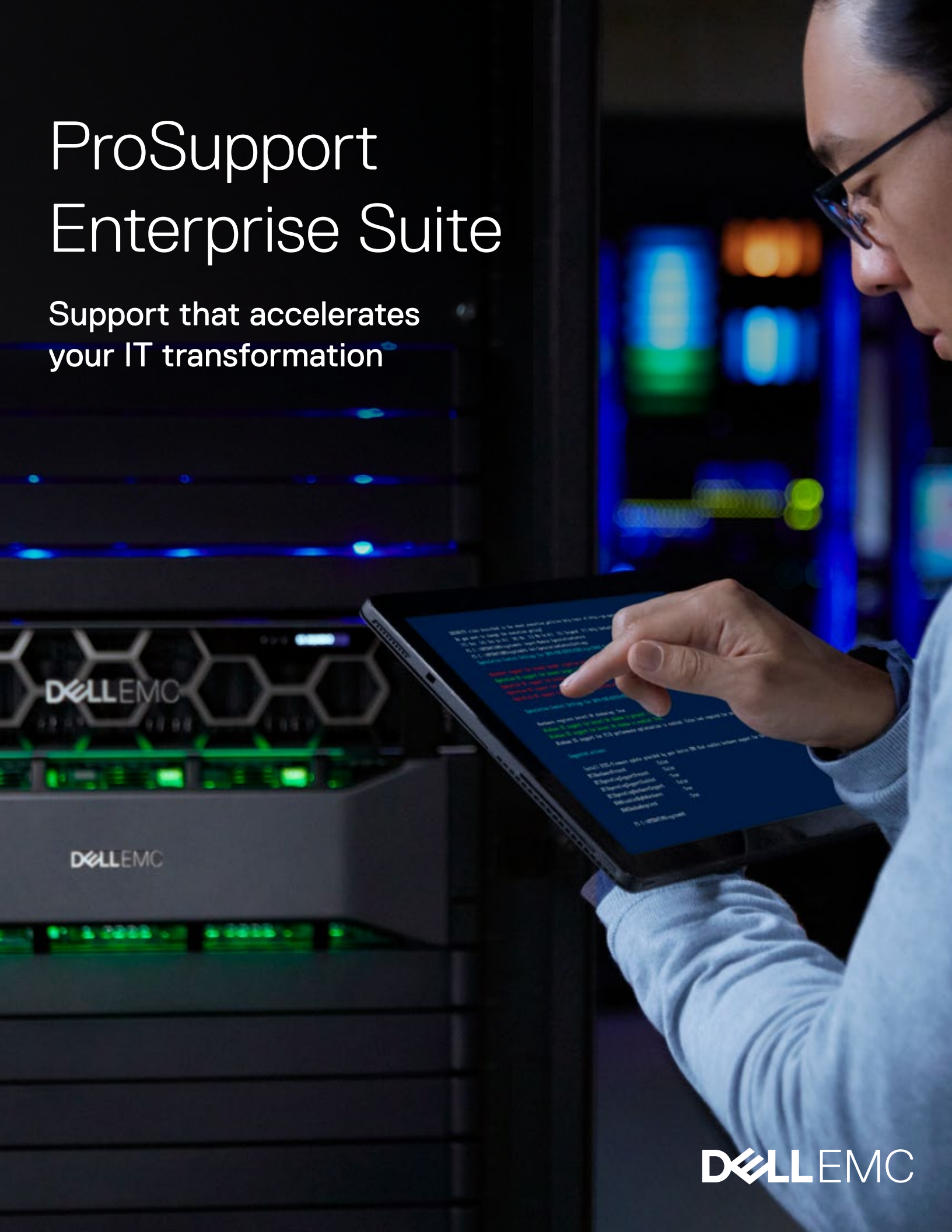# ProSupport Enterprise Suite

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

Reducing IT complexities and controlling costs has become seen as a way to fund more strategic business requirements[1], 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, Dell EMC 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 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
- 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[2]

[1]Source: "CIOs Reveal Their Priorities and Successes in IT Transformation," CIO from IDG, Sponsored by Dell EMC, 2018
[2]Availability and terms of Dell EMC Services vary by region and by product. For more information, contact your Dell EMC sales representative.

