

A man in a white shirt and tie is standing in a data center, working on a server rack. He is holding a small device and looking at the server. The server racks are blue and have a perforated front panel. The lighting is bright, and the man is in profile, facing left.

Dell ProSupport Enterprise Suite

Support that accelerates
your business.



The power to do more

Comprehensive support for complex environments

The technology landscape is changing rapidly, and the pressure to introduce new solutions into your organization while efficiently maintaining existing infrastructure has never been greater. Virtualization, application modernization, converged 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. When you're working with multiple vendors to keep your servers, storage and networking up and running, things get difficult very quickly.

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
- Time spent on escalations

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



Proactive insights from Dell

You're looking for efficiency. More than 80 percent of IT budgets go to infrastructure maintenance costs, leaving little room for innovation.* With the right support solution, Dell can shift more of your focus to where it should be – on your business.

The more you depend on technology, the more important it is to have the right support.

With the Dell ProSupport Enterprise Suite, you get the most out of your investment with the support expertise and insights Dell is known for across the globe. The Dell ProSupport Enterprise Suite doesn't just extend your IT team. It ensures you'll be able to resolve every question and every problem, every time.

The Dell ProSupport Enterprise Suite offers:

- Flexibility to choose the right support based on the criticality of specific systems
- A single point of contact for all your hardware and software issues
- Broad and deep experience that goes beyond a single system
- Proactive, automated tools and innovative technology
- Consistent experience regardless of where you're located or what language you speak

"We have become accustomed to the level of service provided by Dell and we no longer consider other vendors when we want to roll out a new solution."

— Hemant Darji, IT head, Gujarat Apollo Industries, India

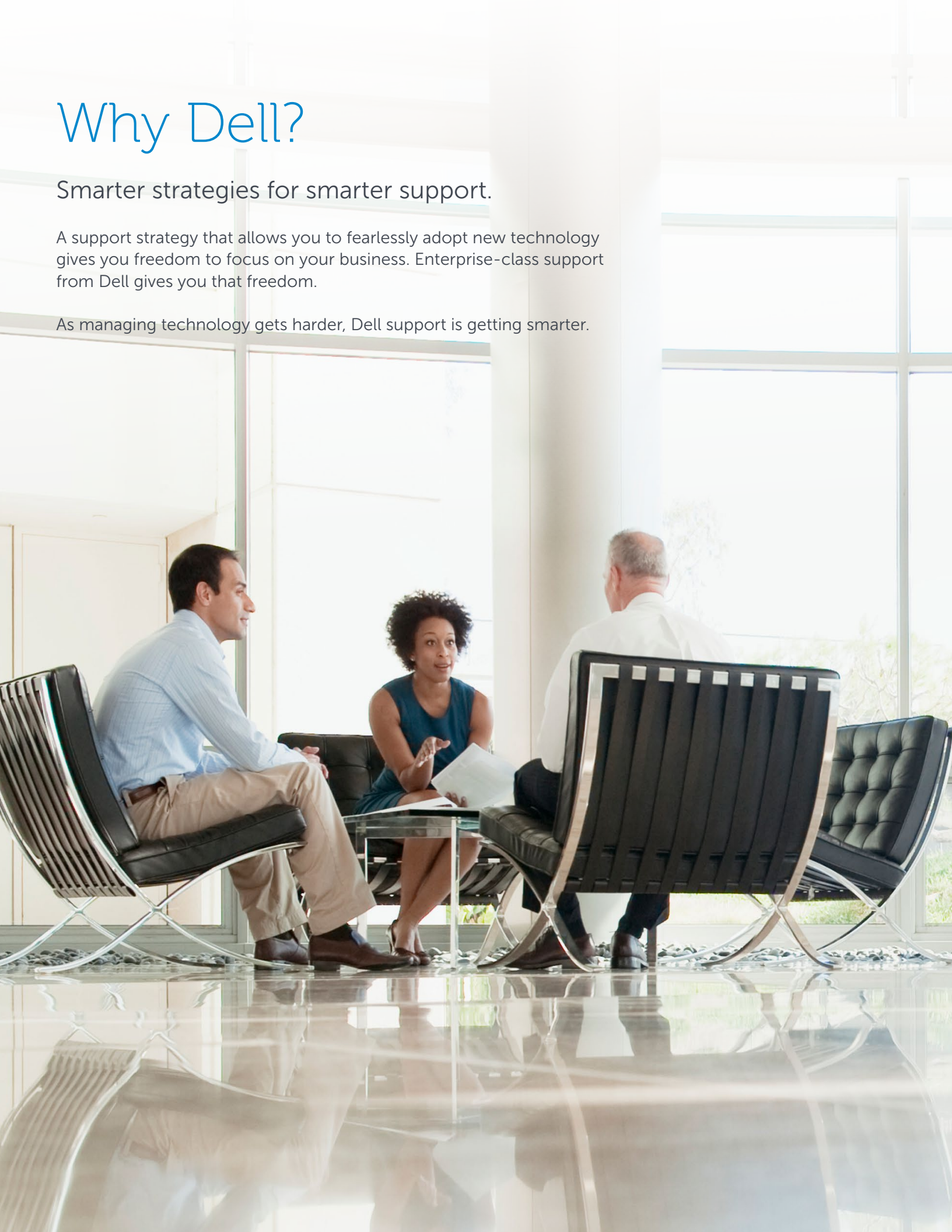
Experts. Insights. Ease.

