The power to do more

Dell ProSupport™
Proactive Systems Management

Streamline the maintenance of your IT infrastructure with secure web-based monitoring and remote support tools.

Help save valuable time and resources

IT organizations can spend a significant amount of resources keeping their business running. Managing service contract renewals, hardware failures and asset inventories all involve costs, especially when relying upon a reactive support model. Dell's remote support features will help you tackle these tasks efficiently with our Proactive Systems Management technology.

A more efficient and personalized support experience

Proactive Systems Management is a remote monitoring technology platform that enables remote support for your Dell server and storage devices. Through a cloud-based software application you will have access to an online portal that provides consolidated views of your IT environment so you can take action to lessen downtime.

Proactive Systems Management is available at no additional charge to new and existing Dell customers who have at least one system covered under Dell ProSupport.

Additional benefits include:

- Transform to a more proactive support model across your physical environments
- Increase efficiency and optimize operational expenses
- Reduce the risk of downtime
- Accelerate hardware fault recovery with remote technical support
- Maintain accurate inventory and service contract information
- Consolidate asset inventory and service contract status within a single portal

Shift resources from maintenance to momentum

Reduce complexity with a single portal: Asset visibility and reporting
Deploying Proactive Systems Management provides a single view of select Dell servers and storage arrays, their service contract status and hardware faults with reporting options to help you manage your IT environment. Once connected, view all your Dell servers and storage within your IT environment with reporting features to quickly enable service and support actions. For customers who have IT Advisory Services (formerly Enterprise-Wide Contract), you may also view* select non-Dell servers to gain a better perspective of the entire infrastructure.

Increase efficiency: Hardware monitoring and alerting
The days of manual hardware failure identification and reactive responses are over. When a hardware failure occurs on a Dell server or storage device, Dell's Proactive Systems Management tool will notify you within 5 minutes. These faults include memory, disk, power supply, controller and other essential component failures. Faster awareness and issue resolution empowers quicker recovery so you can utilize your IT resources for more strategic objectives.

Detect and diagnose for fast recovery: Automated diagnostics
Upon a server and storage hardware fault, Dell's Proactive Systems Management technology can immediately send diagnostics to Dell to speed root cause analysis, facilitating fast and accurate remediation. Providing detection and diagnosis can allow your IT administrators to resolve tickets faster and streamline troubleshooting with Dell.

Accelerate resolution with proactive communication: Auto-support case and proactive dispatch
Once a hardware fault is detected, a support case will automatically be created and communicated to you via email and/or your online portal. A Dell technical professional will then contact you to begin resolving the issue. In addition, with Proactive Dispatch, you may bypass troubleshooting on qualified parts. A Dell professional will simply call to review the shipping address and confirm the need for onsite support; helping to further shorten resolution downtime.

Avoid surprises and reduce admin costs: Warranty tracking and expiration notifications
You can now avoid the administrative time involved with manually tracking the age of your Dell server and storage service contracts. Avoid surprises with visibility to customizable notices on service contracts near expiration. You can view your service contract data by service tag, system type, expiration date, speed of response, and other criteria via the online portal. You can even choose the cadence of the expiration notifications with reminders to renew those contracts if you so choose.

For more information about Dell Support Services, please contact your Dell representative or visit dell.com/services.

* Reporting capability is not available for non-Dell equipment. Product and service availability varies by country.
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