"When it comes to service, proactive is good, but predictive is even better. We don't want to fight fires. We want to stop them from happening and Dell EMC Support is implementing technologies to do just that. We see them continually innovating to provide the best experience possible."

— **Rob Lee,**
Deputy General Manager in charge of Operations and Support for IT, Kuwait Finance House

Why Dell EMC?

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.

tsia

30 TSIA STAR Awards for customer service

Experts.

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

- 60,000+ Dell EMC & partner professionals
- Over 11,000 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 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

Ease.

Increase productivity with always accessible tailored support.

- Support offered in 165 countries
- 24x7[***] phone, chat, email and social media support
- Consistent single-source support across hardware and software
- Over 95% customer satisfaction for Dell EMC Support & Deployment services

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[*]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 EMC Compute, Networking and Server 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

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.

ProSupport Plus

Optimize your critical systems and free up staff to innovate the business. ProSupport Plus provides an assigned Technology Service Manager and access to specialized support engineers that quickly diagnose issues and provide personalized guidance to avoid problems before they ever impact your business.

ProSupport

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

ProSupport One for Data Center

Get tailored, personalized support designed for large, centrally managed data centers, including an assigned Technology Service Manager as well as flexible parts and labor options.

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:

- An assigned Technology Service Manager who knows your business and your environment

- Immediate advanced troubleshooting from an engineer that understands the entire Dell EMC product portfolio

- Support for any eligible 3rd party software that is installed on your Dell EMC system whether you purchased the software from Dell EMC 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 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

With ProSupport Plus, you experience fewer critical issues. But if you do, your issue is resolved quickly:[5]

Up to
21%
fewer critical issues

48%
faster resolution of critical issues

"Because of ProSupport Plus, we have more time to focus on strategic work, instead of putting out fires. That will help us continue to drive new business."

— Mike Kott,
System Administrator,
Lifting Gear Hire, United States

*Availability and terms of Dell EMC Services vary by region and by product. For more information, contact your Dell EMC sales representative.
[5]Based on a September 2018 internal analysis of service requests from August 2017 to August 2018 for Dell EMC Storage and Data Protection products comparing service requests for products with ProSupport Plus for Enterprise vs. products without it. Actual results may vary.

Technology Service Manager:

Your designated Dell EMC 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've seen a total transformation when it comes to support services. With ProSupport Plus, issues can be resolved in hours instead of days with standard support."

— **Zhang Fei Peng**,
Director of Operations,
Jiguang, China

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

"I totally trust the Dell EMC team with my environment. I know they will be proactive. I can concentrate on my deliverables because I know they will come to me if there are actions that need to be taken. The keyword is trust and, as far as I'm concerned, Dell EMC sets the standard for support. I really want all my other suppliers to be like Dell EMC."

— Christophe Abrial,
Manager for Storage/
Backup and Archiving RUN operations,
Orange

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

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 large and centrally managed data centers with more than 1,000 assets. This offer 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:

- Assigned Technology Service Managers with remote, on-site, part-time and full-time options priority access to specialized support expert

- Assigned ProSupport One technical and field engineers who are trained on your environment and configurations

