



# ProSupport Enterprise Suite

Support that accelerates  
your business.

**DELL**EMC



# Comprehensive support for complex environments

The enterprise landscape is changing rapidly, and the pressure to introduce new technologies into your organization while efficiently maintaining existing servers, storage and networking has never been greater. Big Data, virtualization, application modernization, modular infrastructure and cloud computing can result in substantial benefits, but they require an even higher level of expertise. A complex environment means complex processes — and more potential problems. The more you depend on technology, the more important it is to have the right support.

To find time to focus on your business objectives and stay competitive, you need to manage:

- Maintenance costs
- Workload availability
- Multiple hardware and software vendors
- Automated proactive and predictive tools

**Today's complex environments require true enterprise-class support.**



## Proactive insights from Dell EMC

You're looking for efficiency. Most IT departments spend 80% of their time on routine maintenance and support instead of innovation — a fact that hasn't changed in years.<sup>1</sup>

With the right support solution, Dell EMC can help shift more of your focus to where it should be — on your business.

When you're working with multiple vendors to keep your servers, storage and networking up and running, things get difficult very quickly.

With the ProSupport Enterprise Suite, you can get the most out of your investment with the support expertise and insights Dell EMC is known for across the globe. The ProSupport Enterprise Suite doesn't just extend your IT team. It ensures you'll be able to resolve every question and every problem, every time.

### The ProSupport Enterprise Suite offers:

- Flexibility to choose support based on criticality of specific systems and the complexity of your environment
- A single point of accountability for all your hardware and software issues
- Broad, deep cross-domain experience that goes beyond a single piece of hardware
- Predictive, automated tools and innovative technology
- Consistent experience regardless of where you're located or what language you speak<sup>2</sup>

**“We can guarantee our customers and employees a high level of support due to the dramatic increase of 150 percent<sup>3</sup> in the efficiency of our support processes enabled by around-the-clock assistance from Dell .”**

—Huang Qiangyuan, IT System Manager,  
eLongNet Information Technology, China

## Experts. Insights. Ease.

<sup>1</sup> Source: IDC Converged and Integrated Systems End-User Survey, N = 300 (2012), N = 308 (2013), N=301 (2014)

<sup>2</sup> Availability and terms of Dell EMC Services vary by region. For more information contact your Dell EMC sales representative.

<sup>3</sup> Claim made by eLongNet. 150% reduction in time spent on support process seen after adopting ProSupport Plus service. [Read full story.](#)



# Why Dell EMC?

## Smarter strategies for smarter support.

A strategy that allows you to fearlessly adopt new technology gives you freedom to focus on your business. Having the same enterprise-class support from Dell EMC on all of your platforms, brands and solutions across your infrastructure gives you that freedom.

As managing technology gets harder, Dell EMC support is getting smarter.

Accelerate  
with  
**experts**

## Focus on your business while Dell EMC experts reduce IT complexity.

- 24,000+ support engineers globally
- 8,700+ certifications in industry-leading hardware, software and solutions
- Deep knowledge of complex, emerging technologies and multivendor environments
- Collaborative support agreements with over 170+ 3<sup>rd</sup> party software vendors

Accelerate  
with  
**insights**

## Improve performance and stability with deep insight and intelligent data.

- SupportAssist remote monitoring and automated support
- Predictive analysis for issue prevention and optimization enabled by SupportAssist<sup>4</sup>
- Personalized relationship with a dedicated Technical Account manager with deep knowledge of your business and environment
- Six Command Centers to proactively monitor field service events

