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Services for Wireless Networking

End-to-end services for your Wi-Fi network

Maximize the performance of your Wi-Fi network with Dell EMC Services

Wi-Fi networks are not built the same

Each wireless network has a unique set of capacity, coverage and performance requirements that grow and change with your business. Building and maintaining a high-performing, reliable network requires an understanding of the business requirements, the underlying Wi-Fi technology, as well as the overarching IT infrastructure.

Dell EMC wireless networking experts can help you design your network, implement new technology, address connectivity or coverage issues, and achieve desired business outcomes.

Most Wi-Fi network problems stem from a poor design

Upgrading a wireless network involves more than buying more access points (APs) and plugging them in. In fact, too many APs can increase the possibility of co-channel interference.

One of most critical steps to a successful Wi-Fi deployment is accurate planning and design using signal readings collected onsite. Many Wi-Fi architects simply use rough estimates to forecast capacity requirements and AP counts. This outdated method for Wi-Fi design can lead to over-spending on infrastructure, spotty coverage and frustrated users.

Dell EMC Wi-Fi surveys are the most accurate way to identify proper AP placement, reduce channel interference and ensure your wireless network is designed for your unique site requirements.

Ask yourself:

- Does your organization have a full understanding of the current state of your Wi-Fi infrastructure?
- Do you have the time, tools and resources to analyze the environment and uncover potential issues before you purchase new equipment?
- Does your team have the bandwidth and expertise to install and configure your wireless network?
- Do they have the required skills to troubleshoot and resolve complex multi-vendor network issues?

Key benefits of Dell EMC Wi-Fi surveys:
- Avoid potential costs of unnecessary or incorrect hardware
- Discover possibilities to improve design
- Identify existing issues in your Wireless LAN
- Eliminate Wi-Fi interference and dead zones
- Improve Wi-Fi performance, reporting and analytics

ProDeploy Enterprise Suite

Expert installation, configuration and optimization of your Wi-Fi network

Organizations large and small are burdened with installing new network infrastructure and often times they lack the expertise to configure it correctly. Let Dell EMC install, configure, and integrate your wireless (or wired) network so you can focus on your business. ProDeploy Enterprise Suite saves you time and money, and ensures your network is fully operational on day one.

• Certified professionals with extensive experience designing and deploying wired and wireless networks

• Industry-recognized expertise in both cloud managed and traditional on-premise deployments

• Seamless integration of complex multivendor infrastructure

ProDeploy Enterprise Suite – Features		ProDeploy	ProDeploy Plus
Pre-deployment	Single point of contact for project management	●	In-region
	Site readiness review	●	●
	Implementation planning; includes predictive Wi-Fi survey to determine best mounting location for APs	●	●
	Technology Service Manager (TSM) engagement for ProSupport Plus entitled devices		●
Deployment	Deployment service hours	24x7	24x7
	Onsite hardware installation and packaging disposal*	Controller only*	Controller only*
	Install and configure Wireless LAN	Remote	Onsite
	Multivendor integration testing for networking		●
	Project documentation with knowledge transfer	●	●
Post-deployment	Deployment verification	●	●
	Configuration data transfer to Dell EMC technical support	●	●
	30-days of post-deployment configuration assistance		●
	Training credits for Dell EMC Education Services		●

*Hardware installation applies to the controller only. Mounting access points and running new AP cables should be quoted as a custom work order.

