Dell EMC Support services with predictive tools
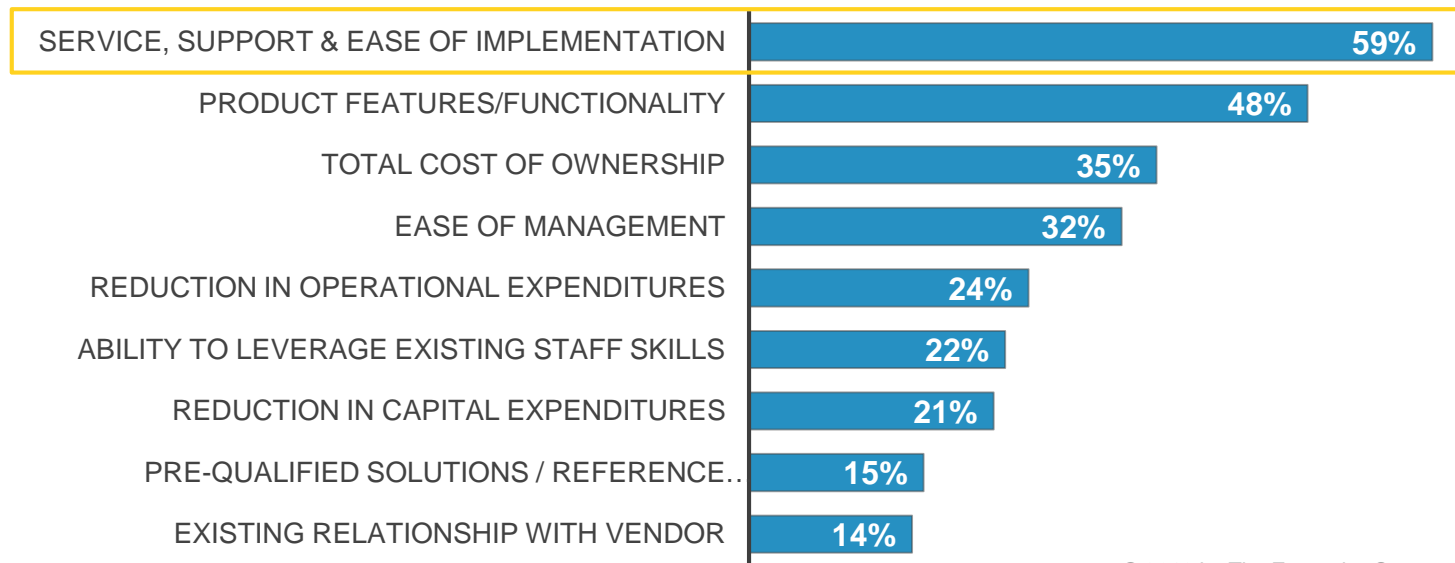
Technology service manager
Ján Zauška

DELL EMC

Services are a critical criteria

In general, what do you consider to be the most important criteria to your organization when it comes to selecting a data center infrastructure provider?

Criteria	Percentage
SERVICE, SUPPORT & EASE OF IMPLEMENTATION	59%
PRODUCT FEATURES/FUNCTIONALITY	48%
TOTAL COST OF OWNERSHIP	35%
EASE OF MANAGEMENT	32%
REDUCTION IN OPERATIONAL EXPENDITURES	24%
ABILITY TO LEVERAGE EXISTING STAFF SKILLS	22%
REDUCTION IN CAPITAL EXPENDITURES	21%
PRE-QUALIFIED SOLUTIONS / REFERENCE...	15%
EXISTING RELATIONSHIP WITH VENDOR	14%

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ProSupport and ProSupport Plus global availability

D=legacy Dell only, E=legacy EMC only

Total: 124
D = 46
E = 11

Response options
- Same Day On-Site (4hr)
- Next Business Day

Americas — 35 total — D = 24

1. Antigua & Barbuda (D)
2. Argentina
3. Aruba (D)
4. Bahamas (D)
5. Barbados
6. Bermuda
7. Bolivia (D)
8. Brazil
9. British Virgin Islands (D)
10. Canada
11. Cayman Islands (D)
12. Chile
13. Columbia
14. Costa Rica (D)
15. Dominica (D)
16. Dominican Republic (D)
17. Ecuador (D)
18. El Salvador (D)
19. Grenada (D)
20. Guatemala (D)
21. Guyana (D)
22. Honduras (D)
23. Jamaica (D)
24. Mexico
25. Nicaragua (D)
26. Panama (D)
27. Paraguay (D)
28. Peru
29. Puerto Rico (D)
30. Suriname (D)
31. Trinidad & Tobago
32. United States
33. US Virgin Islands (D)
34. Uruguay (D)
35. Venezuela (D)