Accelerate  
with  
**ease**

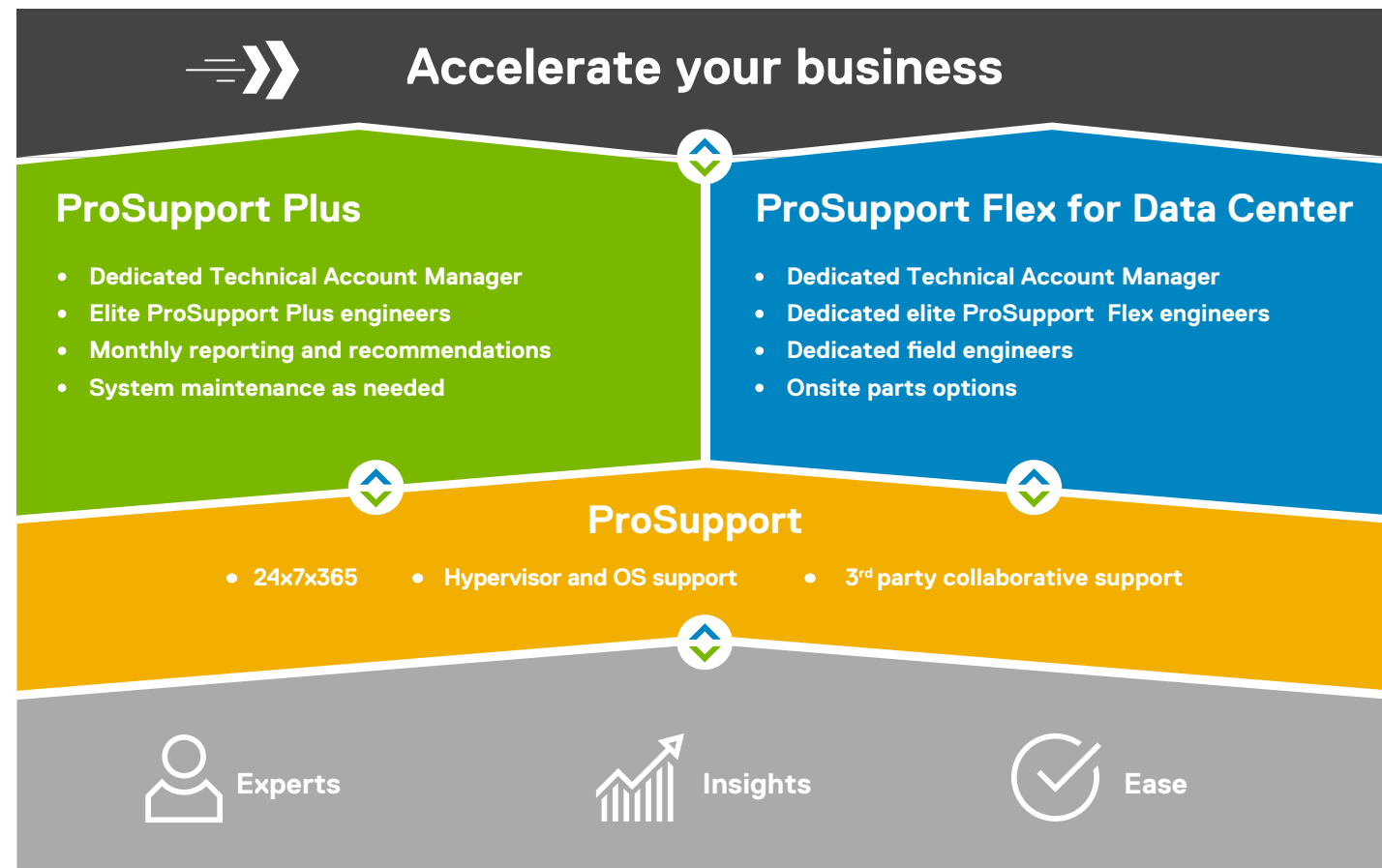
## Increase productivity with always accessible tailored support.

- Support offered in 160+ countries and 50+ languages
- 24x7\* phone, chat, email and social media support
- Consistent single-source support across hardware and software
- 95% customer satisfaction for enterprise ProSupport

<sup>4</sup> Predictive support is available for PowerEdge servers. \*Availability and terms of Dell EMC Services vary by region. For more information, visit [dell.com/servicecontracts/global](https://dell.com/servicecontracts/global).



# ProSupport Enterprise Suite



## Enterprise-class support realized.

Built on a foundation of experts, insights and customer ease, our ProSupport Enterprise Suite has the enterprise-class support your organization needs. Select the service that aligns with the criticality of your systems, complexity of your environment and how you allocate your IT resources.

## Technical Account Manager:

Your dedicated Dell EMC support professional.

