



ABLE DIGITAL TRANSFORMATION
WHILE MEETING TODAY'S SUPPORT NEED
ACROSS YOUR ENTIRE DATA CENTER



Simplify data center support, and unlock IT resources for digital transformation

Pressure to maintain quality of service for existing infrastructure, while introducing new technologies, has never been greater. Supporting a mixed-OEM data center introduces additional challenges:

- Complexity and cost of managing multiple support vendors
- Inconsistent service levels and quality across geographies
- Inability to quickly solve issues spanning multiple OEMs
- · Risks resulting from engagement with unauthorized third-party maintainers

Multivendor Support addresses these pain points through a holistic and cost-effective solution — all under single contract with the technology leader you know and trust.



Single Point of Accountability

- Consolidate support through Dell Technologies
- Leverage 24x7 tech support with one number to call for all assets
- Seamlessly resolve issues spanning multiple OEMs

Operational Simplicity

- Eliminate direct costs and overhead of managing multiple support vendors
- Reduce unexpected out-ofwarranty repair expenses
- Unlock and redirect IT resources to digital transformation

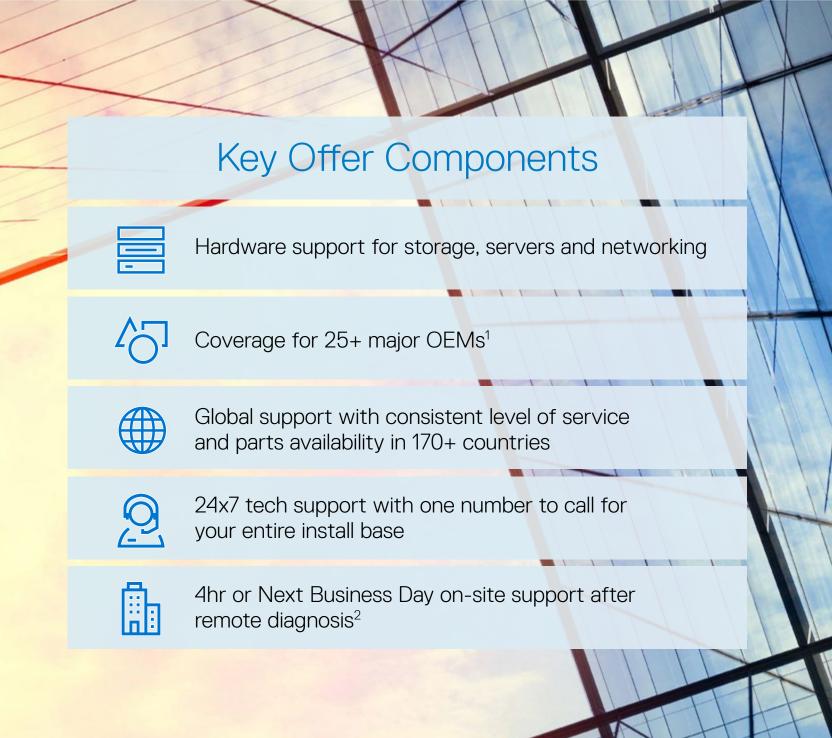
Global Consistency

- Simplify operations with consistent support that meets requirements globally
- Exceed service and quality expectations while meeting budget demand
- Extend the life of IT assets without impacting service levels



A majority of IT decision makers agree: internal IT staff spends too much time on support and maintenance issues which prevents them from focusing on innovation.

 A commissioned study conducted by Forrester Consulting on behalf of Dell Technologies Services, December 2020





²Onsite Service after Remote Diagnosis availability and terms varies by location, service and product purchased. Products that are not field serviceable are not eligible for onsite support.

Copyright © 2021 Dell Inc. or its subsidiaries. All Rights Reserved. Dell Technologies, Dell, EMC, Dell EMC and other trademarks are trademarks of Dell Inc. or its subsidiaries. Other trademarks may be trademarks of their respective owners. Trademarks and trade names may be used in this document to refer to either the entities claiming the marks and names or their products. Specifications are correct at date of publication but are subject to availability or change without notice at any time. Dell and its affiliates cannot be responsible for errors or omissions in typography or photography. Dell's Terms and Conditions of Sales and Service apply and are available on request. Dell service offerings do not affect consumer's statutory rights. March 2021 | Multivendor Support Customer Brochure