DELLTechnologies

Dell EMC Multivendor Support Service

ENABLE **DIGITAL TRANSFORMATION** □ □ □ □ □

□ □ □ □ □ WHILE MEETING TODAY'S **SUPPORT NEEDS**

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-of-warranty repair expenses
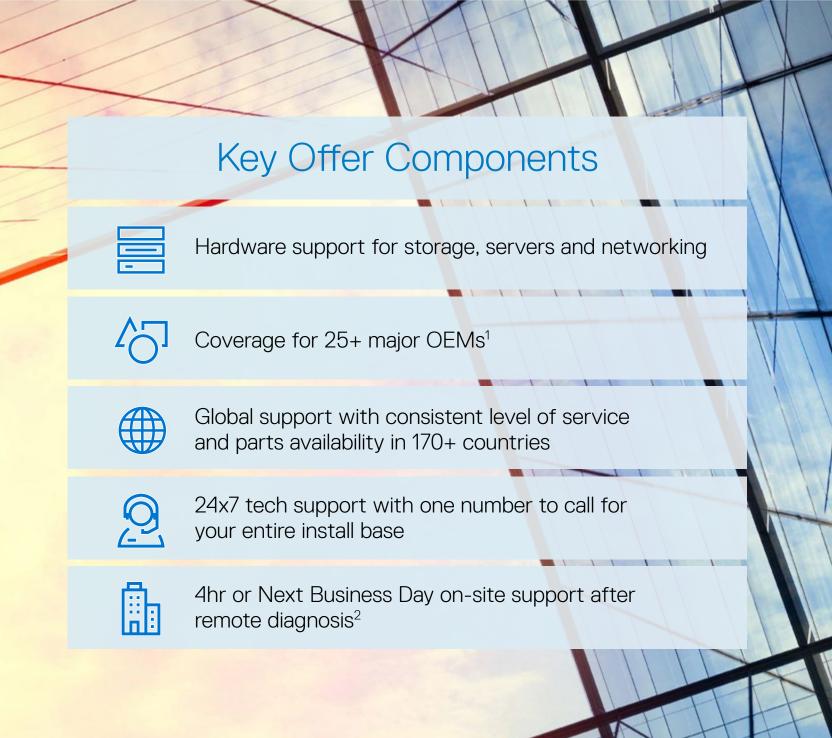- Unlock and redirect IT resources to digital transformation

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.

Key Offer Components

Hardware support for storage, servers and networking

Coverage for 25+ major OEMs[1]

Global support with consistent level of service and parts availability in 170+ countries

24x7 tech support with one number to call for your entire install base

4hr or Next Business Day on-site support after remote diagnosis[2]

D&LL Technologies

Streamline support across your entire data center.
Contact your **Dell Technologies Renewals Representative** to get started.