

# Dell EMC ProSupport One for Data Center



Support tailored to the complexity of your environment and how you allocate IT resources

Flexible support tailored for large and distributed data centers

## Is your data center getting the right level of support?

Your need for support may vary over time as your priorities and resources change. Sometimes you need more, sometimes less. Or you may need different types of support you couldn't anticipate.

Being responsible for large and distributed data center operations means juggling dozens of these concerns. It also means maintaining your competitive strengths using new technologies, managing multiple third party vendors and ensuring a secure data center – all while working within your budget.

## One size does not fit all.

Most support providers require you to choose from a list of fixed, per-asset service contracts that lock you into multi-year contracts. However, we understand that your data center is dynamic, with unique, evolving needs that can't be efficiently supported with fixed contracts. Why pay for services you don't need? Dell Technologies offers flexible support plans that allow you to adjust for growth and new technology adoption – without jeopardizing your support levels.

## Partner with a designated support team.

With ProSupport One for Data Center, you get the support you need from a designated team who knows you. We provide Service Account Managers as well as expert support and field technicians who are knowledgeable of your environment. So when you encounter an issue, you'll be working with familiar technicians that will help you maintain a secure environment, bypass the troubleshooting queue and ultimately provide a quick resolution. Customized for your unique data center needs, we partner with you and compliment your capabilities, so you're only paying for the services you need.

## Key Benefits

- Flexible support that covers your entire data center including centrally-managed distributed assets
- Priority access to specialized technical support engineers on a 24x7x365 basis
- Service Account Managers and field engineers who are trained on your environment and configurations
- Support and utilization reporting
- Flexible on-site support and parts options that fit your operational model
- A tailored support plan for your operations staff

For more information about **ProSupport One for Data Center**, contact your Dell Technologies sales representative.

ProSupport One for Data Center is available to customers with over 1,000 Dell Technologies infrastructure solution products. Availability and terms of Dell Technologies varies by region and by product. [For more information, please view our service descriptions.](#)

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