EMEA — 68 total — D = 22 E = 6

1. Afghanistan (E)
2. Austria
3. Algeria
4. Andorra (E)
5. Angola (D)
6. Bahrain
7. Belgium
8. Botswana (D)
9. Bulgaria (D)
10. Cote D'ivoire (D)
11. Croatia (D)
12. Czech Rep
13. Denmark
14. Egypt (D)
15. Estonia
16. Ethiopia (D)
17. Finland
18. France
19. Germany
20. Ghana (D)
21. Gibraltar (E)
22. Greece
23. Hungary
24. Iceland
25. Iraq (D)
26. Ireland
27. Israel
28. Italy
29. Jordan (D)
30. Kazakhstan (D)
31. Kenya (D)
32. Kuwait
33. Latvia
34. Libya (D)
35. Lichtenstein (E)
36. Lithuania
37. Luxembourg
38. Monaco
39. Morocco
40. Mozambique
41. Namibia (D)
42. Netherlands
43. Nigeria (D)
44. Norway
45. Oman
46. Pakistan (E)
47. Poland
48. Portugal
49. Qatar
50. Romania (D)
51. Russia
52. San Marino (E)
53. Saudi Arabia
54. Serbia (D)
55. Slovakia (D)
56. Slovenia (D)
57. South Africa
58. Spain
59. Sweden
60. Switzerland
61. Tanzania (D)
62. Tunisia (D)
63. Turkey
64. Uganda (D)
65. Ukraine
66. United Arab Emirates
67. United Kingdom
68. Vatican City/Holy See

APJ — 21 total — E = 5

1. Australia
2. Bangladesh (E)
3. Brunei
4. Cambodia (E)
5. China
6. Comoros (E)
7. Hong Kong
8. India
9. Indonesia
10. Japan
11. Macau
12. Malaysia
13. Myanmar (E)
14. New Zealand
15. Philippines
16. Singapore
17. South Korea
18. Sri Lanka (E)
19. Taiwan
20. Thailand
21. Vietnam

NOTE; Availability and terms of Dell EMC Services vary by region and by product. For more information, contact your Dell EMC sales representative. For Partner-Distributed Countries please contact your Dell EMC representative for the Optional Services beyond Dell ProSupport Core Service Models Remote Diagnosis is determination by online/phone technician of cause of issue; may involve customer access to inside of system and multiple or extended sessions. If issue is covered by Limited Hardware Warranty and not resolved remotely, technician and/or part will be dispatched, usually within 1 business day following completion of Remote Diagnosis. Availability varies. Other conditions apply.

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Enterprise Support Services
Feature Comparison

	ProSupport	ProSupport Plus	ProSupport One for Data Center
Remote technical support	**24x7**	**24x7**	**24x7**
Onsite support	**Next Business Day or Mission Critical**	**Next Business Day[1] or Mission Critical**	**Flexible**
Automated issue detection and case creation	●	●	●
Self-service case initiation and management	●	●	●
Hypervisor, Operating Environment Software and OS support	●	●	●
Priority access to specialized support experts		●	●
Designated service account management expert		●	●
Periodic assessments and recommendations		●	●
Monthly contract renewal and support history reporting		●	**Monthly or Quarterly**
Systems Maintenance guidance		**Semiannual**	**Optional**
Designated technical and field support teams			●

1. Next Business Day option available only on applicable legacy Dell products.

Availability and terms of Dell EMC Services vary by region and by product. For more information, contact your Dell EMC sales representative.

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Tools and technologies that help you work smarter

At-the-Box Management?

