

# ProSupport Enterprise Suite

Support that accelerates  
your IT transformation

 Dell Technologies

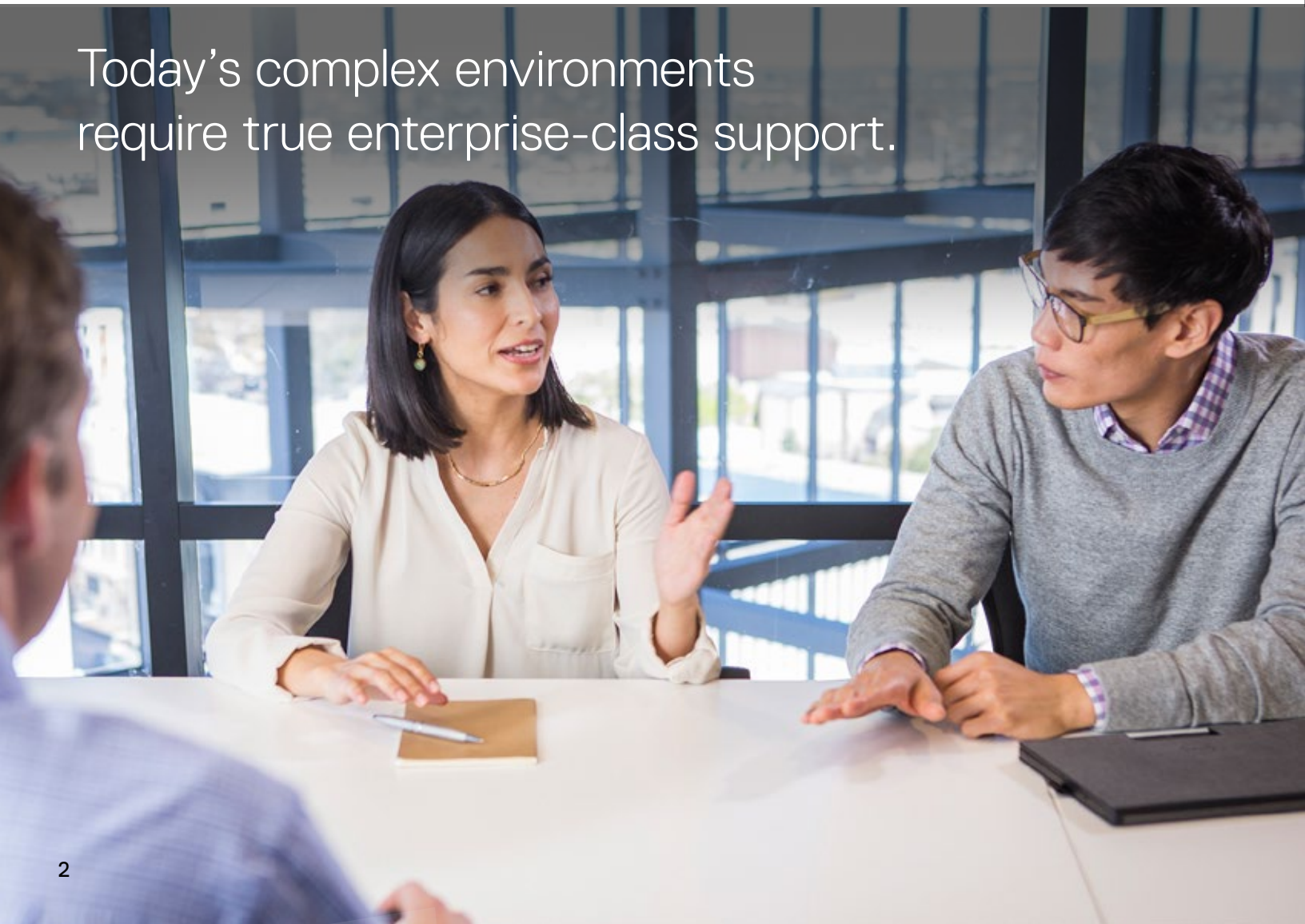
# Comprehensive support for complex environments

The enterprise landscape is changing rapidly, and the pressure to introduce new technologies into your organization while efficiently maintaining existing servers, storage and networking has never been greater. Artificial Intelligence, virtualization, application modernization, modular infrastructure and cloud computing can result in substantial benefits, but they require an even higher level of expertise. A complex environment means complex processes — and more potential problems. The more you depend on technology, the more important it is to have the right support.

