Multi-Vendor Support

Simplify Support Operations and Improve Efficiency

Struggling to manage hardware maintenance contracts with multiple OEMs?
Multi-Vendor Support from Dell Technologies can help.

Simplicity
- Streamline support operations by consolidating hardware maintenance contracts through Dell Technologies
- Quickly troubleshoot issues spanning infrastructure from multiple OEMs

Predictability
- Improve efficiency through consistent management and delivery processes
- Leverage established relationships, with “first call” going to the Dell EMC team
- Reduce security risk of numerous vendors having access to the data center

ROI Maximization
- Minimize unexpected expenses from out-of-warranty repair on aging assets
- Reduce cost and time of managing multiple OEMs in a mixed environment
- Focus on strategic initiatives while we handle the complexity of support management and delivery

The Need for Focus and Simplicity
“As long as internal staff are consumed with day-to-day tasks, which are laborious and time-consuming, they will rarely or never get to work on more innovative, big picture tasks.”

Key Components of Multi-Vendor Support
- 4HR or Next Business Day parts and labor after remote diagnosis\(^1\), 24/7 Technical Assistance
- Support for IBM, HP, NetApp, Cisco and more\(^2\)

\(^1\) Forrester Consulting, Feb 2019

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“Innovate with Services”
a commissioned study conducted by Forrester Consulting on behalf of Dell EMC, Feb 2019
Multi-Vendor Support Enables Data Center Transformation

1 **Stabilize & Simplify**
   - Consolidate contracts
   - Reduce support management costs
   - Improve resource utilization

2 **Modernize**
   - Refresh aging IT assets
   - Enhance infrastructure and support consistency

   **Migration Services**
   - Refresh Dell EMC hardware with Dell EMC hardware
   - Refresh 3rd party hardware with Dell EMC hardware
   - Continue Multi-Vendor Support if tech refresh is not an option

3 **Optimize**
   - Maximize ops efficiency
   - Shift limited resources to high-value strategic projects

   **Scale Efficiently**
   - Deployment Services
   - Managed Services
   - Residency Services
   - Support Services
   - Education Services

Contact your APOS Renewals Representative to build a support plan for your organization.

1 Onsite Service after Remote Diagnosis is determination by online/phone technician of cause of issue; may involve customer access to inside of system and multiple or extended sessions. If issue is covered by Limited Hardware Warranty and not resolved remotely, technician and/or part will be dispatched. Availability and pricing of 4HR and Next Business Day response varies by region. Other conditions apply.

2 Contact a Dell Technologies Support Specialist for information on specific 3rd party systems covered by Multi-Vendor Support, SLAs, pricing and availability by region. Also, see the Multi-Vendor Support description for more detail.

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