



ProSupport Enterprise Suite

Support that accelerates
your IT transformation

DELLEMC

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. Big Data, 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 from Dell EMC

You’re looking for efficiency. Most IT departments spend 80% of their time on routine maintenance and support instead of innovation — a fact that hasn’t changed in years.¹ With the right support solution, Dell EMC can help shift more of your focus to where it should be – on your business.

When you’re working with multiple vendors to keep your servers, storage and networking up and running, things get difficult very quickly.

With the ProSupport Enterprise Suite, you can get the most out of your investment with the support expertise and insights Dell EMC is 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
- Broad, deep 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 speak²

“Dell proactively monitors our network and our devices, and they give us a much better response time compared to other providers, thanks to Dell ProSupport.”

— Biju Samuel,
Director of IT,
Cardlytics, United States


Experts.


Insights.


Ease.

¹Source: IDC Converged and Integrated Systems End-User Survey, N = 300 (2012), N = 308 (2013), N=301 (2014)

²Availability and terms of Dell EMC Services vary by region and by product. For more information, contact your Dell EMC sales representative.

Why Dell EMC?

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 EMC on all of your platforms, brands and solutions across your infrastructure gives you that freedom.

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

Accelerate with experts

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

- 55,000+ Dell EMC & partner professionals
- 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

Accelerate with insights

Improve performance and stability with deep insight and intelligent data.

- SupportAssist and Secure Remote Services (ESRS) automated monitoring and predictive* analysis for issue prevention and optimization
- Personalized relationship with a designated Technology Service 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

Accelerate with ease

Increase productivity with always accessible tailored support.

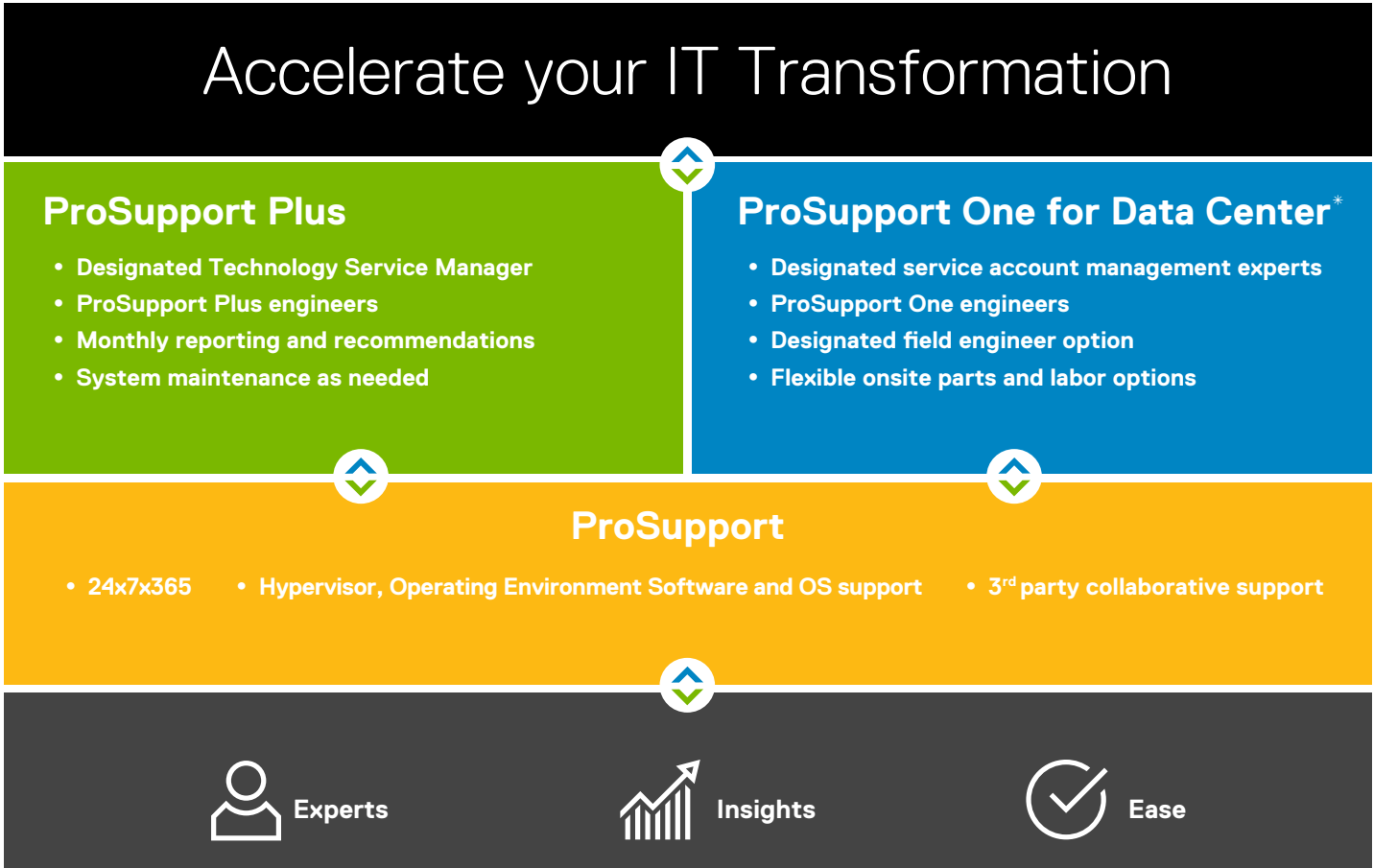
- Support offered in 160+ countries and 50+ languages
- 24x7*** phone, chat, email and social media support
- Consistent single-source support across hardware and software
- 94% customer satisfaction for Dell EMC Support & Deployment services