Managing at-the-box

Lifecycle Controller UI

- Server hardware and firmware inventory
- Firmware updates
- OS deployment support including RAID config and embedded OS Driver Packs

QuickSync 2

- Mobile management via Android/iOS devices
- Server hardware and firmware inventory
- Basic configuration
- Provides detailed LC logs and auto-uploads to Services

iDRAC Direct

- Connect a laptop via USB cable to access the iDRAC GUI
- Acts as an instant crash cart for managing servers
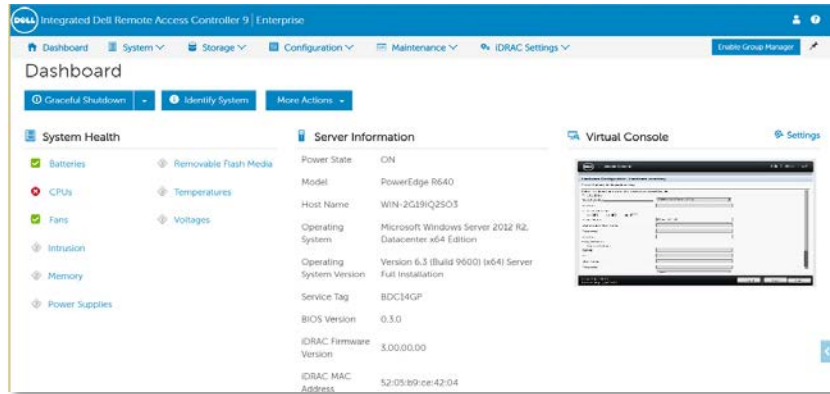- Enables easy trouble shooting

Server configuration via USB key

- Server hardware configuration
- Firmware update via a network location
- Factory orderable and turns off after use

iDRAC9 with Lifecycle Controller 1:1 management

Efficient | Automates common management tasks such as discovery, inventory, configuration and update

Independent | Agent-free architecture ensures consistent management across environments — OS's, hypervisors, containers, virtual machines

Easy-to-use | Modern HMTL5-based GUI for simpler, faster navigation without the need for plug-ins

Secure | Embedded Cyber Resilient architecture and Lockdown Mode provide tighter control over unauthorized changes to hardware and firmware

Proactive | Embedded SupportAssist, our proactive and predictive automated support technology, is now embedded on every server

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1:Many Software Management Consoles

OpenManage Enterprise management domain

Tower Servers | **Rack Servers** | **Modular Servers** | **Dell EMC OpenManage Enterprise** | **Compute** | **Networking** | **Storage**

Full lifecycle management of Dell EMC PowerEdge servers

Monitoring of storage, networking, compute, & 3rd party hardware

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SupportAssist

Benefits:

- Improve productivity by replacing manual routines with automated support

- Accelerate resolution, or avoid issues completely, with proactive and predictive issue detection

- Maximize flexibility with a SupportAssist version for standalone use or with a management console

Experts

- Proactive contact from Dell EMC tech support

Insights

- Proactive issue detection
- Configuration and site validation
- ProSupport Plus recommendation reporting

Ease

- Automated issue notification and case creation
- Collect system state information for support or deployment with one easy to use tool

SupportAssist is available on legacy Dell products

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SupportAssist enables ProSupport Plus monthly reporting

Service history
Detailed review of cases and incidents, plus view by rate, product, and age

Revision recommendations
Proactive notification of software and firmware revisions

Utilization recommendations
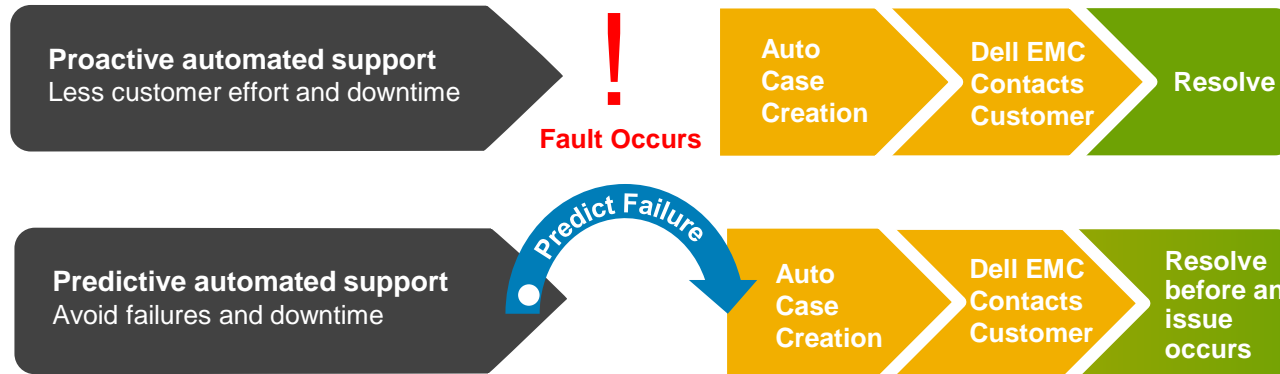Remaining storage, volume and capacity, and information around performance

