently monitor your environment. You also get faster access to robust self-service actions and interactive analytics. Start your work day here to scan for critical events in need of immediate attention and determine your daily priorities for proactive risk mitigation. With MyService360, you can identify and resolve operational issues, faster.



New Summary Page Experience

Enhanced features

- Custom Groups
- Service Risk Activity and Map

Relocated from header

- Service Risk Score

Now available from Summary page

- Service Requests Awaiting Customer Response
- On-Site Services
- Reporting and Analysis

- Reach our technical and support teams from the Contact tab at any time.

Efficiently monitor your environment to minimize unplanned downtime

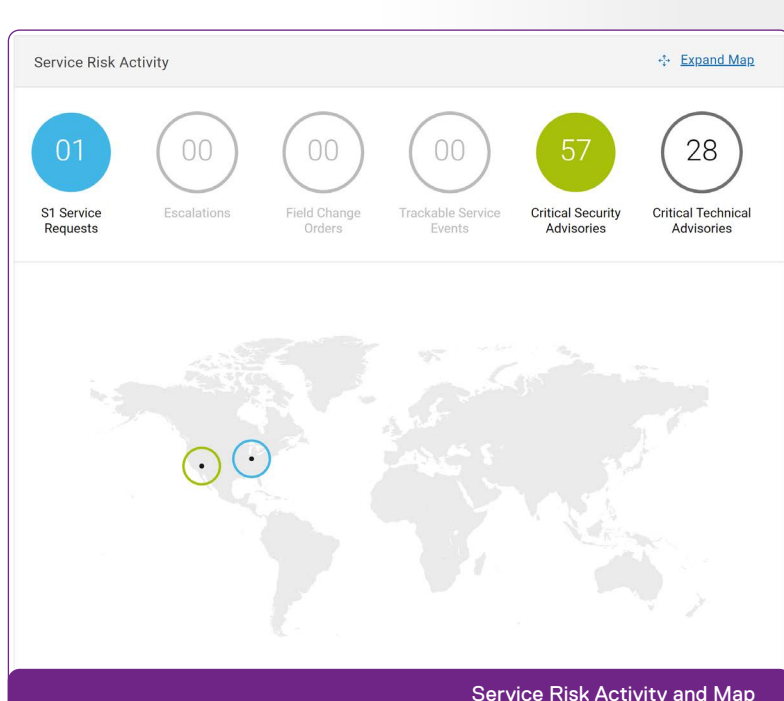
Enhanced

Displays critical activities from the *Health & Risk* and *Incident Management* tabs. The default map view highlights Severity 1 (S1) service requests or Escalations by site.

Awaiting Action and *Unscheduled* have been relocated on the Summary Page.

What you can do:

- Color coding lets you easily correlate service activity by site on the map.
- Select one or more buttons to customize the service activity data on the map. Deselect a button to remove the data set.
- 'Expand Map' launches a full-page interactive map and more capabilities.

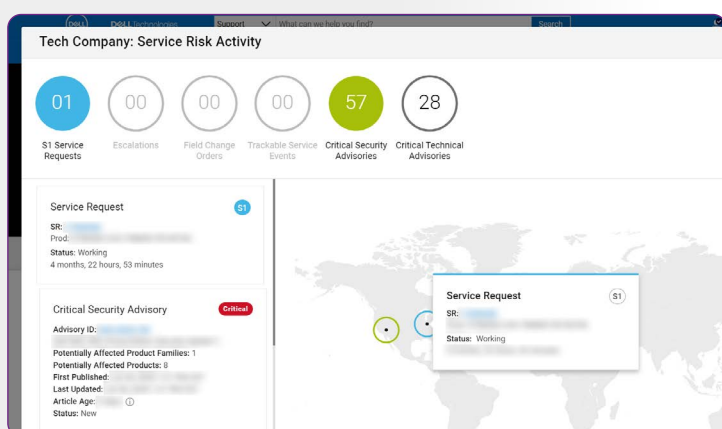


More about Expand Map view

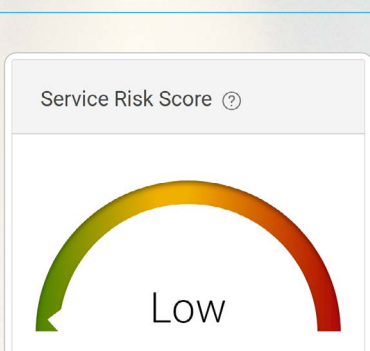
Content is dynamically populated to match the service activities you select in the top menu.

