Service Description: DELL EMC Premier Support

Related Documents
This Service Description document should be read in conjunction with the following documents applicable to the Product: (1) DELL EMC End User License Agreement; (2) DELL EMC Product Life Cycle; and (3) DELL EMC Core Support Service Description, each of which is incorporated herein.

Direct Purchase from DELL EMC
If Customer has purchased this Support Service directly from Dell or a Dell affiliate (“DELL EMC”), this Service Description is incorporated into the purchasing agreement with DELL EMC. With respect to the DELL EMC Product(s) subject to this Service Description, any conflicting support service terms and conditions stated in such purchasing agreement are modified to the extent stated herein. In the event of a conflict between this Service Description and the purchasing agreement, this Service Description shall govern.

Purchase via DELL EMC Authorized Partner
If the Customer has purchased this Support Service through a DELL EMC Authorized Partner, this Service Description establishes the terms governing DELL EMC’s provision of this Support Service. Any additional or conflicting support service terms and conditions stated in the contract between Customer and Customer’s DELL EMC Authorized Partner are expressly not agreed to or assumed by DELL EMC.

This DELL EMC Premier Support Service is intended to supplement a current support agreement for Products and is only available where all Product(s) in Customer’s Install Location are supported through a minimum of DELL EMC Core Support Services. DELL EMC shall provide the DELL EMC Premier Support Service described herein for which DELL EMC has been paid the appropriate fee.

Effective for program enrollment orders placed on or after August 1, 2019.

DELL EMC Responsibilities
In addition to Core Support Services, DELL EMC will provide the following:

DELL EMC Account Management
- Support Coordination: DELL EMC will designate an individual (“Customer Advocate” or “CA”) to act as the primary non-technical liaison and point of contact between the Customer and DELL EMC to provide Deliverables and coordinate support activities.
- Production Prep Coordination: The CA will act as the Customer’s single point of contact during the transition period between Installation and System Production to (a) navigate DELL EMC support processes; and (b) maintain awareness with DELL EMC account team representatives and Customer’s local field engineers of all Product support activity.
- Care Log Reporting: On a weekly basis, the CA will review Service Requests related to Customer’s Product and deliver standard reports to the Customer.
- Support Operation Business Review: On a semi-annual basis, the CA and Customer will conduct an Operational Business Review on the Deliverables to review Customer’s business objectives. The Operational Business Review may include (a) measurable key performance indicators; (b) support related trends; (c) program goals; and/or (d) support program accomplishments.
- Entitlement Review: Upon Customer’s request, but limited to once a semi-annual basis, the CA will perform a review of support service entitlement data and perform an analysis of support delivery against entitlement service level objectives.
- Contract Gap Analysis: Upon Customer’s request but limited to a semi-annual basis; DELL EMC will review Customer’s purchase of Support Services as described in the applicable Service Description at the time of purchase and the associated supported Products to maintain the correct level of Support Services.
- Root Cause Analysis: reports will be made available a maximum of two (2) times per year, on each Vxblock® System, for impacting events with: significant data loss, significant data unavailability or complete loss of service. Logs and data pertaining to the event must have survived recovery actions and made available to complete the report.

Escalation Management
- The CA will manage and track production impacting events reported to DELL EMC until service is restored and will use commercially reasonable efforts to (a) coordinate with knowledgeable staff at DELL EMC and its suppliers; (b) provide executive awareness for unresolved Severity 1 cases; and (c) provide regular updates to Customer with regard to outstanding issues and action plans.
- DELL EMC will designate an engineer to (a) provide remote problem resolution, of critical cases at the Product level, focusing primarily on Severity 1 cases and other Severity Level cases that DELL EMC deems critical and (b) provide optimization support deliverables include Health Check Reports and Remote Change Support.

Optimization Support
- Health Check Reports: On a semi-annual basis, DELL EMC will conduct a Health Check to generate a report with best practice recommendations to upgrade Customer’s current Product configuration to the validated Configuration Matrix
and will assist Customer with developing a plan to implement such recommendations.

▪ Remote Change Support: On a semi-annual basis, DELL EMC will provide scheduled remote support during an upgrade window as needed to implement changes that align with the Health Check recommendations according to the developed plan.

▪ On-site Change Support: On a semi-annual basis, DELL EMC will provide scheduled On-site support during an upgrade window as needed to implement changes that align with the Health Check recommendations according to the developed plan with mutually agreed to notification.

Customer Responsibilities
The provision of Premier Support Services by DELL EMC assumes that Customer will:

▪ Designate a representative to act as the primary interface with DELL EMC.

▪ Attend regularly scheduled conference calls for open case reviews.

▪ Provide reasonable electronic access to Customer's Product to assist DELL EMC in providing support.

Supplemental Glossary of Terms

▪ **Customer Advocate (CA)** means a designated DELL EMC individual to act as the primary non-technical liaison point of contact to provide Deliverables and Activities.

▪ **Configuration Matrix** means a specific set of EMC, Cisco, and VMware hardware and software components that are (a) defined by DELL EMC Product Management; (b) designed by DELL EMC Product Engineering; (c) validated by DELL EMC Quality Assurance; (d) documented by DELL EMC Tech Publications; and (e) supported by DELL EMC Customer Support Services.

▪ **Deliverables** means the reports and documents to support the activities defined herein.

▪ **Health Check** means tests run on the Product to compare Customer's current configuration to the validated DELL EMC Configuration Matrix.

▪ **Installation** means the installation phase when the Product is (a) physically installed at the Install Location; and (b) powered up.

▪ **System Production** means the installation phase when the Product has passed end-to-end test plans.

[Remainder of Page Intentionally Blank.]