- Highly skilled technical advisor who understands the specific IT needs and objectives of your business
- Single point of contact to facilitate account management and escalation resolution
- Personalized recommendations based on your environment, best practices and support trends across all of our customers to help improve productivity and stability

## Command Centers:

Proactive monitoring of field service events across the globe.

- Real-time dispatch monitoring efficiently routes engineers and service parts to your site to speed problem resolution
- Proactive planning and ongoing communication during major events to preempt anything that may affect rapid response
- Crisis management for critical situations ranging from natural disasters to power outages or virus attacks to mobilize and route emergency resources

“Our Technical Account Manager was fantastic at getting all parties together to resolve the issue quickly. Rather than passing blame between each other, everyone worked as a team.”

—**Richard Done**, Data-Centre Manager,  
North West Ambulance Service,  
United Kingdom





# ProSupport



You need unwavering support for hardware and software and a smart way to manage the mix of vendors in your environment. Dell EMC offers a single source with the expertise, know-how and capabilities to make supporting your IT easier.

When you choose ProSupport, highly trained experts are there around the clock and around the globe to address your IT needs. ProSupport helps you minimize disruptions and maintain a high level of productivity.

## When you choose ProSupport, you'll get:

- 24x7x365 access to certified hardware and software experts
- Collaborative support with 3<sup>rd</sup> party vendors
- Hypervisor and operating system support
- Consistent level of support available for Dell EMC and non-Dell EMC enterprise hardware
- Onsite parts and labor response options including next business day or four-hour mission critical

“If there’s a problem, each vendor blames the other. We have one point of contact with Dell, and we know that Dell will work with us to fix whatever comes up.”

— **Chris Hele**, Senior Technical Support Officer,  
North Norfolk District Council, United Kingdom





# ProSupport Plus

Critical workloads and applications require constant availability and the systems supporting them need more than break/fix support – they need proactive and predictive measures to get ahead of problems before they happen.

ProSupport Plus proactively improves the performance and stability of your critical systems through environmental intelligence and the right expertise for your organization. ProSupport Plus not only gets you back up and running quickly, but also helps you get ahead of problems before they happen. You'll have the freedom to adopt complex technologies with confidence, knowing Dell EMC has the expertise and insight to help you be more productive and focus on your goals.

## When you choose ProSupport Plus, you'll get:

- A dedicated Technical Account Manager who knows your business and your environment
- Direct access to elite ProSupport Plus engineers to ensure fast resolution of issues
- Personalized, preventive recommendations based on analysis of support trends and best practices from across the Dell EMC customer base to reduce support issues and improve performance
- Predictive analysis for issue prevention and optimization enabled by SupportAssist
- Proactive monitoring, issue detection, notification and automated case creation for accelerated issue resolution enabled by SupportAssist
- Support that extends up to seven years

**ProSupport Plus with SupportAssist significantly reduces IT effort:<sup>5</sup>**

Up to  
**90%**  
less IT effort to  
resolve issues<sup>5</sup>

“Compared with the past, we've reduced the time we spend on support by 90 percent<sup>6</sup> with the help of ProSupport Plus.”

—Huang Qiangyuan, IT System Manager, eLongNet Information Technology, China

# ProSupport Flex for Data Center

Large data centers are complex and unique. That's why you need a support solution that complements your internal resources and can evolve to fit your changing technology landscape.