*SupportAssist predictive analysis failure detection includes server hard drives and backplanes. ESRS enables predictive capabilities and failure detection for enterprise storage, networking and converged infrastructure.

**Command Centers monitor only Dell-branded products.

***Availability and terms of Dell EMC Services vary by region and by product. For more information, contact your Dell EMC sales representative.

ProSupport Enterprise Suite



*ProSupport One is available for legacy Dell-warranted products only.

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.

Technology Service Manager:

Your designated Dell EMC support advocate.

- Highly skilled service account management 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

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

**Command Centers monitor only Dell-branded products.

“We get mini-storage reports every week, plus our monthly conference calls to review everything in detail. I’ve even received text messages. This is why Dell EMC Storage is the standard for Intuit’s data warehouse workloads. It’s a no-brainer.”

— Alex Lancaster,
Data Engineering Manager,
Intuit, United States



ProSupport



You need unwavering support for hardware and software and a smart way to manage the mix of vendors in your environment. Dell EMC 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 3rd party vendors
- Hypervisor, Operating Environment Software and OS support
- Consistent level of support available for Dell EMC hardware, software and solutions
- Onsite parts and labor response options including next business day or four-hour mission critical

"If there's a problem, each vendor blames the other. We have one point of contact with Dell, and we know that Dell will work with us to fix whatever comes up."

— Chris Hele,
Senior Technical Support Officer,
North Norfolk District Council, United Kingdom

*Availability and terms of Dell EMC Services vary by region and by product. For more information, contact your Dell EMC sales representative.

A recognized services innovator!



5 Temkin Group
Customer Experience
Excellence Awards



30 TSIA STAR
Awards for
customer service



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 Dell EMC has the expertise and insight to help you be more productive and focus on your goals.

When you choose ProSupport Plus, you'll get:

- A designated Technology Service Manager who knows your business and your environment
- Access to senior ProSupport Plus engineers for faster issue resolution
- Personalized, preventive recommendations based on analysis of support trends and best practices from across the Dell EMC 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
- Support that extends up to seven years*

ProSupport Plus with SupportAssist significantly reduces IT effort:⁵

Up to
90%
less IT effort to
resolve issues⁵

“We’ve found that Dell support is excellent. We like the proactivity that has helped identify potential issues before they become problems.”

— Chris Westwell,
IT Technical Specialist,
Blackpool Teaching Hospitals,
United Kingdom

*Availability and terms of Dell EMC Services vary by region and by product. For more information, contact your Dell EMC sales representative.

⁵Based on Sep 2015 Principled Technologies Test Report commissioned by Dell EMC. Actual results will vary. [Read full report.](#)

ProSupport One 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.

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

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

- Enterprise-wide support that covers your entire data center
- Designated service account management expert with remote, on-site, part-time and full-time options
- Designated ProSupport One 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 and training for your operations staff

“We appreciate everything about the offering: the service, flexibility, collaboration and quality of hardware.”

— Jürgen Hausmann,
CEO, EVISCO, Germany

*ProSupport One is available for legacy Dell-warranted products only.



Tools and technologies* that power your support experience

As demand for self-support, peer collaboration and automated support options rise, we continue to invest in and expand these technologies. With a goal of enhancing support and minimizing customer effort along the way, we have developed a portfolio of proactive, predictive tools and technologies that put you in control, drive productivity, avoid issues and improve the wellness of your IT environment.

Get connected

SupportAssist and Secure Remote Services (ESRS)

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, time-saving portal that streamlines support and makes it easy to manage technology, train staff and support your systems.

*MyService360 and ESRS are available for legacy EMC-warranted products. SupportAssist and TechDirect are available for legacy Dell-warranted products.
**SupportAssist predictive analysis failure detection includes server hard drives and backplanes. ESRS enables predictive capabilities and failure detection for enterprise storage, networking and converged infrastructure.

“Using Dell SupportAssist is a no-brainer for us. There are issues that could come up where the tool can notify us ahead of time, and that will be a huge benefit for us.”

— Service King Collision Repair Centers,
United States

“Besides simplifying day-to-day support, the MyService360 dashboard will help [us] make good business decisions about our future. It’s very cool!”

