

Getting started with connectivity in the data center

Supporting your remote workforce starts in the data center

Your data center is the backbone of the applications and workloads your business depends on, and your technical team is working nonstop to keep it running without a glitch.

As you shift your IT support model to optimize your remote workforce, you are also faced with the need to limit IT staff onsite, modify data center procedures, and rethink your approach to issue resolution. More than ever, setting up your team for success is top of mind.

Simplify enterprise IT services and boost your team's expertise with our adaptive, automated digital service experience for a single system or your global environment. Unlock automated support, real-time analytics and recommended actions by connecting your systems via our secure connect gateway technology.

Once connected, unlock the power to:



Prevent outages with secure remote monitoring

The best time to solve a problem is before it happens. The secure connect gateway **monitors system health proactively**, detecting future failures. Help systems stay up and running without unplanned downtime.



Leave troubleshooting to us

The **secure connect gateway automates case creation** and sends diagnostic information to Dell Technologies support, enabling us to **resolve issues with minimal effort** from your team.



Get the best performance with actionable recommendations

Your data center needs to perform efficiently to support your remote workforce. Equip your team with **on-demand reporting and recommendations** to help them make data-driven decisions.

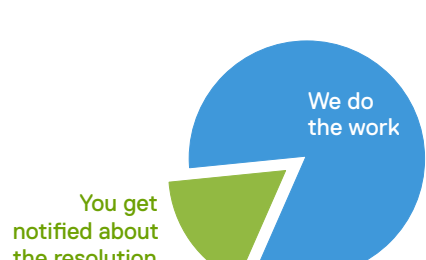


The secure connect gateway securely collects only system state information

System state information includes configuration, event notifications, and system diagnostic information.

[Learn how](#) our connectivity technology monitors your enterprise environment.

Leave issue resolution to secure connect gateway and minimize your effort



ProSupport Plus reduces the amount of IT administrator involvement by up to 80%¹

How to connect your enterprise systems:

- 1 Log in or create a business account.**
From the [secure connect gateway product page](#):
 - New users: Follow the prompts to create a new account with your business email.
 - Existing users: Simply sign in to your existing account.
- 2 Download the software.**
 - The download will become available after you authenticate with your business account.
 - Choose the virtual appliance or application software best suited for your environment.
- 3 Generate your access key.**
 - Choose or search for your site location. If you do not see your location, request a new site ID by emailing: support@emc.com.
 - Create a 4-digit pin and click "generate access key." This will send the access key to your email.
 - Ensure the access key and pin are available when you are ready to configure the software. The access key will expire 7 days after it is generated. Navigate back to the download page if the access key expires and a new one is needed.
- 4 Setup your network, hardware, and software.**
Review the [user guide, product support matrix and other documentation](#) for detailed instructions. How-to videos can provide additional guidance.
- 5 Deploy the software.**
- 6 Register your secure connect gateway software.**
Here's how:
 - Have your proxy information available if your environment requires it.
 - Authenticate using your access key.
 - Set up your primary contact for support.
 - Server customers can fill out a form for parts replacement for PowerEdge servers
- 7 Start adding your devices.**

How do I access the secure connect gateway features for enterprise systems?

Features vary depending on your service level for connected Dell EMC systems. ProSupport Plus customers experience the full set of automated support features.

	Basic Hardware Warranty	ProSupport	ProSupport Plus
Automated issue detection and system state information collection	•	•	•
Proactive, automated case creation and notification		•	•
Predictive ² issue detection for failure prevention			•

1. Third-party lab test with Principled Technologies ([Minimize server support hassle using Dell EMC ProSupport Plus for Enterprise with Dell EMC SupportAssist](#)) September 2020. SupportAssist Enterprise capabilities are now part of the secure connect gateway technology.
 2. Predictive analysis failure detection includes server hard drives and backplanes when connected through secure connect gateway technology.