- Support and utilization reporting

- Flexible on-site support and parts options that fit your operating model

- A tailored support plan and training for your operations staff

*ProSupport One for Data Center is available for Dell EMC Compute, Server and Networking products.
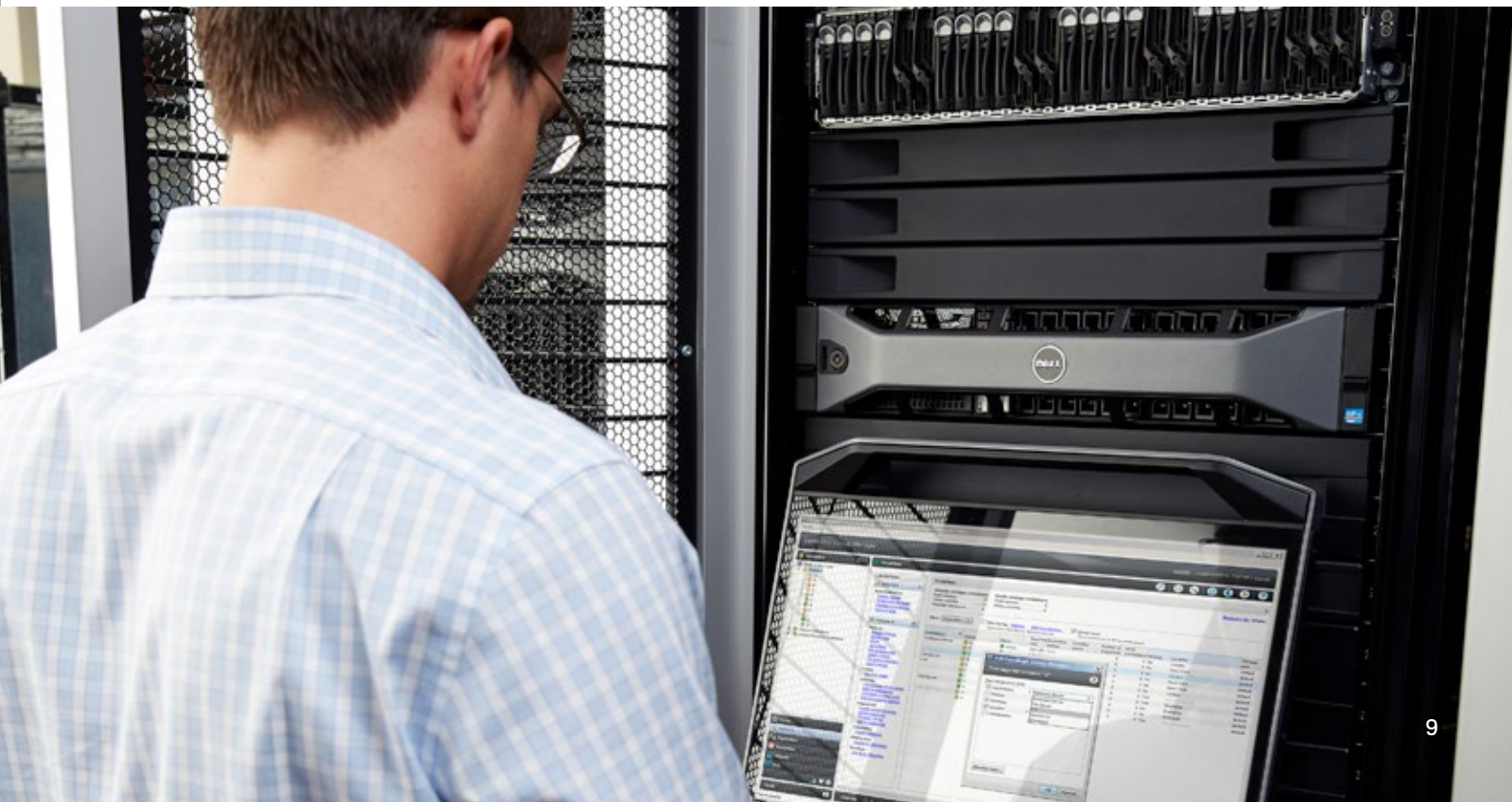
Get connected

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 EMC Storage and Data Protection products. SupportAssist and TechDirect are available for Dell EMC 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.

"With SupportAssist, the case is automatically opened the minute it happens, and a spare part can be waiting for us when we arrive at work on Monday morning."

— Winshuttle Software, India

"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

	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
Automated issue detection and case creation		●	●
Self-service case initiation and management		●	●
Access to software updates		●	●
Priority access to specialized support experts			●
3rd party software support			●
Assigned Technology Service Manager			●
Personalized assessments and recommendations			●
Semiannual systems maintenance			●

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 **DellEMC.com/ProSupport** for more information or contact your Dell EMC sales representative.

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