

# The Power of Connection

Infrastructure Support Amplified





## Unlock the full potential of ProSupport Infrastructure Suite

Your ProSupport Infrastructure Suite contract is the foundation for transforming your IT support experience. By connecting your IT assets to Dell, you unlock powerful advantages for your business. Picture a support experience that:

- provides actionable insights to keep your systems performing at their best.
- leverages AI to predict and prevent issues before they disrupt operations.
- offers recommendations to help you seize new opportunities and drive innovation.

Here's how to tap into this value to keep your Dell environment resilient and your business moving forward:

Get connected for more value from your support experience

Leverage our online tools for more ways to manage connected systems

### Next-gen secure connect gateway technology

Set up our remote support and monitoring software in your environment via our gateway, direct connect or plugin options—at no extra cost—and connect your infrastructure with active contracts back to Dell.

We'll provide you with proactive, preventative, and in some cases, predictive support that drastically accelerates resolution or prevents issues for connected systems.

### MyService360 analytics dashboard

Unlock richer insights to optimize services and support

### APEX AIOps Infrastructure Observability

Access capabilities to optimize product performance, security and sustainability

- Maximized uptime
- Improved operational efficiency
- Actionable intelligence and AI
- Sustainability and stewardship
- Security and resiliency

# Maximized Uptime

## Keep Your Systems Running Without Interruption

### Proactive Monitoring Triggers Automated Support

Persistent wellness monitoring of connected infrastructure enables the sophisticated data and AI models behind our secure connect gateway technology to detect problems—sometimes before you even know there's an issue. We automatically create a case and notify you to accelerate resolution before problems escalate. [Learn more](#)

### Accelerate Fixes with Remote Troubleshooting

When a case is opened on a Dell system with remote support features, our connectivity technology enables authorized technical support engineers to securely access the device to remotely diagnose and resolve issues—getting your systems back on track fast.

### Failure Prevention Through Predictive Analytics

Infrastructure Observability leverages advanced analytics and AI to forecast potential hardware failures on eligible products. You'll receive timely alerts and actionable recommendations, making it possible for you to schedule maintenance proactively and avoid costly disruptions. [Learn more](#)





# Improved Operational Performance

## Achieve High Availability and Reliability with Less Effort

### Detect and Resolve Bottlenecks with Ease

Infrastructure Observability uses real-time telemetry data and hourly benchmarks to pinpoint performance anomalies. System-wide topology insights provide a clear view of performance—enabling faster issue resolution to maintain stable, efficient operations.

[Learn more](#)

### Stay Ahead with Proactive Code Management

MyService360 and Infrastructure Observability make it easy to see compatibility and patch needs across your entire infrastructure—helping IT teams to manage updates and maintenance efficiently.

### Focus On What Matters Most

Simplify services and infrastructure management with intuitive self-service portals designed to cut through the clutter and give you greater control. Our user-friendly tools highlight critical information at a glance, providing clarity in a noisy operational landscape. Customize visualizations, alerts and reports to match your organization's priorities. With our solutions, you can confidently drive meaningful outcomes while leaving distractions behind.

# Actionable Intelligence and AI

## Transform Your Data into Actionable Insights

### See the Big Picture

Your IT assets generate a wealth of useful data every day—but is it driving the decisions you make? Our intuitive, self-serve portals centralize your IT data, giving you a clear and comprehensive view of your operations. The result? Faster, smarter, and more confident decisions that drive progress and efficiency. [Learn more](#)

### Anticipate and Plan for the Future

With AI-powered analytics, Infrastructure Observability equips IT leaders to anticipate future challenges and business needs. By assessing past trends and current performance, it forecasts resource demands and identifies opportunities for optimization and expansion—helping you make proactive decisions to keep your infrastructure ahead of evolving business priorities. [Learn more](#)

### Ask and Discover with GenAI Assistance

Have questions? Ask Infrastructure Observability's generative AI-powered AIOps Assistant. Designed to understand natural language queries, this tool delivers instant, detailed answers and problem-solving recommendations for managing Dell core, edge and multicloud infrastructure.





# Sustainability and Stewardship

## Bridging Innovation and Environmental Responsibility

### Align IT Operations with Sustainability Goals

Make impactful progress toward regulatory thresholds and sustainability goals with Infrastructure Observability. We combine IT infrastructure energy and emissions tracking and forecasting with AI-driven analytics, delivering insights you need to optimize workloads, improve efficiency, and cut your IT carbon footprint. Plan your infrastructure modernization while making more sustainable decisions today. [Learn more](#)

### Eco-Friendly Support Powered by Telemetry and Automation

A connected IT ecosystem drives sustainability in practical ways. Using telemetry data and advanced analytics, we can quickly address issues, reducing repeated parts dispatches or on-site visits to minimize carbon footprint. With secure two-way communication between Dell and your team, remote support engineers can resolve system challenges without traveling—further reducing emissions.

Acting on Dell insights and guidance to proactively replace parts and upgrade code extends the lifespan of your IT assets, saving costs and reducing electronic waste. These strategies boost efficiency and support a more sustainable future.

# Security and Resiliency



## Boost Security and Streamline Risk Management

### Reliably Safe and Private Experience

Drawing on over 25 years of pioneering IT support technology, our secure connect gateway technology—deployed as a gateway, direct connect or plugin option—integrates privacy, data protection and threat prevention into a secure, automated support experience. [Read security paper](#)

### Reduce Risk with Automated Cybersecurity Assessments

With Infrastructure Observability, set your desired security parameters and let the platform do the rest. It automatically detects misconfigurations, provides alerts, and suggests fixes to restore protection—auditing up to 1,000 systems in just three minutes<sup>1</sup>. Save time, reduce risk, and ensure compliance effortlessly. [Learn more](#)

### Centralize Advisory Remediation Management

Ditch the manual grind with spreadsheets and emails. Just for buying Dell infrastructure, MyService360 provides instant access to a consolidated view of the security and technical advisories that may impact your installed systems. With interactive data visualizations and remediation workflow features, quickly assess potential risks and document risk remediation steps for easy tracking and auditing.



# Enable connectivity and thrive!

Visit **Dell.com** or contact your Dell Technologies representative now to activate your connected support experience.

<sup>1</sup> Disclosure: Dell CloudIQ Cybersecurity for PowerEdge: The Benefits of Automation," a Dell Technologies Direct from Development White Paper, 2022. Actual results may vary.

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