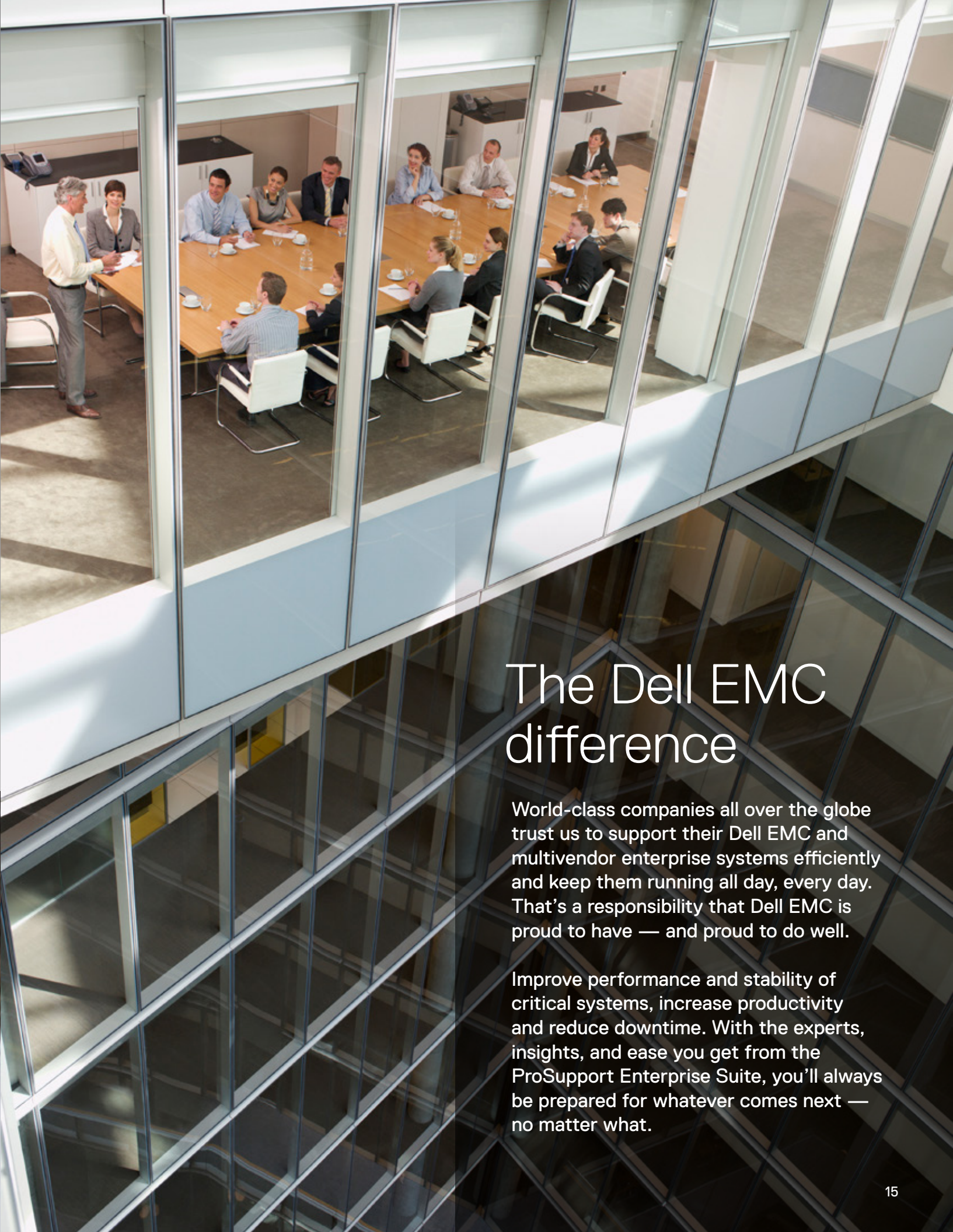
— Open Line, B.V., Netherlands

The right support for you

Enterprise Support Services Feature Comparison

	ProSupport	ProSupport Plus	ProSupport One for Data Center
Remote technical support	24x7	24x7	24x7
Onsite support	Next Business Day or Mission Critical	Next Business Day* or Mission Critical	Flexible
Automated issue detection and case creation	●	●	●
Self-service case initiation and management	●	●	●
Hypervisor, Operating Environment Software and OS support	●	●	●
Priority access to specialized support experts		●	●
Designated service account management expert		●	●
Periodic assessment and recommendations		●	●
Monthly contract renewal and support history reporting		●	Monthly or Quarterly
Systems Maintenance guidance		Semiannually	Optional
Designated technical and field support teams			●

*Next Business Day option available only on applicable legacy Dell products.
Availability and terms of Dell EMC Services vary by region and by product. For more information, contact your Dell EMC sales representative.



The Dell EMC difference

World-class companies all over the globe trust us to support their Dell EMC and multivendor enterprise systems efficiently and keep them running all day, every day. That's a responsibility that Dell EMC is 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.

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

Copyright © 2017 Dell Inc. or its subsidiaries. All Rights Reserved. Dell, EMC, and other trademarks are trademarks of Dell Inc. or its subsidiaries. Other trademarks may be trademarks of their respective owners.
July 2017 | ProSupport Enterprise Suite brochure v4