Why Dell?

Smarter strategies for smarter support.

A support strategy that allows you to fearlessly adopt new technology gives you freedom to focus on your business. Enterprise-class support from Dell gives you that freedom.

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





Accelerate
with
experts

Focus on your business while Dell experts help reduce IT complexity.

- 24,000+ support engineers globally
- 8,700+ certifications in industry-leading hardware, software and solutions
- Deep knowledge of complex, emerging technologies and multivendor environments
- Collaborative support agreements with over 195 3rd party vendors

Accelerate
with
insights

Improve performance and stability with deep insight and intelligent data.

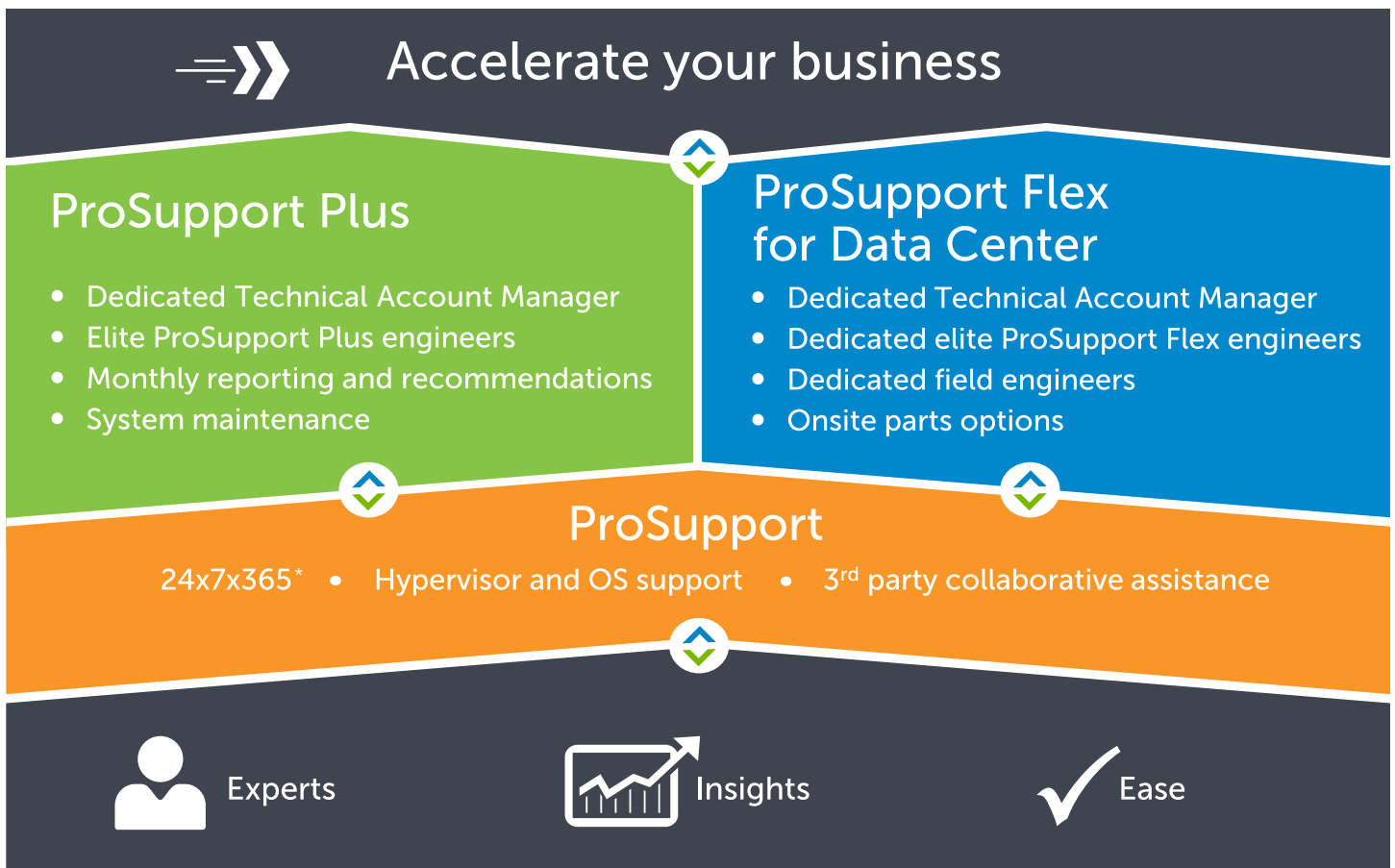
- SupportAssist remote monitoring and automated support
- Proactive recommendations enabled by SupportAssist
- Deep relationships and personalized intelligence through technical account management
- Five Global Command Centers to proactively monitor field service events