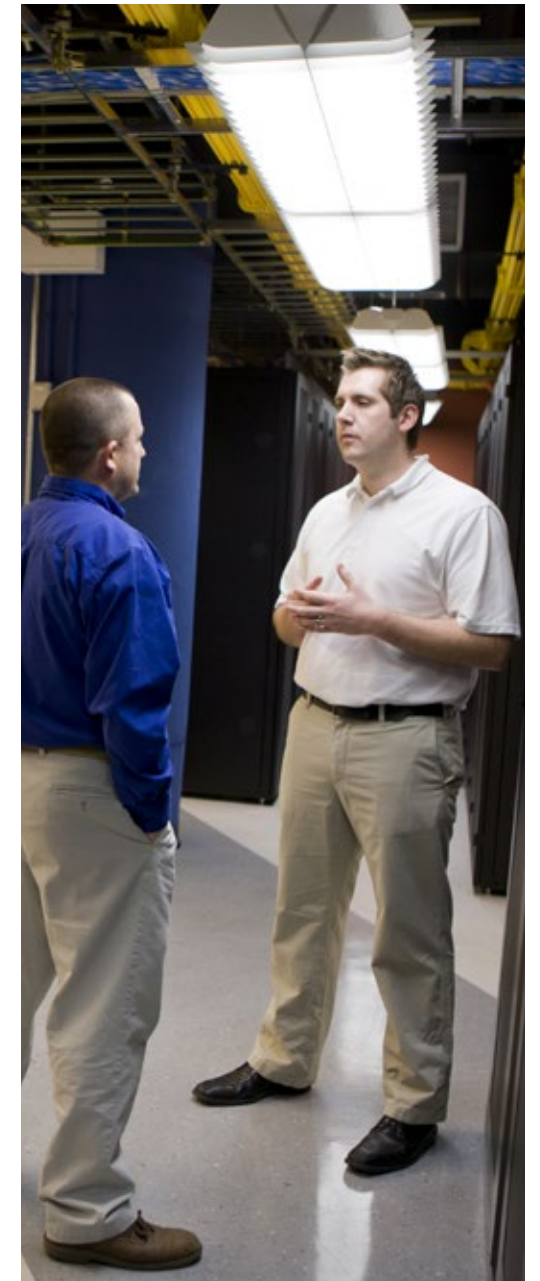
ProSupport Flex for Data Center offers flexible site-wide support for hyperscale data centers with more than 1,000 assets. This offering is built on standard ProSupport components that leverage our global scale but are tailored to your company's needs. While not for everyone, it offers a truly unique solution for Dell EMC's biggest customers with the most complex environments.

## When you choose ProSupport Flex for Data Center, you'll get:

- Enterprise-wide support that covers your entire data center
- A dedicated Technical Account Manager with remote, on-site, part-time and full-time options
- Dedicated elite ProSupport Flex technical and field engineers who are trained on your environment and configurations
- Flexible on-site support and parts options that fit your operational model
- A tailored support plan and training for your operations staff

“We appreciate everything about the offering: the service, flexibility, collaboration and quality of hardware.”

—Jürgen Hausmann, CEO, EVISCO, Germany




<sup>5</sup> Based on Sep 2015 Principled Technologies Test Report commissioned by Dell EMC. Actual results will vary. [Read full report.](#)

<sup>6</sup> Claim made by eLongNet. 90% reduction in time spent on support process seen after adopting ProSupport Plus service. [Read full story.](#)



# Support tools and technology



As demand for self-support, peer-support and automated support options continues to rise, our commitment and investment in these technologies has never been higher. With a goal of eliminating the need for support and minimizing customer effort along the way, we have developed a portfolio of tools and technologies to drive productivity, ensure uptime and maximize performance.

