

## **Collaborative Assistance**

## Dell ProSupport Suite, Dell Premium Support, Dell Care Plus / Dell Care Premium, Alienware Care / Alienware Elite Care

Dell and/or Dell Technologies assists with troubleshooting third-party hardware and software across your enterprise and end-user environments.

If a Customer opens a service request and Dell Technologies determines that the problem arises with an eligible third-party vendor's products commonly utilized in conjunction with Products covered by a current Dell Technologies warranty or maintenance contract, Dell Technologies will endeavor to provide Collaborative Assistance under which Dell Technologies: (i) serves as a single point of contact until the problems are isolated; (ii) contacts the third-party vendor; (iii) provides problem documentation; and (iv) continues to monitor the problem and obtain status and resolution plans from the vendor (where reasonably possible).

## **Manufacturer / Partner**

4ward Cornelis Networks Inseego Pivotal Intel Corporation 6wind **Cumulus Networks** Platform Computing Ace Data Recovery Cycle Computing inVia Robotics **Pluribus** Cylance Invincea **Progress Software** Adtran DataCore ioNetworks **ProLion** Aerohive Amazon Datadobi IP Infusion **PTC Amulet Hotkey DataDirect Networks** ISS Qloaic **QNAP APC** Jabra (DDN) Deep North Kroll OnTrack Quantum Apstra Arcastream Diskover Data Ligid Rackspace Arista Dorado Litmus Red Hat Aruba Networks LSI **DriveSavers Data** SanDisk SAP1 Recovery Malona Aster Data Medical Information Corp. **Astrikos Consulting** Druva Scality ATTO Technology Edgecore Mellanox SchedMD Microsoft ServiceNow **AudioCodes** Edaify Augtera ELSA (Japan only) MingoThings Serviot Morphlabs Silicom Aveva Emulex Beyond Edge Networks **EnerSys** Motivair Silver Peak Blue Data Epic iO Myricom Software AG **Bright Computing** Epson Networld (Japan only) Solarflare Brocade F5 Nexenta SonicWall **Bull Atos Technologies** Fujitsu Nokia Spectra Logic Fusion-IO Canonical Nuance Splunk Chelsio Communications Google Nutanix StackIQ China Standard Software Grau Data Starburst nVidia Stratus Cisco **HMS** Oracle Citrix Huarui Owl Cyber Defense Superna ClearML **HYCU** Solutions SUSE Palo Alto Networks Cloudera Hyundai AutoEver Symantec IBM Panduit **Tabnine** Commvault Thales Continuity Software Impulse Pensando CoolIT **Inductive Automation** Pentaho ThinkParq

ThinLaunch	Vcinity	Virtana	Weka
Unicom Engineering	VeloCloud	VMware	Wesco (Anixter)
Unicon/eLux	Versa Networks	Vormetric	Wind River
Unidesk	Versity	Wasabi	Xerox
Unisys Stealth	Vertiv/ Avocent	Wave	XMPro

Customer equipment and devices must be covered by manufacturer's warranty or customer provided maintenance contract for Dell to engage with third-party vendor and to qualify for Dell collaborative assistance.

Collaborative partners are subject to change without notice. Not all regions, products, and versions may be included in the scope of collaborative assistance. Product and service availability vary by country. Contact Dell for more information.

1. Customer must initiate case with SAP directly. SAP initiates collaboration requests with Dell and/or Dell EMC.

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