To find time to focus on your business objectives and stay competitive, you need to manage:

- Maintenance costs
- Workload availability
- Multiple hardware and software vendors
- Automated proactive and predictive technologies

Today's complex environments  
require true enterprise-class support.





# Proactive insights

Reducing IT complexities and controlling costs has become seen as a way to fund more strategic business requirements<sup>1</sup>, including:

- Increasing customer satisfaction and loyalty
- Boosting employee productivity
- Speeding development times and time to market
- Improving decision-making
- Responding rapidly and dynamically to both market opportunities and competitive challenges

With the right support solution, we can help you achieve your goals.

With the ProSupport Enterprise Suite, you can get the most out of your investment with the support expertise and insights we are known for across the globe. The ProSupport Enterprise Suite doesn't just extend your IT team, it enables you to resolve IT questions and problems in less time.

## The ProSupport Enterprise Suite offers:

- Flexibility to choose support based on criticality of specific systems and the complexity of your environment
- A central point of accountability for all your hardware and software issues
- Cross-domain experience that goes beyond a single piece of hardware
- Predictive, automated tools and innovative technology
- Consistent experience regardless of where you're located or what language you speak<sup>2</sup>

<sup>1</sup>Source: "CIOs Reveal Their Priorities and Successes in IT Transformation," CIO from IDG, Sponsored by Dell EMC, 2018

<sup>2</sup>Availability and terms of Dell Technologies services vary by region and by product.



“Support services from Dell Technologies have added much needed support so our IT Infrastructure can handle the growing needs of the business, and we can ensure our internal and external customers are delighted by our service.”

— Nagesh Jois  
Director of Information Systems  
Tavant Technologies

# Why Dell Technologies?

## Enterprise-class support realized.

Built on a foundation of experts, insights and customer ease, our ProSupport Enterprise Suite has the enterprise-class support your organization needs. Select the service that aligns with the criticality of your systems, complexity of your environment and how you allocate your IT resources.



Over 35 TSIA STAR Awards for customer service



Experts.

### Focus on your business while Dell Technologies experts reduce IT complexity.

- More than 35,000 Dell Technologies service professionals
- Over 10,000 certifications in industry-leading hardware, software and solutions
- Deep knowledge of complex, emerging technologies and multivendor environments
- Collaborative assistance with 3rd party technology vendors



Insights.

### Improve performance and stability with deep insight and intelligent data.

- SupportAssist and Secure Remote Services automated monitoring and predictive\* analysis for issue prevention and optimization
- Personalized relationship with a Service Account Manager with deep knowledge of your business and environment
- Six Command Centers\*\* to proactively monitor field service events
- Twelve Centers of Excellence and Joint Solution Centers deliver in-house collaboration leveraging our alliances with leading application providers



Ease.

### Increase productivity with always accessible tailored support.

- Support offered in 170 countries
- 24x7\*\*\* phone, chat, email and social media support
- Consistent single-source support across hardware and software
- Over 94% customer satisfaction for Dell Technologies enterprise support and deployment services

\*SupportAssist 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.

\*\*Command Centers monitor only Dell Technologies compute, networking and server products.

\*\*\*Availability and terms of Dell Technologies and services vary by region and by product. For more information, contact your Dell Technologies sales representative.

# ProSupport Enterprise Suite

## Smarter strategies for smarter support.

A strategy that allows you to fearlessly adopt new technology gives you freedom to focus on your business. Having the same enterprise-class support from Dell Technologies on all of your platforms, brands and solutions across your infrastructure gives you that freedom.

As managing technology gets harder, our support is getting smarter.

### Dell EMC Basic Hardware Support

Reactive hardware support during normal business hours.

### Dell EMC ProSupport for Enterprise

Keep your hardware and software running smoothly with 24x7 access to technology engineers as well as predictive technologies to help you get ahead of issues.

### Dell EMC ProSupport Plus for Enterprise

Proactively improves the performance and stability of your critical systems through automated support, analytics and the right expertise for your organization. ProSupport Plus not only gets you back up and running quickly, but also helps you get ahead of problems before they happen. You'll have the freedom to adopt complex technologies with confidence, knowing Dell Technologies has the expertise and insights to help you be more productive and focus on your goals.





# ProSupport Plus

Critical workloads and applications require constant availability and the systems supporting them need more than break/fix support – they need proactive and predictive measures to get ahead of problems before they happen.