Accelerate
with
ease

Increase productivity with always accessible tailored support.

- 95% customer satisfaction for enterprise ProSupport
- Support offered in 160+ countries and 50+ languages
- 24x7 phone, chat, email and social media support
- Consistent single-source support across hardware and software

ProSupport Enterprise Suite



Enterprise-class support realized

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

*See Important Details disclosure in this brochure.

Technical Account Manager

Your dedicated Dell support professional.

- Highly skilled technical advisor who understands the specific IT needs and objectives of your business
- Single point of contact to facilitate account 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

Global Command Centers

Proactive monitoring of field service events across the globe.

- Real-time dispatch monitoring efficiently routes engineers and service parts to your site to speed problem resolution
- Proactive planning and ongoing communication during major events to preempt anything that may affect rapid response
- Crisis management for critical situations ranging from natural disasters to power outages or virus attacks to mobilize and route emergency resources

"I'm passionate about helping my customers. I have become an extended member of their teams and nothing feels better than getting someone back on their feet."

— Tina Dunn,
Technical Account Manager



Dell ProSupport



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

Dell ProSupport offers highly trained experts around the clock and around the globe to address your IT needs, minimize disruptions and maintain a high level of productivity.

When you choose Dell ProSupport, you'll get:

- 24x7x365* access to certified hardware and software experts
- Collaborative support agreements with over 195 3rd party vendors
- Hypervisor and operating system support
- Consistent level of support available for Dell and non-Dell enterprise hardware
- Onsite parts and labor response options* including next business day or four-hour mission critical

"If we have an issue or a question, we always get resolution within 24 hours. We don't have to wait for anything; we ask for something, we get it."

— Vinay Shetty, Nilkamal Limited, Japan

"Dell ProSupport has been absolutely amazing. All we have to do is pick up the phone, and they get us back on track."