A Predictive Wi-Fi Survey is included with all ProDeploy and ProDeploy Plus wireless deployments. The Predictive Survey is used to determine the number of access points (APs) required and includes mounting instructions for proper AP placement. In smaller Wi-Fi environments, a predictive survey should be sufficient for the deployment plan, however we recommend onsite assessments for more complex or high-density scenarios.
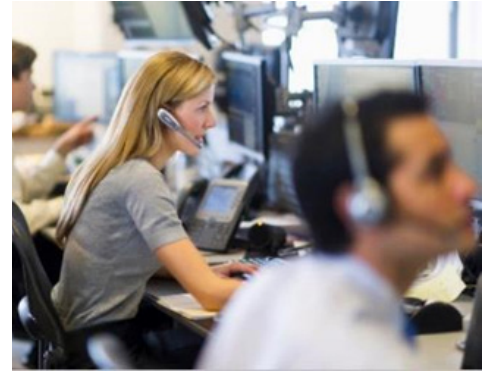
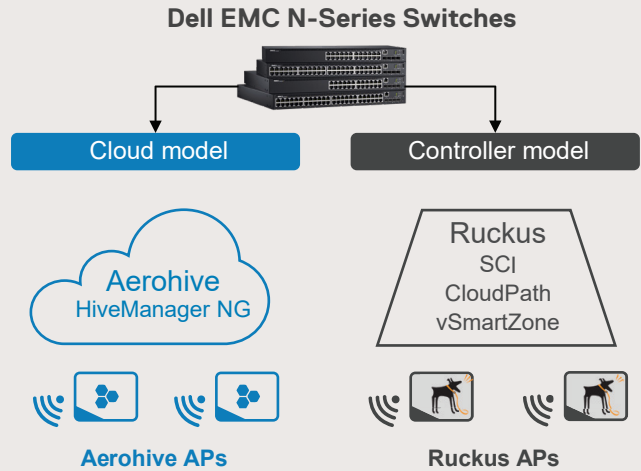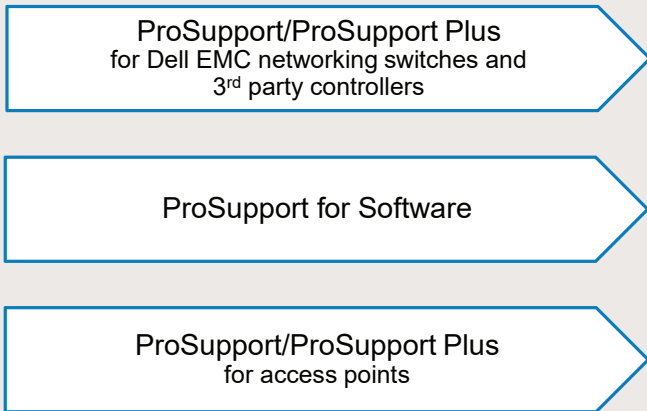DELLEMC

ProSupport Enterprise Suite

Comprehensive and proactive support for your network

The more you depend on technology, the more important it is to have the right support. Spend less time resolving wired or wireless networking issues and more time innovating with ProSupport Enterprise Suite. Our experts help keep your systems online and productive.

- Single point of contact to troubleshoot and resolve multivendor network problems
- 24x7x365 networking support around the globe
- Consistent level of support across Dell EMC hardware, software and solutions

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ProSupport Enterprise Suite - Overview

Dell EMC N-Series Switches

ProSupport/ProSupport Plus
for Dell EMC networking switches and
3rd party controllers

ProSupport for Software

ProSupport/ProSupport Plus
for access points

Cloud model | Controller model

Aerohive
HiveManager NG

Ruckus
SCI
CloudPath
vSmartZone

Aerohive APs | **Ruckus APs**

For more information about your Dell EMC warranty visit Dell.com/lifetimewarranty

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ProSupport Enterprise Suite - Features

Coverage for Dell EMC switches or any Aerohive/Ruckus hardware with an active service contract

	ProSupport	ProSupport Plus
Remote technical support	24x7	24x7
Parts and labor response options	Next business day or Mission Critical	Next business day or Mission Critical
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 Technology Service Manager		●
Systems Maintenance guidance		Semiannual

Coverage for applicable 3rd party software

	ProSupport for Software
Telephone support (24x7), email, chat (local business hours)	●
Online support forums (24x7)	●
Basic and advanced troubleshooting	●
Remote assistance with deployment of patches	●
Reinstallation support - return product to original state	●
Case management - single point-of-contact	●
Collaborative Assistance with select 3rd party vendors	●
How-to and best practice recommendations	●
License key management	●

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

For more information on **Dell EMC wireless networking** products and services, contact your Dell EMC representative.

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