

## Dell ProSupport Suite and Dell Premium Support Collaborative Assistance

Dell and/or Dell Technologies assists with troubleshooting third-party hardware and software across your enterprise and end-user environments.

If a Customer opens a service request and Dell Technologies determines that the problem arises with an eligible third-party vendor's products commonly utilized in conjunction with Products covered by a current Dell Technologies warranty or maintenance contract, Dell Technologies will endeavor to provide Collaborative Assistance under which Dell Technologies: (i) serves as a single point of contact until the problems are isolated; (ii) contacts the third-party vendor; (iii) provides problem documentation; and (iv) continues to monitor the problem and obtain status and resolution plans from the vendor (where reasonably possible).

### Manufacturer / Partner

4ward	Commvault	Kroll OnTrack	SanDisk
6wind	CoolIT	Liquid	SAP <sup>1</sup>
Ace Data Recovery	Cornelis Networks	Litmus	Scality
Adtran	Cumulus Networks	LSI	SchedMD
Aerohive	Cycle Computing	Malong	Silicom
Airspan	Cylance	Medical Information Corp.	Silver Peak
Amazon	DataCore	Mellanox	Software AG
Amulet Hotkey	DataDirect Networks (DDN)	Microsoft	Solarflare
APC	Deep North	Morphlabs	Splunk
Apstra	Dorado	Myricom	StackIQ
Arcstream	DriveSavers Data Recovery	Networld (Japan only)	Stratus
Arista	Druva	Nexenta	Superna
Aruba Networks	Edgecore	Nuance	SUSE
Aster Data	ELSA (Japan only)	Nutanix	Symantec
ATTO Technology	Emulex	nVidia	Telit
AudioCodes	Epson	Oracle	Thales
Augtera	F5	Owl Cyber Defense Solutions	ThinkParq
Avocent	Fusion-IO	Panduit	ThinLaunch
Beyond Edge Networks	Google	Pensando	Unicon/eLux
Blue Data	Grau Data	Pentaho	Unidesk
Bright Computing	HMS	Pivotal	Unisys Stealth
Brocade	Huarui	Platform Computing	VeloCloud
Bull Atos Technologies	IBM	Pluribus	Versa Networks
Canonical	Impulse	PTC	VMware
Chelsio Communications	Inseego	Qlogic	Vormetric
China Standard Software	Intel Corporation	QNAP	Wave
Cisco	Invincea	Quantum	Wind River
Citrix	IP Infusion	Rackspace	Xerox
Claroty	ISS	Red Hat	XMPPro
Cloudera	Jabra	Ruckus	

Customer equipment and devices must be covered by manufacturer's warranty or customer provided maintenance contract for Dell to engage with third-party vendor and to qualify for Dell collaborative assistance.

Collaborative partners are subject to change without notice. Not all regions, products, and versions may be included in the scope of collaborative assistance. Product and service availability vary by country. Contact Dell for more information.

1. Customer must initiate case with SAP directly. SAP initiates collaboration requests with Dell and/or Dell EMC.

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