Lifecycle Extension with ProSupport or ProSupport Plus

Combining cutting-edge PowerStore technology with human expertise to continuously modernize your storage infrastructure

Simplify your storage infrastructure ownership

Traditional storage lifecycle management can be challenging, with complex upgrades, capacity limitations, and potential disruptions to business operations. Maximizing the availability, efficiency, and capabilities of your data infrastructure requires expert resources, planning, and knowledge.

Choose one of our Lifecycle Extension offers if your organization values a hassle-free data infrastructure ownership experience that includes minimum downtime, continuous peak performance from your data storage and expert-led advice to nimbly adopt technologies that keep pace with modern workloads, seamlessly and without disruption to your business operations.

Expert assistance to keep your critical data systems modern

Finding the right resources to address dynamically-changing business needs can be challenging. Lifecycle Extension subscribers gain extended value beyond the included ProSupport or ProSupport Plus operational support capabilities by layering in additional benefits to perpetually streamline data infrastructure modernization and keep it running at peak efficiency.

Lifecycle Extensions' skilled technical advisors help you formulate a storage infrastructure technology upgrade strategy that considers your workload dependencies, business needs, budget limitations, and technical skillsets.

Simplify your data appliance ownership, on your terms, by choosing from two available Lifecycle Extension offers.

Key Benefits:

- Immediate access to live support experts that will minimize downtime and keep your data infrastructure running at peak performance

- Adopt new workloads and unlock new capabilities through the included storage node upgrade with deployment included or apply node value toward alternative flexible technology upgrade options

- Invest with confidence with an appointed technical advisor who will guide you through your complex storage technology transitions

Features	Lifecycle Extension *with ProSupport*	Lifecycle Extension *with ProSupport Plus*
World-class support benefits		
Technical support availability and response objective	24x7	24/7, Immediate
Covered products	Hardw are & Softw are	Hardw are & Softw are
Onsite response service level	Next Business Day or 4Hr	4-hour w ith Mission Critical Support
ProSupport AIOps Platforms	•	•
Dell Security Advisories	•	•
Proactive issue detection with automated case creation	•	•
Predictive hardware anomaly detection	•	•
Access to software updates	•	•
APEX AIOps Cybersecurity Assessment	•	•
Incident Manager for Severity 1 events	•	•
Enhanced Mission Critical support		•
Priority access to remote senior support engineers		•
Service Account Manager		•
Proactive system maintenance		•
Limited 3rd party software support		•
Lifecycle Extension benefits		
Technology Modernization Upgrade Included Next-Gen Appliance[1]	•	•
Flexible Technology Upgrades Alternative qualified upgrades (Scale-out or in-family upgrades)	•	•
25% Storage capacity allowance[2]	•	•
Annual Modernization Consultations	•	•
Future-Proof benefits		
APEX AIOps Infrastructure Observability[2]	•	•
Never-worry Data Migration[3]	•	•
All-inclusive software[3]	•	•
Flexible payment solutions[3]	•	•
Tech Refresh & Recycle[3]	•	•
Guaranteed storage data reduction rates[3]	•	•

Adopt new technologies with confidence

Available for PowerStore, Lifecycle Extension with ProSupport or ProSupport Plus eliminates the hassles associated with complicated storage infrastructure tech refreshes while providing world-class technical support to keep your storage investments running efficiently.

Lifecycle Extension with ProSupport One for Data Center provides a flexible and customized approach to support for the unique complexities of large and distributed PowerStore data centers.

Begin your storage modernization journey today. Let our advisors eliminate the disruptive hassles associated with refreshing your storage technology stack and our technical support experts keep your operations running at peak performance. Your satisfaction is guaranteed!

For details about Dell Lifecycle Extension with ProSupport or ProSupport Plus, contact your Dell representative or visit DellTechnologies.com for additional information.

