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 technologies

Today’s complex environments require true enterprise-class support.
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.¹ With the right support solution, 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 EMC is known for across the globe. The ProSupport Enterprise Suite doesn’t just extend your IT team. It enables you to resolve IT questions and problems in less time.

The ProSupport Enterprise Suite offers:

- Flexibility to choose support based on criticality of specific systems and the complexity of your environment
- A central 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 speak²

²Availability and terms of EMC Services vary by region and by product. For more information, contact your EMC sales representative.
Why 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 EMC on all of your platforms, brands and solutions across your infrastructure gives you that freedom.

As managing technology gets harder, EMC support is getting smarter.
Focus on your business while EMC experts reduce IT complexity.

• 55,000+ EMC & partner professionals
• 10,000+ certifications in industry-leading hardware, software and solutions
• Deep knowledge of complex, emerging technologies and multivendor environments
• Collaborative assistance with 3rd party technology vendors

Improve performance and stability with deep insight and intelligent data.

• Secure Remote Services (ESRS) automated monitoring and predictive* analysis for issue prevention and optimization
• Personalized relationship with a designated Technology Service Manager with deep knowledge of your business and environment
• Twelve Centers of Excellence and Joint Solution Centers deliver in-house collaboration leveraging our alliances with leading application providers

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
• 94% customer satisfaction for EMC Support & Deployment services

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ProSupport Enterprise Suite

Accelerate your IT Transformation

ProSupport Plus

- Designated Technology Service Manager
- ProSupport Plus engineers
- Monthly reporting and recommendations
- System maintenance as needed

ProSupport

- 24x7x365
- Operating Environment Software
- 3rd party collaborative support

Experts Insights Ease

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.
Technology Service Manager:
Your designated EMC support advocate.

- Highly skilled service account management expert who understands the specific IT needs and objectives of your business
- Central point of contact to facilitate service 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

“We get mini-storage reports every week, plus our monthly conference calls to review everything in detail. I’ve even received text messages. This is why EMC Storage is the standard for Intuit’s data warehouse workloads. It’s a no-brainer.”

— Alex Lancaster, Data Engineering Manager, Intuit, United States
ProSupport

You need unwavering support for hardware and software and a smart way to manage the mix of vendors in your environment. 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 3rd party vendors
- Operating Environment Software
- Consistent level of support available for EMC hardware, software and solutions
- Onsite parts and labor response options including next business day or four-hour mission critical

*Availability and terms of EMC Services vary by region and by product. For more information, contact your EMC sales representative.
A recognized services innovator!

5 Temkin Group Customer Experience Excellence Awards

30 TSIA STAR Awards for customer service
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 automated support, analytics 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 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 designated Technology Service Manager who knows your business and your environment
• Access to senior ProSupport Plus engineers for faster issue resolution
• Personalized, preventive recommendations based on analysis of support trends and best practices from across the EMC customer base to reduce support issues and improve performance
• Predictive analysis for issue prevention and optimization enabled by Secure Remote Service (ESRS)
• Proactive monitoring, issue detection, notification and automated case creation for accelerated issue resolution enabled by ESRS
• Support that extends up to seven years

*Availability and terms of EMC Services vary by region and by product. For more information, contact your EMC sales representative.
“ProSupport Plus not only gets you back up and running quickly, but also helps you get ahead of problems before they happen.”
Tools and technologies* that power your support experience

As demand for self-support, peer collaboration and automated support options rise, we continue to invest in and expand these technologies. With a goal of enhancing support and minimizing customer effort along the way, we have developed a portfolio of proactive, predictive tools and technologies that put you in control, drive productivity, avoid issues and improve the wellness of your IT environment.
Get connected

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.

“Besides simplifying day-to-day support, the MyService360 dashboard will help [us] make good business decisions about our future. It’s very cool!”
— Open Line, B.V., Netherlands
The right support for you

Enterprise Support Services
Feature Comparison

<table>
<thead>
<tr>
<th>Feature</th>
<th>ProSupport</th>
<th>ProSupport Plus</th>
</tr>
</thead>
<tbody>
<tr>
<td>Remote technical support</td>
<td>24x7</td>
<td>24x7</td>
</tr>
<tr>
<td>Onsite support</td>
<td>Next Business Day or Mission Critical</td>
<td>Mission Critical</td>
</tr>
<tr>
<td>Automated issue detection and case creation</td>
<td>●</td>
<td>●</td>
</tr>
<tr>
<td>Self-service case initiation and management</td>
<td>●</td>
<td>●</td>
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<tr>
<td>Hypervisor, Operating Environment Software and OS support</td>
<td>●</td>
<td>●</td>
</tr>
<tr>
<td>Priority access to specialized support experts</td>
<td>●</td>
<td>●</td>
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<tr>
<td>Designated service account management expert</td>
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<td>●</td>
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<tr>
<td>Periodic assessment and recommendations</td>
<td>●</td>
<td>●</td>
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<tr>
<td>Monthly contract renewal and support history reporting</td>
<td>●</td>
<td>●</td>
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<tr>
<td>Systems Maintenance guidance</td>
<td>●</td>
<td>Semiannually</td>
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<tr>
<td>Designated technical and field support teams</td>
<td>●</td>
<td>●</td>
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</table>

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World-class companies all over the globe trust us to support their EMC and multivendor enterprise systems efficiently and keep them running all day, every day. That’s a responsibility that 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.

The EMC difference