Critical systems deserve our best support.
ProSupport Plus is enterprise-class support that is designed to proactively improve the performance and stability of your critical systems through environmental intelligence and the right expertise for your organization.
It is designed to not only get you back up and running quickly, but also help you get ahead of problems before they happen. You’ll have the freedom to adopt complex technologies with confidence, knowing Dell EMC’s best resources are with you every step of the way.

Choose ProSupport Plus:
• Priority access to ProSupport engineers 24x7, priority parts dispatch and collaborative 3rd party assistance to quickly resolve hardware and software issues
• Designated Technology Service Manager, an advocate for issue resolution and monthly reporting
• Predictive analysis² for issue prevention and optimization enabled by SupportAssist³ and Secure Remote Services (ESRS)³
• Proactive monitoring, issue detection, notification and automated case creation for accelerated issue resolution enabled by SupportAssist⁴ and Secure Remote Services (ESRS)⁵
• Monthly assessments and performance recommendations with as-needed Systems Maintenance
• Hypervisor, Operating Environment Software and operating system support
• Optional Next Business Day or Mission Critical 4-hour parts⁴ and labor response

Improve the performance of critical systems and accelerate your IT transformation.
Proactive support for critical systems

Benefits:
• Adopt complex technologies with confidence by relying on our Dell EMC experts
• Improve performance and stability with automated proactive and predictive recommendations
• Maximize workload availability with automated support enabled by SupportAssist and Secure Remote Services (ESRS)

Experts
• Designated Technology Service Manager
• Priority access to ProSupport Plus engineers
• Collaborative support

Insights
• Predictive and proactive issue detection
• Assessments and performance recommendations
• Systems Maintenance guidance

Ease
• Hypervisor, Operating Environment Software and OS support
• Automated case creation with notification
• Support for up to 7 years

Get connected
SupportAssist and Secure Remote Services (ESRS)
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, time-saving portal that streamlines support and makes it easy to manage technology, train staff and support your systems.

For more information, please contact your Dell EMC representative or visit Dell.com/ProSupport