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.
- On-demand reporting and 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.

“Because of Dell EMC ProSupport Plus and Dell EMC SupportAssist, I have received calls or emails telling me about a problem I didn’t even know I had.”

Mike Kott
System Administrator
Lifting Gear Hire
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.

<table>
<thead>
<tr>
<th>You are in control.</th>
<th>Your information is safe during transport and storage.</th>
</tr>
</thead>
<tbody>
<tr>
<td>- Collections require user supplied credentials</td>
<td>- 256-bit encryption</td>
</tr>
<tr>
<td>- Credentials never leave your site</td>
<td>- Secure web ports</td>
</tr>
<tr>
<td>- You decide what is collected and sent</td>
<td>- Firewall protected one-way communication from your site to Dell</td>
</tr>
<tr>
<td>- Installed software</td>
<td>- Device usage and login credentials are never collected</td>
</tr>
<tr>
<td>- Log files</td>
<td>- Restricted, default blocked access</td>
</tr>
<tr>
<td>- Network ID can be masked</td>
<td>- System state information purged upon request</td>
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</tbody>
</table>

Transport

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

Storage

“We can proactively identify issues before they become problems with SupportAssist, and enable staff to stay productive.”

– Benjamin Ogier
IT Project Manager
Business France

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