

Dell EMC ProSupport Plus for Enterprise



Up to
69%
 faster resolution
 of issues¹

Adopt complex technologies with confidence.

Critical systems deserve our best support.

Dell EMC 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 EMC product portfolio
- An assigned Technology Service 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 Dell EMC system, whether you purchased it from us or not
- Predictive analysis² for issue prevention and optimization enabled by SupportAssist and Secure Remote Services⁵
- Proactive monitoring, issue detection, notification and automated case creation for accelerated issue resolution enabled by SupportAssist and Secure Remote Services
- Semiannual systems maintenance - keep your Dell EMC 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

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

Proactive support for critical systems

Benefits:

- Adopt complex technologies with confidence by relying on our Dell EMC 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 Technology Service Manager
- Priority access to specialized support experts



Insights

- Predictive and proactive issue detection
- Assessments and performance recommendations
- Semiannual systems maintenance



Ease

- 3rd party software support⁴
- Hypervisor, operating environment and OS support
- Automated case creation with notification

Feature	Basic	ProSupport	ProSupport Plus
Remote technical support	9x5	24x7	24x7
Covered products	Hardware	Hardware Software	Hardware Software
Onsite hardware support	Next business day	Next business day or 4hr mission critical	Next business day or 4hr mission critical
3rd party collaborative assistance		•	•
Automated issue detection & proactive case creation		•	•
Self-service case initiation and management		•	•
Access to software updates		•	•
Priority access to specialized support experts			•
3rd party software support			•
Assigned Technology Service Manager			•
Personalized assessments and recommendations			•
Semiannual systems maintenance			•

Availability and terms of Dell Technologies services vary by region and by product. For more information, please view our Service Descriptions

For more information, please contact your Dell EMC representative

¹Based on a September 2019 internal analysis of service requests from August 2017 to August 2019 for Dell EMC Storage and Data Protection products comparing service requests for products with ProSupport Plus for Enterprise vs. products without it. Actual results may vary.

²SupportAssist predictive analysis failure detection includes server hard drives and backplanes. Secure Remote Services enables predictive capabilities and failure detection for enterprise storage, data protection and converged infrastructure.

³MyService360 and Secure Remote Services are available for Dell EMC Storage, Data Protection, Converged and Hyper-converged Infrastructure. SupportAssist and TechDirect are available for Dell EMC Compute, Networking and Server products.

⁴Availability and terms of Dell EMC Services vary by region and by product. For more information, contact your Dell EMC sales representative.