— **Sean Barnes**, IT operations manager, Forum Energy Technologies, United States



Dell ProSupport Plus

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

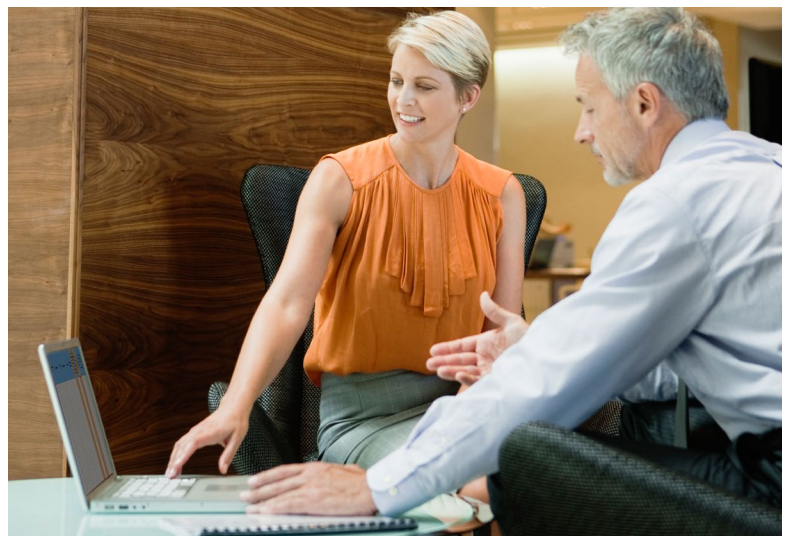
Dell ProSupport Plus can proactively improve the performance and stability of your critical systems through environmental intelligence and the right expertise for your organization. ProSupport Plus not only gets you back up and running quickly, but also helps you get ahead of problems before they happen.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

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

- A dedicated Technical Account Manager who knows your business and your environment
- Direct access to elite ProSupport Plus engineers to help ensure fast resolution of issues
- Personalized, preventive recommendations based on analysis of support trends and best practices from across the Dell customer base to reduce support issues and improve performance
- Monthly support history and contract renewal reporting
- Health checks and systems maintenance
- Proactive remote monitoring and automated support through Dell SupportAssist to spot problems before they become critical issues

"I've never experienced better IT support than from Dell. It's also truly proactive, anticipating problems and dealing with them before they occur."

– **John Billington**
Network Manager
Hugh Baird College
United Kingdom



Dell ProSupport Flex for Data Center

Large data centers are complex and unique. That's why you need a support solution that complements your internal resources and can evolve to fit your changing technology landscape.

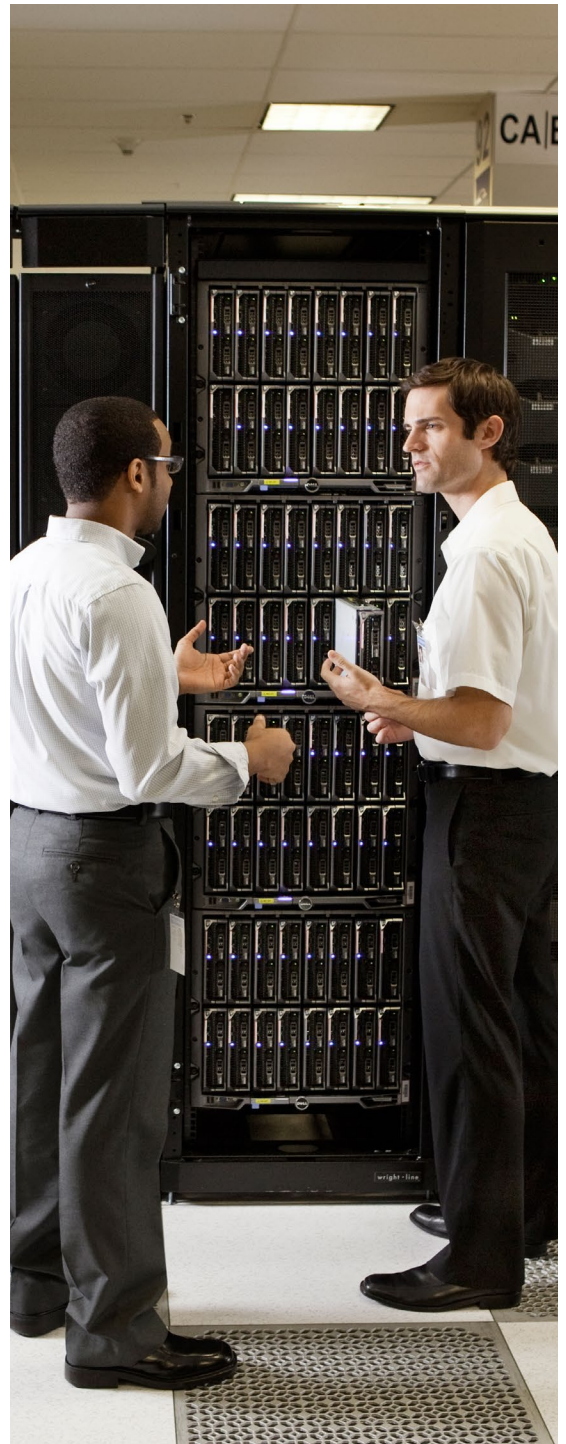
Dell ProSupport Flex for Data Center offers flexible site-wide support for hyperscale data centers with more than 1,000 assets. This offering is built on standard Dell ProSupport components that leverage our global scale but are tailored to your needs. While not for everyone, it offers a truly unique solution for Dell's largest customers with the most complex environments.

