DELLTechnologies

Services management and analytics for IT infrastructure

MyService360

IT leaders thrive with **intelligent self-service portals** from IT services providers

FORRESTER

48% Optimized user experience for managing **IT services & support**[1]

61% Received clear, actionable recommendations for **IT environment health**[1]

56% Gained access to historical trends and analytics for **IT planning**[1]

MyService360 analytics dashboard at Dell Online Support

SIMPLIFY ENTERPRISE SERVICES AT SCALE
FOR YOUR ENTIRE INFRASTRUCTURE PORTFOLIO

Purpose-built with rich data & metrics to optimize IT services and support

AMPLIFY KNOW-HOW & PRODUCTIVITY OF IT TEAMS
WITH OUR CURATED INDUSTRY EXPERTISE

Speed issue resolution, prevent outages & optimize complex environments

A MODERN, CUSTOMIZABLE, SELF-SERVE EXPERIENCE
– READY FOR USE BY YOUR COMPANY

- Users can easily customize the dashboard & data to their preferences
- Tools to manage employee access & visibility to sites and Dell products

Getting started

There's no license or software to buy, download or maintain.

Once you've purchased & installed Dell infrastructure systems, you're ready to set up MyService360 as your online corporate hub and onboard users – free of charge!

Read our step-by-step guide and explore the experience

Use with

Dell data protection, storage, server, networking and CI/HCI products. View supported products.

Dell PCs are not supported.

MyService360: Take the guesswork and tedium out of managing enterprise IT services

Unlock fleet-wide visibility & management at no charge
For all installed Dell servers, data protection, storage, networking, & CI/HCI systems.

Our customizable, **cloud-based dashboard continuously gathers and simplifies complex data sets for support and services** into actionable intelligence.

Plan ahead to optimize your Dell fleet & IT services health
Mine rich services data – from asset purchase to de-installation – in our customizable experience.

Work with your company's services & support data
For a system, site or global environment – updated in near real-time – from a single corporate hub

Do more from MyService360 for a single system – from services health to product health
With data from & seamless access to Online Support and APEX AIOps Infrastructure Observability portals.

Get analytics, insights & self-help to proactively identify & manage services priorities
Nimbly track & resolve operational issues & risks across thousands of critical Dell systems – avoiding unplanned downtime

Dashboard Overview: Capabilities for your entire Dell infrastructure portfolio

Pages	Capabilities for the sites and enterprise products you manage
Summary Default landing page	Provides a simple real-time summary of services risk. Elevates critical activities from *Health & Risk, Install Base* and *Incident Management* for immediate focus or proactive risk mitigation.
Health & Risk	Track **proactive actions by Dell Technologies** to avoid or mitigate hardware and software issues. Offers centralized management of **technical and security advisories** to assess potential risks as well as document and track remediation[2].
Install Base	See and manage details for **all assets you manage**. Initiate creation of service request for an asset. Evaluate and manage **secure connectivity for devices, up to gateway and cluster levels**[2]. Evaluate and act on **code level recommendations** by asset[2]. Manage coverage from **warranty and support contracts**.
	Do more from MyService360: *Monitor system performance & integrity with the* **product health score** *for Dell systems set up in the APEX AIOps Infrastructure Observability (formerly CloudIQ) portal.*
Incident Management	Initiate, view and manage **service requests** –auto-generated by our automated support technology or self-created – for your products *in a single view*. Monitor **escalations** and view data on **parts replacement**. Schedule and track **on-site services activities** (Parts, Parts & Labor and Labor Only events) through resolution at all sites.

Get connected outside of MyService360	For a richer experience in MyService360
Set up our remote IT support and monitoring software in your environment and connect eligible infrastructure systems back to Dell. Explore the deployment options and how to get started	• **Stay ahead of disruptions** with the details of automated support cases for connected systems with active support contracts at your fingertips • **Streamline your workday** with analytics-based recommendations for connected systems on parts replacement, connectivity and code levels • **Maximize connectivity use to get the most value for your Dell systems** with the ability to monitor connectivity coverage across your environment, assess support contract details & evaluate connectivity software fixes

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