General environment reporting	Without SupportAssist	With SupportAssist
Install base overview product, entitlement and expiration	●	●
Incidents by rate, age and product (overview)	●	●
Dispatches by rate, age and product (overview)	●	●
Case/incident review	●	●
Firmware and software revision recommendations		●
Utilization	**Without SupportAssist**	**With SupportAssist**
Storage enclosure overview summary		●
Overall volume capacity and utilization		●
In-depth capacity review		●
Page pool configuration		●

Resolve issues up to 90% faster when connected[1]

Traditional Support

Traditional manual support
Higher customer effort, longer downtime

! Fault Occurs

Customer contacts Dell EMC → Verify service contract → Manual case creation → Gather System State → Trouble-shoot → Resolve

Connected Support

Proactive automated support
Less customer effort and downtime

! Fault Occurs

Auto Case Creation → Dell EMC Contacts Customer → Resolve

Predictive automated support
Avoid failures and downtime

Predict Failure

Auto Case Creation → Dell EMC Contacts Customer → Resolve before an issue occurs

[1] *Based on Sep 2015 Principled Technologies Test Report commissioned by Dell EMC. Actual results will vary. Full report: http://facts.pt/1P56lW0*

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Save time and IT effort resolving server hardware issues with ProSupport Plus and SupportAssist

ProSupport Plus with SupportAssist resolved our simulated hard drive failure with only 8 minutes of administrator time, 72% faster than with Basic Hardware Warranty alone

Required involvement from in-house admin in each scenario

Less time is better
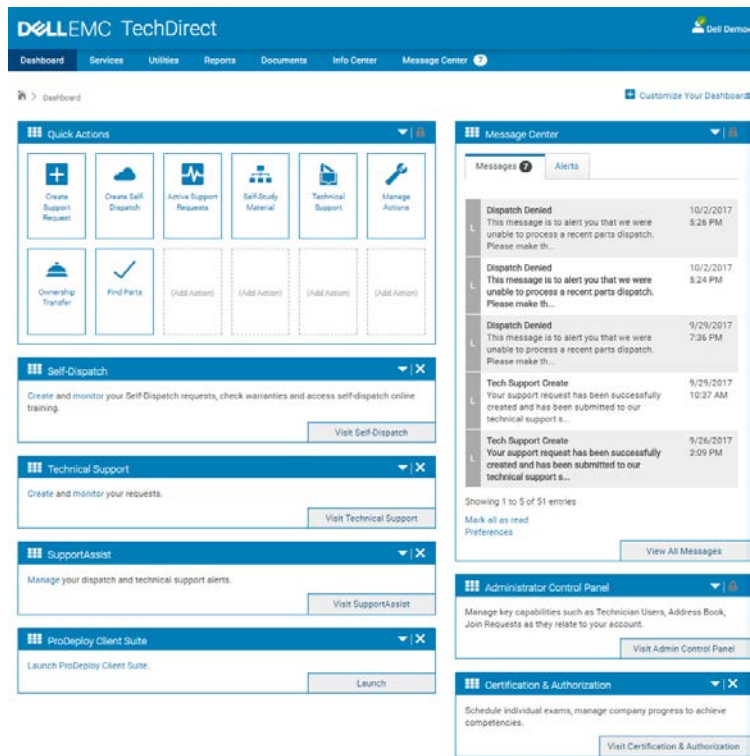
ProSupport Plus with SupportAssist[2]

8 min total
(0 min call time)

