

Actionable intelligence to proactively manage services



Take the guesswork out of managing enterprise services for your datacenter

MyService360

Your one-stop-shop for personalized, data-driven insights into services health and risk priorities

Your company is investing in digital transformation and you need an online experience that simplifies enterprise IT services, saves time and helps you plan for the future. MyService360 solves the challenges of pulling information from various locations to get a full picture of your environment.

Our personalized cloud-based dashboard simplifies complex data sets for support and services into actionable intelligence. Move seamlessly from real-time analytics and data visualizations across your complex infrastructure, to online self-service and an end-to-end service history for Dell products. MyService360 helps you identify the priorities and potential risks for services health so you can take the right action, the first time.

IT decision makers want to partner with IT service providers – Forrester

81%

Agree automated support tools and tech provided by IT providers frees up IT staff time for innovation*

Up to **85%**

Plan to increase investment in data-driven support tools and technology*

Key Benefits

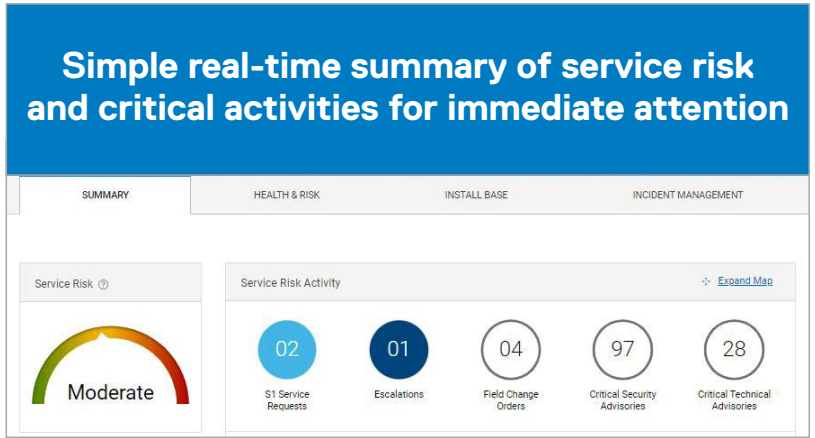
- Get a consolidated enterprise view faster and with less effort
- View real-time, critical incidents and risks impacting your environment
- Simplify action and planning with prescriptive recommendations
- Optimize with data analytics and historical trends

Use with

Dell storage, data protection, and HCI / CI systems. [View supported products.](#)

MyService360 empowers your IT team to take control of their enterprise service experience. By providing insights into critical events, daily priorities and proactive actions, IT administrators can identify and resolve operational issues faster. In addition, IT stakeholders, for example, procurement and inventory management, can obtain data to plan ahead. Meanwhile, IT leaders can monitor the ‘big picture’ for potential risks and track mitigation of critical events.

MyService360 is available free of charge to registered users with an active warranty, maintenance or ProSupport Enterprise contract.



Get started today

- Set up or join your company’s MyService360 account at Dell.com/support
- Populate your personal MyService360 dashboard with services and support data
- Work with your data in an interactive experience
- Connect your systems for a richer online experience including automated case creation and analytics-based recommendations

Work smarter, not harder, with MyService360

Heads-up display highlights fundamental metrics and priorities for action



Menu	Overview of capabilities for the sites and enterprise products you manage
Summary Default landing page	Provides a simple real-time summary of service risk. Elevates critical activities from <i>Health & Risk</i> , <i>Install Base</i> and <i>Incident Management</i> tabs in need of immediate focus or proactive risk mitigation.
Health & Risk	Track proactive actions by Dell Technologies to avoid or mitigate hardware and software issues. Offers centralized management of technical and security advisories to assess potential risks as well as document and track remediation.
Install Base	See and manage details for all assets you manage. Evaluate and manage secure connectivity for devices, up to gateway and cluster levels. Evaluate and act on code level recommendations by asset. Manage coverage from warranty and support contracts.
Incident Management	Manage service requests – both self-created and auto-generated by secure automated support technologies – for your products in a single view. Monitor escalations and view data on parts replacements. Manage scheduling and track progress of on-site services activities.

For more information, visit MyService360 Knowledge Center at Dell.com/support

*[Innovation Leaders Need IT Services To Drive Transformative Outcomes - A Forrester Consulting Thought Leadership Paper Commissioned By Dell EMC February 2019](#)

MyService360 is available for all Dell storage solutions with the exception of PS Series and SC Series.

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