

# The freedom to focus on your business



The more you depend on technology, the more important it is to have the right support

## Support Services for Dell EMC Storage

All-Flash & Hybrid · NAS & Object · Software-Defined

Get the most out of your investment with the support expertise and insights Dell EMC is known for across the globe.

### Smart strategies for intelligent support

Dell EMC makes storage system support fast and easy, giving you:

- Flexibility to choose the right support based your specific needs
- A central point of accountability for your hardware and software issues
- Broad and deep experience that goes beyond a single workload
- Automated, proactive and predictive tools and innovative technologies
- An exceptional customer experience regardless of where you are located or what language you speak

### ProSupport Plus – Proactive, predictive support for critical systems

Identify, prevent and resolve storage issues faster with automated predictive support and account-level expertise. When you choose our highest level of support, you'll get all the benefits of ProSupport, plus:

- A designated Technology Service Manager who understands your environment
- Priority access to senior ProSupport Plus engineers for faster issue resolution
- Predictive analysis for issue prevention
- System maintenance guidance

### ProSupport – Single-source support for hardware and software

Round-the-clock support addresses your IT needs, helps minimize disruptions and provides:

- Automated issue detection and case creation
- Self-service case initiation and management
- Operating environment software support

## Accelerated Support

Storage systems supported by ProSupport Plus have up to

61%

Faster response time<sup>1</sup>

34%

Faster issue resolution<sup>1</sup>

## Powering your support experience with proactive, data-driven technologies

In the era of digital transformation, technologies that maximize availability and uptime are critical to your business. To get the full value of your storage systems, you'll have access to Dell EMC's data-rich environment, ensuring accurate, timely decision-making and issue resolution.

With ProSupport Enterprise Suite and a connection to Secure Remote Services or SupportAssist, you'll receive proactive monitoring of your environment and automatic issue detection in order to avoid costly problems. MyService360 simplifies your online support experience with real-time data visualizations of service activities and a direct link to your CloudIQ\* interface. Aggregating thousands of data points a day, CloudIQ gives you an anytime, anywhere dashboard showing your individual storage system health scores.

\*CloudIQ is available with Dell EMC Unity, SC Series, XtremIO, PowerMax and VMAX.

## Optimize for Storage | For Dell EMC Unity and SC Series

Optimize for Storage customers experience up to

34%

reduction in data loss and downtime<sup>2</sup>

up to

24%

fewer critical issues<sup>3</sup>

### It's like a personal coach for your storage system

Optimize for Storage provides in-depth analysis and strategic guidance to keep your Dell EMC storage systems optimized and configured for year-round peak performance.

Get highly skilled expertise from a Dell EMC storage expert who monitors system health and identifies areas for improvement. Serving as both coach and a trusted advisor, your designated expert guides your team through strategic, actionable next steps, resulting in significantly less risk of data loss, downtime or business delays.

#### Ideal for organizations that require:

- Ongoing personalized guidance and fast response to changing demands
- A worry-free environment that's always operating at peak performance
- Continual availability and access to business-critical data and workloads

## Personalized Support Services

### Tailor your Dell EMC support experience to meet your unique needs

Large IT organizations face many challenges – among them, meeting the immediate needs of internal clients. Dell EMC Personalized Support Services can help you overcome IT challenges by allowing you to personalize your support experience. Each specialized service ensures a dedicated single point of contact to identify and solve issues effectively at the enterprise, technology or product level.

**Services Account Manager**  
Strategic management  
of support issues

**Technical Account Manager**  
Proactive technical  
expertise

**Designated Support Engineer**  
Product-focused  
troubleshooting

For more details, contact your Dell EMC representative or visit [Dell.com/ProSupport](https://Dell.com/ProSupport).

<sup>1</sup>Based on a September 2018 internal analysis of service requests from August 2017 to August 2018 for Dell EMC Storage and Data Protection products comparing service requests for products with ProSupport Plus for Enterprise vs. products without it. Actual results may vary.

<sup>2</sup>Based on internal analysis of technical support incidents from August 2017 to May 2018 for SC Series comparing the percentage of Data Unavailable/Data Loss cases in systems with Optimize for Storage vs. systems without it. Actual results may vary.

<sup>3</sup>Based on internal analysis of service tags from July 2009 to October 2018 for SC Series comparing the percentage of Severity 1 cases in systems with Optimize for Storage vs. systems without it. Actual results may vary.