Designated Support Engineer

Receive hands-on break-fix support from an appointed technical expert with comprehensive knowledge of your Dell infrastructure environment.

At Dell Technologies, world-class technical support forms the foundation of our solutions, and our Dell Designated Support Engineer (DSE) offer embodies an exceptionally personalized support experience. Beyond being a designated product-focused troubleshooting expert, a Dell DSE diligently acquires comprehensive knowledge of your Dell infrastructure environment to enhance their effectiveness and guide you toward improved infrastructure health.

FAST, EFFECTIVE PROBLEM RESOLUTION

Experience fast and effective problem resolution with Dell Technologies DSE, overseeing all technical support activities related to specific product lines or solutions. Dell DSEs collaborate with your IT staff, managing issues from start through resolution by offering:

- **Single Point of Contact —** Communicate directly with your DSE through a variety of options such as email, phone, and personalized Slack and MS Teams channels.

- **Personalized Expertise —** Dell DSEs perform hands-on troubleshooting for reactive break-fix issues. They bring senior-level technical proficiency and a deep understanding of your environment for rapid and effective issue resolution, providing a centralized, highly personalized support experience.

- **Direct Line to Product Engineering -** Your Dell DSE is equipped to efficiently handle a range of technical challenges. In cases where additional insights are beneficial, they can seamlessly engage Dell engineering teams. This direct access allows prompt prioritization of product issues and efficient delivery of critical hotfixes.

- **Escalation Management —** Dell DSEs drive technical escalations and resolutions by engaging the necessary engineering, product, and management teams. Functioning as your advocate, a Dell DSE ensures you receive the personalized attention and swift results you need.

Minimize downtime and get the most out of your IT investments

Dell Designated Support Engineers (DSEs) go above and beyond to ensure your access to Dell infrastructure and vital business applications. With personalized support tailored to your specific technical requirements, our DSEs nurture a resilient IT environment.

- Experience swift and efficient resolution of any issues with covered Dell Technologies products in your IT environment.

- Drive meaningful progress by leveraging the real-time communication, consistent reporting, and personalized guidance provided by your DSE.

Dell Designated Support Engineers are available for a broad spectrum of Dell hardware and software products:

Data Protection
- PowerProtect
- Data Domain
- Avamar
- NetWorker
- Data Protection Advisor
- RecoverPoint
- Cyber Recovery
- Cyber Vault
- CyberSense
- SourceOne
- IDPA

Server & Network
- PowerEdge

Core Storage
- PowerMax
- VMAX
- Connectivity
- VPLEX
- Symmetrix SW
- PowerStore
- Unity
- VNX
- XtremIO
- VIPR controller
- VIPR SRM
- ScaleIO
- PowerFlex
- VxRail
- VxRail with VCF
- VxRack
- VxBlock
- EHC

Unstructured Data Storage
- Isilon
- PowerScale
- ECS
- Atmos
- ObjectScale

Cloud
- APEX Cloud Platform for Microsoft Azure
- APEX Cloud Platform for Red Hat OpenShift

REAL-TIME COMMUNICATION, REPORTING, AND PROACTIVE GUIDANCE

Beyond resolving immediate issues, a Dell DSE serves as a trusted resource, offering ongoing proactive guidance in real-time to support and maintain the overall health of your Dell products and solutions.

- **Biweekly Open Issue Reviews** foster a responsive and customer-centric support system, ensuring customer concerns are addressed, issues are reevaluated based on importance, and technical resolutions are prioritized to meet the most critical customer needs.

- **Quarterly Business Reports** drive continual improvement in IT health by offering comprehensive insights into product support activities, product health status, and details on technical releases that provide opportunities for enhanced product performance.

- **Guidance on Technical Communications** empowers our customers to confidently and efficiently navigate technical and security advisories, product vulnerabilities, field change orders, and available code versions impacting their covered Dell products.

- **Upgrade Consultations** deliver customized plans for product patching and upgrades. DSEs offer hands-on support to minimize disruptions and ensure smooth transitions by addressing any problems that occur during pre-checks and upgrades.

- **Best Practice Knowledge Transfers** promote peak product performance and sustained reliability by sharing targeted technical knowledge, capacity recommendations, and insights from regular product health checks to assist with maintaining optimal product and solution conditions.

- **Future-Ready Advocacy** supports customer growth and success by providing a direct platform to communicate anticipated needs, influence product development, and ensure that their requirements shape future product enhancements.

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