## SupportAssist

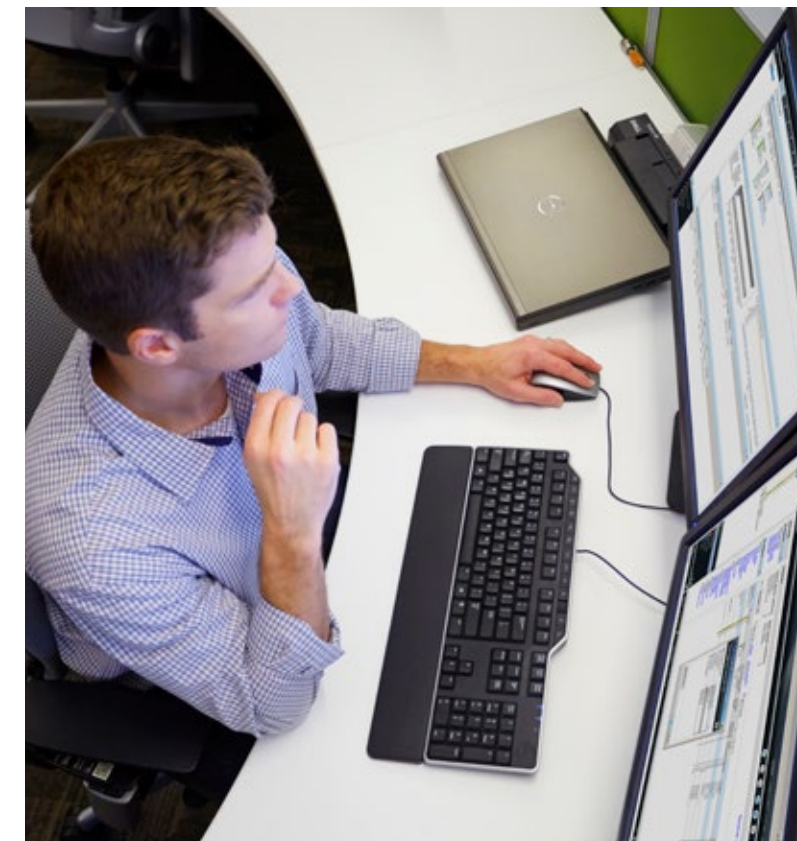
Proactive, predictive and automated support technology integrated into our suite of enterprise products and systems management consoles to enable faster resolution and reporting.

- SupportAssist includes remote monitoring, automated collections of system state information, proactive alerts in the event of a failure and automatic case creation.
- ProSupport Plus and ProSupport Flex for Data Center customers receive predictive notifications and personalized recommendations based on the analysis of support trends and best practices across our customer base.

## TechDirect

Join the over 10,000 companies that choose TechDirect to manage their technology and IT staff training. Available 24x7, this self-service portal allows you to:

- Request technical support
- Self-dispatch replacement parts
- Manage your Dell EMC certifications and training
- Integrate support functionality into help desk with APIs



“Using Dell SupportAssist is a no-brainer for us. There are issues that could come up where the tool can notify us ahead of time, and that will be a huge benefit for us.”

—Brian Robertson, Director of IT,  
Service King Collision Repair  
Centers, United States



# The right support for you

## Enterprise Support Services Feature Comparison

	ProSupport	ProSupport Plus	ProSupport Flex for Data Center
Technical support through tools, online, chat and phone	24x7	24x7	24x7
Service delivery for hardware repair	Next Business Day or Mission Critical	Next Business Day or Mission Critical	Flexible
Self-service case management & parts dispatch through Tec hDirect	●	●	●
Remote monitoring and automated issue detection by SupportAssist	●	●	●
Automated issue notification by SupportAssist	●	●	●
Dispatch monitoring and crisis management	●	●	●
Escalation Management	●	●	●
Hypervisor and OS support	●	●	●
Collaborative 3rd party assistance	●	●	●
Support for up to 7 years	●	●	●
Automated case creation by SupportAssist for issue resolution	●	●	●
Case Management API for helpdesk integration	●	●	●
Direct access to elite ProSupport Plus & ProSupport Flex engineers		●	●
Dedicated Technical Account Manager		●	●
Predictive issue detection by SupportAssist for failure prevention		●	
Monthly health check and performance recommendations		●	
Monthly contract renewal and support history reporting		●	Monthly or Quarterly
System Maintenance services recommended twice per year		●	Optional
Onsite Diagnosis		Optional	Optional
Dedicated technical and field support teams			●
Secure Support (Higher-level Clearance)			Optional
Site-wide entitlement and contract			●

Availability and terms of Dell EMC Services vary by region. For more information, visit [Dell.com/servicedescriptions](https://Dell.com/servicedescriptions).

## The Dell EMC difference

World-class companies all over the globe trust us to support their Dell EMC and multivendor enterprise systems efficiently and keep them running all day, every day. That's a responsibility that Dell EMC is proud to have — and proud to do well.

Improve performance and stability of critical systems, increase productivity and reduce downtime. With the experts, insights, and ease you get from the ProSupport Enterprise Suite, you'll always be prepared for whatever comes next — no matter what.



Go to [Dell.com/prosupport](http://Dell.com/prosupport) for more information or contact your Dell EMC sales representative.