ProSupport Plus without SupportAssist

15 min call time

16 min 47s total

Basic Limited Hardware Warranty without SupportAssist

24 min call time

29 min 14s total

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Dell TechDirect portal
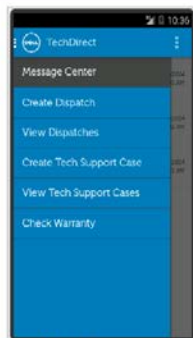
Five critical components of ProSupport Plus for Enterprise

Five critical components of ProSupport Plus for Enterprise

1	**Designated Technology Service Manager**

2	Priority access to ProSupport Plus engineers

3	Proactive monitoring with SupportAssist and Secure Remote Services

4	Monthly reporting and performance recommendations

5	Systems Maintenance guidance

- Your #1 support advocate at Dell EMC, ensuring you have someone who knows you and your business.

- Trusted advisor for support planning and technology decisions.

- Leverages data from SupportAssist, Secure Remote Services (ESRS) and MyService360 to improve performance and stability with proactive, personalized recommendations.

- Serves as single point of contact for account management, escalation and monthly reporting reviews.

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Your Technology Service Manager

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Relationship

- Trusted advisor
- Understand business objectives and IT needs of covered assets
- Service advocate within Dell EMC

Prevention

- Operational review including reporting, analysis and recommendations
- Risk management
  - Best practices
  - Maintenance
  - Lifecycle
  - Out of Warranty
- IT service management best practices adoption for operations efficiency

Support

- Escalation and crisis management support
- Oversight and coordination of service exceptions
- Central point of accountability for Dell EMC services

Collaboration

- Joint Dell EMC account and service delivery planning and execution
- Early involvement in projects from a support and operations point of view
- Service operations plan delivery

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Five critical components of ProSupport Plus for Enterprise

1	Designated Technology Service Manager
2	**Priority access to ProSupport Plus engineers**
3	Proactive monitoring with SupportAssist and Secure Remote Services
4	Monthly reporting and performance recommendations
5	Systems Maintenance guidance

- Immediate advanced troubleshooting from a ProSupport Plus engineer who will reduce downtime and lost productivity.

- Deep and broad expertise across the full breadth of Dell EMC enterprise products to enable comprehensive issue resolution.

- Utilizes information from SupportAssist, Secure Remote Services and MyService360 to gain visibility into the issue as well as configuration and diagnostic data.

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Five critical components of ProSupport Plus for Enterprise

1	Designated Technology Service Manager
2	Priority access to ProSupport Plus engineers
3	**Proactive monitoring with SupportAssist and Secure Remote Services**
4	Monthly reporting and performance recommendations
5	Systems Maintenance guidance

- Remotely monitors enterprise systems through leading system management consoles

- Accelerates resolution with predictive monitoring, notifications, automated case creation and proactive response.

- Improve productivity by reducing time spent resolving issues.

- Collects configuration information from your environment to identify critical patches and updates

- Analyzes information across entire customer base, to identify trends and best practices.

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Five critical components of ProSupport Plus for Enterprise

1	Designated Technology Service Manager
2	Priority access to ProSupport Plus engineers
3	Proactive monitoring with SupportAssist and Secure Remote Services
4	**Monthly reporting and performance recommendations**
5	Systems Maintenance guidance

- Monthly assessments enabled by SupportAssist, Secure Remote Services and MyService360 provide critical updates and performance recommendations.

- Monthly contract and support history reporting to aid in budgeting and planning.

- Recommendations based on trends and best practices across the Dell EMC customer base.

- The full ProSupport Plus reporting suite is available only with the implementation of SupportAssist and/or Secure Remote Services.

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Five critical components of ProSupport Plus for Enterprise

1	Designated Technology Service Manager
2	Priority access to ProSupport Plus engineers
3	Proactive monitoring with SupportAssist and Secure Remote Services
4	Monthly reporting and performance recommendations
5	**Systems Maintenance guidance**

- Systems Maintenance is included in your ProSupport Plus entitlement and delivered as needed for no extra cost

- Systems Maintenance will be recommended as needed by your TSM as a part of performance reporting

- Flexible scheduling of service delivery – available 24x7 or per your available maintenance window

- Comprehensive event log analysis can prompt a driver and firmware update recommendation

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