

# Respond and Restore for Telecom

Maximize uptime and limit network disruptions

## Essentials

**Respond and Restore for Telecom provides expert support of Dell's network infrastructure for quick network resolutions**



- AI/ ML capabilities monitor the environment and mitigate risk
- Backed by predefined Service Level Agreements (SLAs) with financial risk
- Immediate access to telecom experts and extendable coverage

## The telecommunications industry is rapidly evolving

The massive network disaggregation affecting the telecommunications industry is causing a significant shift in the way you deploy, integrate, and sustain network infrastructure to deliver communication services to your customers. As you adjust to massive data growth coming from 5G, rapid data traffic increases, and the pressure to deliver services in unprecedented ways, you need to ensure systems are consistently operational more than ever before.

We appreciate that you have unique needs that must be met to increase efficiency and overall uptime. Currently, these are the specific challenges that are affecting communications service providers (CSPs) such as yourself:

- Rapid expansion of data traffic is creating greater pressures on telecom vendors to have open, reliable, and scalable networks
- The proprietary, closed network hardware and software systems no longer meet customers' needs
- Traditional solutions left CSPs dependent and unable to scale or quickly adapt to meet evolving market demands

With market changes continuously occurring, it is imperative that you limit network disruptions and maximize uptime. Cost and implications associated with downtime continue to grow and the impact of having insufficient support services can be severe.

## Scale your network with confidence

To keep your customers moving and withstand outages, you need a solution that is consistently simple, reliable, and sustainable. A solution that will enable you to scale networks agilely and do so with confidence.

That's precisely what Respond and Restore for Telecom delivers: tailored telecom capabilities to support your unique needs while keeping your infrastructure running smoothly. Dell Technologies Respond and Restore for Telecom provides you with the flexibility to effectively operate at scale and maintain business continuity. We prove our commitment with response and restore service level agreements (SLAs) with specified restoration timelines, focused on maintaining productivity and minimizing interruptions – all while delivering a simplified, consistent support experience across critical assets.

Respond and Restore for Telecom gives you the freedom to adopt open solutions with confidence and focus on innovation. In addition to delivering a rapid response and restoration, we provide priority access to specialized telecommunication support experts, trained specifically to handle your network environment and unique industry conditions. You can expect to interface seamlessly with a Dell Technologies trusted advisor who you can count on to provide tailored recommendations and streamlined account services. Respond and Restore for Telecom also monitors the environment remotely with proactive and predictive analytics powered by Dell connectivity tools to provide automated issue detection and mitigate risk.

### Respond and Restore for Telecom enables you to:

- Maximize uptime and limit disruptions
- Confidently enable agile operations
- Maintain a consistent support experience across critical assets

### Enhanced technologies to enable carrier grade support

Respond and Restore for Telecom is the essential complement to the proven capabilities of Dell EMC ProSupport Plus for Enterprise<sup>1</sup> and ProSupport One for Data Center, to enable carrier grade support. They are designed to proactively improve the performance and stability of critical systems through environmental intelligence and the right expertise for each organization. Our services are meant to not only get you back up and running quickly, but to also help you get ahead of problems before they happen. They provide:

- Immediate advanced troubleshooting from an engineer that understands your environment and the entire Dell Technologies infrastructure solutions product portfolio
- An assigned Service Account Manager – your #1 support advocate, ensuring you get the best possible proactive and predictive support experience
- Predictive analysis for issue prevention and optimization
- Proactive monitoring, issue detection, notification, and automated case creation for accelerated issue resolution
- Semiannual systems maintenance – keep your systems<sup>2</sup> up to date with installation of latest firmware BIOS and drive updates to improve performance and availability

### The Dell Technologies difference

Dell Technologies is in a unique position to help you transform – backed by industry leading IT infrastructure, a secure, global supply chain, and IT services with more than 60,000 dedicated professionals and partners in more than 170 countries. We are adapting and enhancing our proven capabilities to meet your unique needs and delivering them in all regions where Dell Technologies operates globally.

### Summary of benefits

Operate systems confidently with our carrier grade support. Respond and Restore for Telecom enables continuously agile operations so you can keep your business moving forward. With automated recommendations to mitigate risk and accelerated issue resolution, expect improved IT performance that is simple, reliable, and scalable.

<sup>1</sup> For more information on Dell EMC ProSupport Enterprise Suite [see here](#).

<sup>2</sup> System maintenance currently available only for Dell EMC solutions with ProSupport Plus



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