Service activity cards (left-hand side) are only visible in the *Expand Map* view. View the details for each event and take action if needed.

Alternatively, get started from the map. Select a site to review a summary of the selected service risk activities.

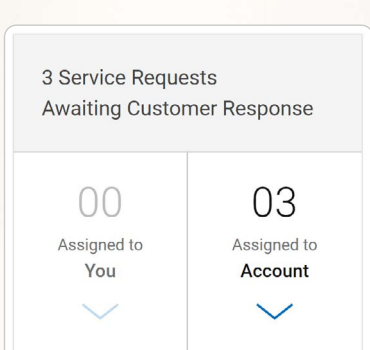


Take charge with more service alerts and actions



Relocated

View a simple real-time summary of service risks for the sites and products in your personalized MyService360 view.



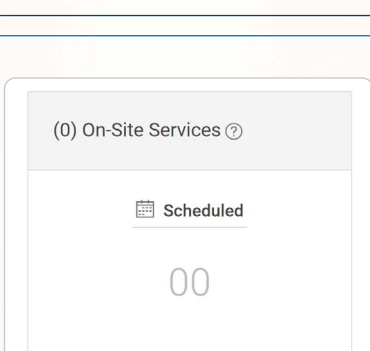
Now Available

Enhancement to prior *Awaiting Action* capability

Presents all real-time service incidents awaiting action by you, or authorized colleagues, from the *Incident Management* tab.

What you can do:

- Easily spot S1 requests and escalations.
- Monitor & act on any SRs for sites and products within your personalized data view, even if you are not the action owner.



Now Available

Enhancement to prior *Unscheduled* capability

Provides a complete view to manage On-Site Services with direct access to the robust *Incident Management* capabilities.

What you can do:

- **Scheduled On-Site Services**
Manage same-day activities, or look ahead 3 months.
- **Unscheduled On-Site Services**
Convenient access to schedule with an agent.

Work even smarter with MyService360 visualizations

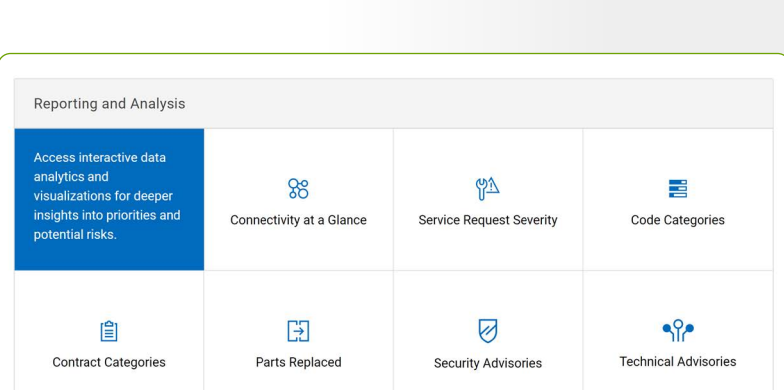
Now Available

New dashboard module

Instantly access interactive data analytics and visualizations that simplify complex data sets. Get deeper insights to help you manage priorities and potential risks.

What you can do:

- Jump to the robust visualizations most frequently utilized across MyService360.

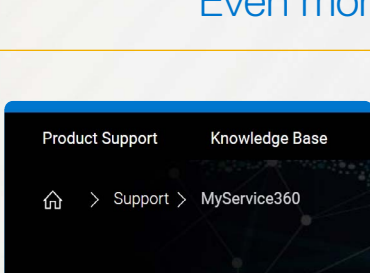


Health & Risk
<ul style="list-style-type: none"> • Security Advisories • Technical Advisories

Install Base
<ul style="list-style-type: none"> • Connectivity at a Glance • Code Categories • Contract Categories

Incident Management
<ul style="list-style-type: none"> • Service Request Severity • Parts Replaced

Even more flexibility to customize your data views



Enhanced

Custom groups allow you to create personalized data views in the MyService360 experience. First-time and existing users can easily add and remove site or product data at any time.

What you can do:

- Get started by selecting 'Change View.'
- View products by 'My Custom Groups' to make changes.
- New option: Create groups by 'Product Family.'

Take the guesswork out of managing enterprise services for your datacenter

For more information, visit MyService360 Knowledge Center at Dell.com/Support