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ProSupport or ProSupport Plus	With the ProSupport Infrastructure Suite, you get the most out of your investment with the support expertise and insights we are known for world-wide. For ProSupport or ProSupport feature descriptions please visit us on Dell.com.
Technology Modernization Upgrade	Gain immediate access to next-generation technology as soon as it's available, allowing you to easily adopt new workloads Subject to product availability.[1]
Flexible Technology Upgrades	Apply your upgrade credit to alternative technology upgrade options and shift to a higher, in-family model or scale-out infrastructure as best suited for your business requirements. Flexible Technology Upgrades provide more options and long-term peace of mind.-
25% Storage capacity allowance	Benefit from unlimited upgrades to newer technology drives while receiving a 25% credit up to 100TB with any qualified capacity refresh purchase. This offer can be paired with the Technology Modernization Upgrades or Flexible Technology Upgrades.
Annual Modernization Consultation	Leverage valuable insight and guidance from an appointed technical advisor who simplifies your storage upgrade and capacity refresh cycles by listening to your shifting business needs, reviewing the current state of your storage landscape, and offers detailed advice on which available flexible technology upgrades are best for you.
APEX AIOps Infrastructure Observability	Harness the power of Dell infrastructure dashboard tools that leverage artificial intelligence to simplify IT management and optimize the health, cybersecurity and sustainability of your Dell core, edge and multi-cloud infrastructure.[2]
Never-worry Data Migrations	It's always easy to move to Dell next generation storage and HCI solutions with seamless upgrades and built-in data migration tools.[3]
All-inclusive Software	Everything you need to store and manage your critical data is included with your Dell storage, HCI and networking purchase.[4]
Flexible Payment Solutions	Whether you are looking to pay for technology as you use it, rotate your technology every few years, manage your cash flow or finance your software purchases, we have a solution for you.[5]
Tech Refresh & Recycle	Dell ensures better outcomes for business, people and the planet by recycling legacy storage and server equipment with a PowerStore purchase regardless of the vendor and at no additional cost.[6]
Guaranteed Storage Data Reduction	Dell provides guaranteed storage data reduction rates for your workloads.[7]
3-year Satisfaction Guarantee	Dell guarantees three-years of storage, data protection, HCI and networking product satisfaction, while the industry standard is 30-days.[8]

For more information, visit Dell.com or contact your Dell Technologies sales representative

[1] Included next-gen appliance requires the purchase of a capacity refresh.

[2] APEX AIOps Infrastructure Observability is available at no additional charge for products with ProSupport and ProSupport Plus contracts. APEX AIOps Infrastructure Observability supports a broad range of Dell Technologies products, including: servers (PowerEdge), storage (PowerStore, PowerMax, PowerScale, PowerVault ME4, PowerVault ME5, Unity XT, XtremIO, and SC Series), data protection (PowerProtect DD and PowerProtect Data Manager), converged and hyperconverged infrastructure (VxBlock, VxRail, and PowerFlex), and networking (PowerSwitch for Ethernet/Connectrix for SAN).

[3] Never-Worry Data Migrations: Does not include data transfer services. Customer responsible for ensuring data is backed-up. Applicable products include: Unity, Unity XT, PowerFlex appliance, PowerMax, PowerStore, SC Series, XtremIO X2, VMAX All Flash, VxRail.

[4] All-Inclusive Software: Includes select software needed to store and manage data. Applicable products include: Unity, Unity XT, ECS Appliance, Networking (N, S, Z Series, MX Switching Modules), PowerFlex appliance, PowerMax, PowerStore, PowerVault ME4, PowerVault ME5, SC All-Flash, VMAX All Flash, VxRail, XtremIO X2.

[5] Payment solutions provided by Dell Financial Services L.L.C. (DFS) or its affiliate or designee, subject to availability and may vary in certain countries. Where available, offers may be changed without notice.

[6] With a valid storage or server purchase, Dell will take your existing enterprise storage or servers for no extra charge and will responsibly dispose of / recycle the old equipment at no cost.

[7] Storage Data Reduction Guarantee: Requires customer signature and minimum purchase of ProSupport for Infrastructure 4hour or NBD support agreement, a ProSupport Plus for Infrastructure support agreement, or a valid support contract with a valid Dell support partner. Applicable products include All-Flash Stble for the following products: PowerProtect DD, Unity, Unity XT, ECS Appliance, PowerProtect Appliances, PowerScale, Isilon, PowerFlex appliance, PowerMax, PowerStore, PowerVault ME4, PowerVault ME5, SC Series, XtremIO X2, VMAX All Flash, VxRail and PowerEdge.

[8] Three-year Satisfaction Guarantee: Requires purchase of a 3-year ProSupport agreement. Compliance is based on product specifications. Any refund will be prorated. Applicable products include: PowerProtect DD, Unity, Unity XT, ECS Appliance, PowerProtect Appliances, PowerScale, Isilon, Networking (N, S, Z Series, MX Switching Modules), PowerFlex appliance, PowerMax, PowerStore, PowerVault ME4, PowerVault ME5, SC Series, XtremIO X2, VMAX All Flash, VxRail.

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