

A P E X Subscriptions

Selecting the right services for your organization can be crucial to getting your Dell solution fully operational. Dell APEX Subscriptions offer the freedom and flexibility to choose what your business needs, as-a-Service.



Extend the value of your APEX Subscriptions with Dell Technologies Services

To get started, consider services for your infrastructure, including the level of deployment and support that works best for your team. Next, select from a large portfolio of services covering people, process and workloads, designed to accelerate the adoption of and satisfaction with your Dell solution.

APEX Subscriptions offer the option to choose from a **Customer Managed** or a **Dell Managed** experience, as shown in the chart below:

Required: Customer Managed Experience		CUSTOMER SUCCESS MANAGER	SERVICE SPECIFIC BENEFITS DELIVERED BY A TEAM OF DELL EXPERTS
ProSupport	Comprehensive 24x7 proactive and predictive support for hardware and software.		<ul style="list-style-type: none"> 24/7 proactive and predictive support for hardware & software Onsite response Next Business Day (NBD) or 4 hours.
ProDeploy	Choice of onsite or guided hardware installation & remote software configuration.	Not Applicable	<ul style="list-style-type: none"> Remote-only system software installation.
Recommended: Customer Managed Experience		CUSTOMER SUCCESS MANAGER	SERVICE SPECIFIC BENEFITS DELIVERED BY A TEAM OF DELL EXPERTS
ProSupport Plus	Preventive maintenance and optimal performance on business-critical assets.		<ul style="list-style-type: none"> 4-hour with mission critical support Priority access to remote senior support engineers Proactive System Maintenance Selected 3rd party software support.
ProDeploy Plus	Provides the skill and scale to successfully execute deployments in today's complex IT environments.	Not Applicable	<ul style="list-style-type: none"> Onsite hardware and software installation In-region Project Manager (PM) Cybersecurity best practices.
Designed for: Dell Managed Experience		CUSTOMER SUCCESS MANAGER	SERVICE SPECIFIC BENEFITS DELIVERED BY A TEAM OF DELL EXPERTS
Dell Managed Services	Offload operational tasks and ensure availability and performance.		<ul style="list-style-type: none"> Includes ProDeploy Plus and ProSupport Plus Maintain system software and hardware (patching and updates) Monitor, configure and optimize system performance with standard Service Level Agreement (SLA) of 99.99% availability Service Level Objective (SLO) for incident response.

A **Customer Success Manager (CSM)** serves as a trusted advisor to assist customers with maximizing the value of their APEX Subscriptions. A CSM is included with either ProSupport Plus or Dell Managed Services.

BENEFITS OF WORKING WITH A CUSTOMER SUCCESS MANAGER (CSM)



Ensures success through onboarding, oversight and advocacy.



Completes business reviews and success tracking, reporting and contract renewal review.



Helps expedite problem resolution.

Additional **value-added services** can be added to APEX Subscriptions, including:

<p>Additional Deployment</p>	<p>Additional time with a Dell technical resource for the installation, deployment, configuration, and/or verification for a product deployment.</p> <p>Data Migration Service engages Dell Experts to help efficiently move data from where it is, to where it will drive innovation.</p>
<p>Additional Support</p>	<p>On-site Diagnosis brings Dell Experts in to handle onsite troubleshooting, saving time and resources. Optimize for Infrastructure with data analysis and reporting. Like a personal coach for your systems, delivered by an in-region Technical Account Manager.</p>
<p>Education</p>	<p>Enable your talent and empower your teams with the training, certification, and skills to transform your business.</p>
<p>Infrastructure</p>	<p>Keep Your Hard Drive and Keep Your Component Services to retain possession of failed hard drives or components on Dell infrastructure solutions when receiving replacements without incurring additional cost. Protect your private data, IP and reputation, and the environment with Data Sanitization/Destruction for Enterprise.</p>
<p>Residency</p>	<p>Leverage staff augmentation and extend your IT workforce with skilled Dell engineers or consultants. Onsite, remote & short-term options available.</p>
<p>Consulting</p>	<p>Leverage our experts to align your business and IT priorities to accelerate innovation in Multicloud, Applications & Data, Resiliency & Security, Modern Workforce and Artificial Intelligence.</p>

Getting Started

For help getting started, consider ProConsult Advisory Services to chart a clear digital destination and accelerate IT initiatives cross Multicloud, Applications & Data, Resiliency & Security, Modern Workforce and GenAI.

Engage your Account Manager to kick start your transformation journey.

For more information visit www.dell.com/services