DELLTechnologies

Getting started with SupportAssist for enterprise systems

Supporting your remote workforce starts in the data center

Your data center is the backbone of the applications and workloads your business depends on, and your technical team is working nonstop to keep it running without a glitch.

As you shift your IT support model to optimize your remote workforce, you are also faced with the need to limit IT staff onsite, modify data center procedures, and rethink your approach to issue resolution. More than ever, setting up your team for success is top of mind.

Unlock access to critical system data and streamline your support experience. SupportAssist is a remote monitoring technology that enables Dell Technologies support to resolve issues with minimal effort from your team, replacing manual routines and downtime with automated support.

Once connected, unlock the power to:

Prevent outages with secure remote monitoring

The best time to solve a problem is before it happens. SupportAssist monitors system health proactively, detecting future failures. Help systems stay up and running without unplanned downtime.

Leave troubleshooting to us

SupportAssist automates case creation and sends diagnostic information to Dell Technologies support, enabling us to resolve issues with minimal effort from your team.

Get the best performance with actionable recommendations

Your data center needs to perform efficiently to support your remote workforce. Equip your team with on-demand reporting and recommendations to help them make data-driven decisions.
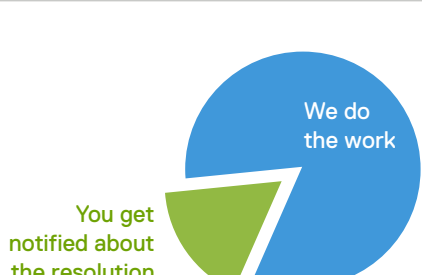
SupportAssist securely collects only system state information

System state information includes configuration, event notifications, and system diagnostic information.

Learn more about how SupportAssist securely monitors your enterprise environment.

Leave issue resolution to SupportAssist and minimize your effort

Start
Failure occurs

Persistent, proactive monitoring enables SupportAssist to detect a problem

We alert you when the problem is detected, before you know there's an issue

A support case is opened automatically

Diagnostic information is sent to Dell Technologies

Technical Support contacts you to begin remote resolution

Problem solved!

On-demand reporting and recommendations optimize health and performance

We do the work

You get notified about the resolution

ProSupport Plus with SupportAssist reduces the amount of IT administrator involvement by up to 80%[1]

Once connected, unlock the power to:

1 Create a SupportAssist account.
- New users: create an enterprise account. Use your business email to create a new account.
- Existing users: login to your existing account.

2 Download the software.
- The download will become available after you authenticate with your enterprise account.
- Choose the virtual appliance software best suited for your environment.

3 Generate your access key.
- Choose or search for your site location. If you do not see your location, request a new site ID by emailing: support@emc.com.
- Create a 4-digit pin and click "generate access key." This will send the access key to your email.
- Ensure the access key and pin are available when you are ready to configure the software. The access key will expire 7 days after it is generated. Navigate back to the download page if the access key expires and a new one is needed.

4 Setup your network, hardware, and software.
Review pages 14-18 of the user guide for detailed instructions. How-to videos can provide additional guidance.

5 Deploy the software.

6 Register your SupportAssist software.
Here's how:
- Have your proxy information available if your environment requires it.
- Authenticate using your access key.
- Set up your primary contact for support.
- Server customers must fill out the auto-dispatch form to take advantage of auto-dispatching.

7 Start adding your devices.

How do I access the features of SupportAssist for enterprise systems?

Features vary depending on your service level.
ProSupport Plus customers experience the full set of SupportAssist features.

	Basic Hardware Warranty	ProSupport	ProSupport Plus
Automated issue detection and system state information collection	•	•	•
Proactive, automated case creation and notification		•	•
Predictive[2] issue detection for failure prevention			•