Critical systems deserve our best support.

ProSupport Plus for Enterprise is enterprise-class support that is designed to proactively improve the performance and stability of your critical systems through environmental intelligence and the right expertise for your organization.

It is designed to not only get you back up and running quickly, but also help you get ahead of problems before they happen. You’ll have the freedom to adopt complex technologies with confidence, knowing Dell Technologies’ best resources are with you every step of the way.

Choose ProSupport Plus:

- Immediate advanced troubleshooting from an engineer that understands the entire Dell Technologies infrastructure solutions product portfolio
- An assigned Service Account Manager - your #1 support advocate, ensuring you get the best possible proactive and predictive support experience
- 3rd party software support - we are your single point of accountability for any eligible software installed on your ProSupport Plus system, whether you purchased it from us or not
- Predictive analysis² for issue prevention and optimization enabled by SupportAssist and Secure Remote Services³
- Proactive monitoring, issue detection, notification and automated case creation for accelerated issue resolution enabled by SupportAssist and Secure Remote Services³
- Semiannual systems maintenance - keep your ProSupport Plus systems up to date with installation of latest firmware BIOS and drive updates to improve performance and availability
- Optional next business day or 4-hour mission critical onsite hardware support response

Dell EMC ProSupport Plus for Enterprise

Adopt complex technologies with confidence.

Improve the performance of critical systems and accelerate your IT transformation.

Up to 31% fewer issues*
Proactive support for critical systems

Benefits:

• Adopt complex technologies with confidence by relying on our experts
• Improve performance and stability with automated proactive and predictive recommendations
• Maximize workload availability with automated support enabled by SupportAssist and Secure Remote Services

Experts
- Assigned Service Account Manager
- Priority access to specialized support experts

Insights
- Proactive assessments and performance recommendations
- Predictive issue detection
- Semiannual systems maintenance

Ease
- 3rd party software support
- Hypervisor, operating environment and OS support
- Automated case creation with notification

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*Onsite Response is not available for high-end storage, data protection and converged infrastructure solutions with Basic Hardware Support.

For more information, contact your Dell Technologies sales representative

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