ProSupport Plus\* proactively improves the performance and stability of your critical systems through automated support, analytics and the right expertise for your organization. ProSupport Plus not only gets you back up and running quickly, but also helps you get ahead of problems before they happen. You'll have the freedom to adopt complex technologies with confidence, knowing we have the expertise and insight to help you be more productive and focus on your goals.

## When you choose ProSupport Plus, you'll get:

- An assigned Service Account Manager who knows your business and your environment
- Immediate advanced troubleshooting from an engineer that understands Dell Technologies infrastructure solutions
- Support for any eligible 3rd party software that is installed on your ProSupport Plus system whether you purchased the software from us or not. Not only will we diagnose the issue, we will own the issue through resolution\*
- Personalized, preventive recommendations based on analysis of support trends and best practices from across our customer base to reduce support issues and improve performance
- Predictive analysis for issue prevention and optimization enabled by SupportAssist and Secure Remote Service
- Proactive monitoring, issue detection, notification and automated case creation for accelerated issue resolution enabled by SupportAssist and Secure Remote Services

\*Availability and terms of Dell Technologies services vary by region and by product. For more information, please view our service descriptions.

<sup>5</sup>Based on an August 2020 internal analysis of service requests from August 2019 to August 2020 for Dell Technologies storage, data protection and converged products comparing service requests for products with ProSupport Plus for Enterprise vs. products without it. Connectivity is via Secure Remote Services. Actual results may vary.

With ProSupport Plus, you experience fewer critical issues. But if you do, your issue is resolved quickly:

Up to  
**31%**  
fewer service requests<sup>5</sup>

Up to  
**36%**  
faster resolution of  
issues<sup>5</sup>

# ProSupport Plus

## Service Account Manager:

Your designated support advocate.

- Highly skilled expert who understands the specific IT needs and objectives of your business
- Central point of contact to facilitate service management and escalation resolution
- Personalized recommendations based on your environment, best practices and support trends across all of our customers to help improve productivity and stability

“We resolve issues more quickly with our SAM, and with reports on incidences and dispatches from Dell Technologies, we can be more proactive in tackling issues before they impact the performance of our services.”

— **Bhaskar Varma**  
Chief Operating Officer  
NxtGen





# ProSupport

You need unwavering support for hardware and software and a smart way to manage the mix of vendors in your environment. Dell Technologies offers a single source with the expertise, know-how and capabilities to make supporting your IT easier.

When you choose ProSupport\*, highly trained experts are there around the clock and around the globe to address your IT needs. ProSupport helps you minimize disruptions and maintain a high level of productivity.

## When you choose ProSupport, you'll get:

- 24x7x365 access to certified hardware and software experts
- Collaborative support with 3<sup>rd</sup> party vendors
- Hypervisor, Operating Environment Software and OS support
- A consistent level of support available for hardware, software and solutions
- Onsite parts and labor response options including including 4 hour mission critical and next business day





# Get connected

## SupportAssist and Secure Remote Services

Avoid issues and get faster resolution with automated proactive and predictive\*\* support. Leave manual routines behind with remote monitoring, automated issue detection and case creation, and remote resolution.

# Get insight

## MyService360


Gain insight, take action and save time managing your support experience and improving the health of your global environment with personalized, data-driven dashboards.

## TechDirect

Boost productivity with this flexible, self-service portal that makes it easy to request support, direct deployments, train staff and manage your systems.

MyService360 and Secure Remote Services are available for Dell Technologies storage, data protection and converged products. SupportAssist and TechDirect are available for Dell Technologies compute, networking and server products.

\*\*SupportAssist 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.



“Because of ProSupport Plus for Enterprise with SupportAssist, I have received calls or emails telling me about a problem I didn’t even know I had. For instance, we received an email telling us we had a hard drive that was down, and the Dell Technologies representative sent a new one out within four hours.”

— Mike Kott  
System Administrator  
Lifting Gear Hire

# The right support for you

## Enterprise Support Services Feature Comparison

	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 Service Account Manager			●
Personalized assessments and recommendations			●
Semiannual systems maintenance			●

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# The Dell Technologies difference

World-class companies all over the globe trust us to support their Dell Technologies enterprise systems efficiently and keep them running all day, every day. That's a responsibility that we are proud to have — and proud to do well.

Improve performance and stability of critical systems, increase productivity and reduce downtime. With the experts, insights, and ease you get from the ProSupport Enterprise Suite, you'll always be prepared for whatever comes next — no matter what.

Visit [DellTechnologies.com](https://www.delltechnologies.com) for more information or contact your Dell Technologies sales representative.