Service Description

Dell ProSupport Add-on for High Performance Computing (HPC)

Services Overview

Dell Technologies* is pleased to provide Dell ProSupport Add-on for High Performance Computing (HPC). (together with your corresponding ProSupport Enterprise Suite (defined below) service on your HPC solution as set forth on your Order Form, the "Service(s)) in accordance with this document, which attaches to and supplements your corresponding ProSupport Enterprise Suite service description (this document, together with your corresponding ProSupport Enterprise Suite service description, are the "Service Description"). The service description applicable to your corresponding ProSupport Enterprise Suite service is available at www.dell.com/servicecontracts/global, and this document amends and supplements, is incorporated by reference into, and shall be read together with your corresponding ProSupport Enterprise Suite service description, and with Customer's applicable master agreement, as described in the Dell Services Terms & Conditions section of the Service Description for your ProSupport for Enterprise Suite service.

These supplemental Services are sold as an add-on to an existing ProSupport, ProSupport Plus for Enterprise, ProSupport One for Data Center service (the "ProSupport Enterprise Suite") offer. Your quote, order form or other mutually-agreed upon form of invoice or order acknowledgment from Dell (as applicable, the "Order Form") will include the name of the service(s) and available service options that you purchased. These supplemental Services described in this document are additional support services which complement new ProSupport Enterprise Suite contracts (purchased at "point of sale" of the corresponding solution, as set forth on your Order Form) or existing ProSupport Enterprise Suite contracts (purchased "after point of sale" of the corresponding solution), as set forth on your Order Form. For additional assistance, or to request a copy of your governing agreement applicable to the Services, contact your Dell sales representative. For a copy of your agreement with your applicable Dell reseller, contact that reseller.

Supplemental Support Services

ProSupport Add-on for HPC offer is available on select Dell servers, storage, and networking products that are sold as part of a Dell designed or recommended HPC solution consisting of the products outlined in the Supported HPC Products List. This service includes;

- Enhanced call handling by Dell ProSupport team and HPC solution specialists
- Access to the Dell senior HPC support team with deep knowledge of the Dell HPC products and solutions, and how the Dell products and our solution partner's products work together in HPC cluster environments.
- Remote pre-support engagement with HPC specialists during ProDeploy HPC engagement: customer site review and support planning

The HPC solution specialists will provide remote support in the following areas:

- Advising on features, functionality, cluster configuration issues, firmware versions, interoperability, and general "getting started" HPC questions
- Assistance troubleshooting cluster performance degradation based on prior documented levels established during performance benchmarks run during deployment
- Assistance addressing critical support issues specific to your HPC environment

Customers must meet the following criteria to be eligible to receive the Services:

Initial cluster implementation criteria
- Dell Ready Bundle for HPC or other Dell recommended and configured HPC solution
- ProSupport or ProSupport Plus purchased on all server, storage, and networking nodes in cluster.
- ProSupport Add-on for HPC purchased on all server, storage, and networking nodes in cluster. ProSupport for OMNIA purchased on all OMNIA managed nodes in cluster.

Existing cluster implementation criteria
- Dell sourced clusters implemented equal to or less than 12-months prior qualify for APOS
- Dell sourced clusters implemented more than 12 months prior require Dell technical validation of the cluster configuration prior to qualifying for APOS ProSupport Add-on for HPC service. Dell reserves the right to cancel if customer does not meet requirements.
- ProSupport or ProSupport Plus purchased on all server, storage, and networking nodes in cluster.

- ProSupport Add-on for HPC purchased on all server, storage, and networking nodes in cluster. ProSupport for OMNIA purchased on all OMNIA managed nodes in cluster.

Dell ProSupport Add-on for HPC supported products overview

HPC multi-vendor environment products are categorized in four groups based on the product source and the level of support Dell will provide

1. **Dell Products** are defined as Products manufactured by Dell or a Dell original equipment manufacturer (OEM) and eligible for coverage by Dell ProSupport Enterprise Suite contract. Dell has product knowledge and is responsible for resolving issues with these products according to the ProSupport contract purchased.

2. **HPC Solution Partner Products** are defined as products manufactured by a Dell solution partner; Dell maintains product knowledge, access to training, support lab and a direct collaboration relationship with their support team. Dell will assist the customer in resolving common issues, and will leverage a collaborative support relationship with the solution partner for complex issues based on the product support contract you have with the HPC Solution Partner

3. **3rd Party Products** are defined as products manufactured by a Dell partner; Dell will take first call and utilize a direct collaboration relationship with the 3rd party vendor partner support team to coordinate issue resolution according to the product support contract you have with these partners.

4. **Non-accountable HPC Open-Source Products** are defined as products that are available through Open-Source distribution and are commonly deployed in our customers' HPC clusters; Dell has product knowledge and will provide assistance, but there is no collaboration agreement with any accountable support team and Dell is not responsible for resolving any issues.

ProSupport Add-on for HPC Supported Products List

Product Category	Product	Support Category
Hardware	Dell PowerEdge Servers	Dell products
	Dell ME or MD Storage	Dell products
	Dell Networking	Dell products
	NVIDIA Networking (Quantum or Spectrum)	HPC Solution Partner Products
	NVIDIA GPU	Dell products
	DataDirect Networks (DDN)	3rd party products
	Cornelis Networking (OmniPath)	HPC Solution Partner Products
Software OS	Red Hat Ent. Linux (RHEL)	Dell products
	Red Hat HA Cluster	Dell products
	VMware	Dell products
	SUSE	Dell products
	Ubuntu LTS	Dell products
	CentOS	Non-accountable HPC Open Source
	Rocky Linux	Non-accountable HPC Open Source
Software Cluster Manager	OMNIA Cluster Manager	Dell products
	NVIDIA Base Command Manager	HPC Solution Partner Products
	Bright ML (Machine Learning)	3rd party products
	OpenHPC Cluster Manager	Non-accountable HPC Open Source
Software PFS (Parallel File System)	Kalray Ngenea (PixStor)	3rd party products
	BeeGFS ThinkParQ	Non-accountable HPC Open Source

* "Dell Technologies", as used in this document, means the applicable Dell sales entity ("Dell") specified on your Dell Order Form.

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