

SupportAssist for enterprise systems



Resolve issues up to
90%
 faster with
 ProSupport Plus
 and SupportAssist.¹

Get ahead of issues before they turn costly.

At Dell EMC, we understand you have more valuable things to do than troubleshoot issues.

We offer SupportAssist to help you proactively maintain the health of your Dell EMC server, storage and networking devices. When an issue is detected, resolution is kick-started as automatic notifications and the necessary diagnostic information are sent to Dell EMC for troubleshooting to begin. Dell EMC technical support will contact you with a resolution, preventing issues from becoming costly problems.

Say goodbye to manual routines and downtime. SupportAssist accelerates resolution and minimizes effort, giving you time back in your day to focus on the projects that matter most. Start identifying, diagnosing and resolving issues faster today!

Key features

Automated

- When issues arise you are alerted, possibly before you know something is wrong.
- A support case is opened automatically, diagnostic information is sent to Dell EMC, and technical support begins troubleshooting.

Proactive

- Proactive monitoring happens 24x7x365
- Dell EMC technical support will contact you to start the resolution
- Monthly reports provide recommendations to optimize health and performance.

Predictive

- Using failure analysis, SupportAssist can predict issues and notify you and Dell EMC before they occur.
- Support cases are created on your behalf when issues are predicted.

“In the past, [if there was an issue over the weekend] it could be Monday before we opened a support case with Dell, but with SupportAssist, the case is automatically opened the minute it happens, and a spare part can be waiting for us when we arrive at work on Monday morning.”

Sumit Sharma,
 System Engineer,
 Winshuttle Software

Features vary by service level

Available features vary depending on the Dell EMC warranty purchased for your system. Customers with ProSupport Plus enjoy the full set of SupportAssist features, including predictive issue detection and monthly reports provided by Dell Technical Account Managers.

	Basic	ProSupport	ProSupport Plus
Automated issue detection and system state information collection	●	●	●
Proactive, automated case creation and notification		●	●
Predictive issue detection for failure prevention			●
Monthly reporting and recommendations			●

Security and privacy are of the utmost importance to Dell EMC.

Personal or business data is not collected. SupportAssist only collects system state information including configuration, event notifications, and system diagnostic information.

You are in control.

- Collections require user supplied credentials
- Credentials never leave your site
- You decide what is collected and sent
 - Installed software
 - Log files
 - Network ID can be masked

Your information is safe during transport and storage.



Transport

- 256-bit encryption
- Secure web ports
- Firewall protected one-way communication from your site to Dell
- Device usage and login credentials are never collected



Storage

- PCI-compliant data access at the database and application layers
- Restricted, default blocked access
- System state information purged upon request

“And OpenManage Essentials integrates with SupportAssist, which automatically creates cases if, for example, there’s an issue with a hard drive or node. Dell proactively monitors our network and our devices, and they give us a much better response time compared to other providers, thanks to Dell ProSupport.”

- Biju Samuel, Director of IT, Cardlytics

For more information visit Dell.com/SupportAssist or contact your Dell EMC representative.

¹ Third-party lab testing with Principled Technologies ([Resolving Server Problems with Dell ProSupport Plus and SupportAssist](#)), September, 2015

² Quote from the Winshuttle Software India ensures an excellent level of customer service [customer story](#).

³ Quote from Cardlytics speeds time-to-market with a hyper-converged solution from Dell [customer story](#).