When you choose Dell ProSupport Flex for Data Center, you'll get:


- Enterprise-wide support that covers your entire data center
- A dedicated Technical Account Manager with remote, on-site, part-time and full-time options
- Dedicated elite ProSupport Flex technical and field engineers who are trained on your environment and configurations
- Flexible on-site support and parts options that fit your operational model
- A tailored support plan for your operations staff

"We have a global data center operation and Dell's ProSupport Flex for Data Center allowed us to tailor the support we receive from Dell to the right level for our business."

— Ian Hammond, SVP TechOps, TomTom, Netherlands



Support tools and technology



As demand for self-support, peer-support and automated support continues to rise, our commitment and investment in these technologies has never been higher. With a goal of eliminating the need for support and minimizing customer effort along the way, we have developed a portfolio of tools and technologies designed to drive productivity, ensure uptime and maximize performance.

SupportAssist

Proactive, automated support technology integrated into our suite of enterprise products and systems management consoles to enable faster resolution and reporting.

- SupportAssist includes remote monitoring, automated data collection and automatic case creation.
- ProSupport Plus and ProSupport Flex for Data Center customers receive personalized recommendations based on the analysis of support trends and best practices across our customer base.

TechDirect

A global online portal for efficient self-service issue resolution. Customer technicians can easily dispatch parts, manage support cases and directly interact with Dell ProSupport Engineers.

Case Management API

Fully documented and secure interface that allows direct help desk integration for our largest customers to submit cases and check case status.



The right support for you.

	ProSupport	ProSupport Plus	ProSupport Flex
Technical support access*	24x7	24x7	24x7
Parts and labor response	NBD or Mission Critical	NBD or Mission Critical	Flexible
TechDirect online cases and dispatch	✓	✓	✓
SupportAssist remote monitoring	✓	✓	✓
Dispatch monitoring and crisis management	✓	✓	✓
Escalation management	✓	✓	✓
Hypervisor and OS support	✓	✓	✓
Collaborative third-party assistance	✓	✓	✓
SupportAssist automated support	✓	✓	✓
Direct access to elite ProSupport Plus engineers		✓	✓
Dedicated Technical Account Manager		✓	✓
Monthly health check and performance recommendations		✓	✓
Monthly contract renewal and support history reporting		✓	✓
System maintenance		✓	✓
Dedicated technical and field support teams			✓
Site-wide entitlement and contract			✓
Case management API			✓

Important details

*24x7x365 online/phone support. Availability and terms of Dell Services vary by region. For more information, including detailed terms of onsite parts and labor after remote diagnosis, visit dell.com/servicedescriptions. For copy of Limited Hardware Warranty, write Dell USA LP, Attn: Warranties, One Dell Way, Round Rock, TX 78682 or see www.dell.com/warranty.



The Dell difference

Companies all over the world are being asked to do more with less. Doing more means you need your systems to be available and a strategy to prevent problems before they happen. When problems strike, you need a partner to help you get back up fast. Every minute of every day in over 165 countries, we wake up with a passion to deliver just that.

With the experts, insights and ease of the Dell ProSupport Enterprise Suite, you'll have the choice to select the right options for your business and will always be prepared to support what's next.

Go to dell.com/prosupport for more information or contact your Dell sales representative.



The power to do more