

Clear Price Maintenance Framework for Storage Appliances

Managing the transformation of your IT environment can be difficult. While initial implementations may meet original service-level objectives, most IT environments are constantly changing to align with shifting business needs. Ensuring adherence to best practices, providing the highest quality of service, delivering high availability, and managing the costs associated with these activities is a continual challenge. Dell EMC helps to address these challenges with the Clear Price Maintenance Framework for Dell EMC Storage Appliance.

Introducing Clear Price Maintenance Framework for Storage Appliances

Clear Price is a maintenance pricing and services approach that will provide you with predictable maintenance rates and includes additional services when you renew your maintenance contract. When you purchase Dell EMC storage appliances, you will be offered a two-tiered maintenance pricing structure for prepaid and renewal maintenance contracts. This means you will know how much you can expect to pay for maintenance, simplifying the budgeting and planning process throughout the lifetime of the appliance.

Even more when you renew

Growth in your storage appliances along with changes to staffing and skills all require optimum efficiency. With Clear Price and Dell EMC Secure Remote Services (ESRS), we will help by evaluating and proactively responding to the configuration, capacity and performance of your storage appliance to ensure proper alignment with business objectives as well as Dell EMC best practices. When you renew your service agreement on eligible storage appliances, you have access to these additional services:

- **An annual Environmental Assessment** that ensures you are running a supported configuration and are aware of the recommended practices associated with your Dell EMC storage appliance. The Environmental Assessment identifies any known health and configuration issues and provides recommendations to optimize performance and ensure uptime.
- **Proactive solid state drive (SSD) replacement** – You will receive a new SSD if the endurance remaining for any SSD on your storage appliance is less than 5%. That's right, Dell EMC will proactively replace the SSD and all you have to do is connect your storage appliance with Dell EMC Secure Remote Support (ESRS).

Stay connected Dell EMC Secure Remote Services

As a foundational element of the Dell EMC modern support experience, Secure Remote Services (ESRS) detects potential issues and proactively resolves them before there is any impact to your business.

ESRS is a highly secure, two-way remote connection between your Dell EMC storage appliances and Dell EMC Customer Service. Available at no additional cost with your warranty or maintenance agreement on your Dell EMC storage appliance, ESRS unlocks a wide range of benefits and services, including 24x7 predictive wellness monitoring and notification for high availability and remote issue analysis and diagnosis as well as remote delivery of Dell EMC's award-winning service and support.

Talk to us about Clear Price

Clear Price provides maintenance cost predictability and includes additional services that help to optimize the performance, reliability, and availability of your storage appliances. Your IT environment is transforming, let Dell EMC help you to achieve the maximum return from your Dell EMC investment with the Clear Price Maintenance Framework for Storage Appliances. Speak with your Dell EMC sales representative or Dell EMC authorized reseller to learn more about Dell EMC enterprise support services.