

# Enterprise Support Services



YOUR IDEAS | YOUR FUTURE | OUR SUPPORT



**DELL**Technologies



# Our world is changing

There was a time when running a data center was pretty straight forward. Your goal was to keep systems available to the business. But those days are gone. In today's changing world, your team is being asked to do more than ever before, and that may have you looking for answers.

“What if my team doesn't have the right skills?”

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If you're asking these questions, you're not alone. 62% of IT leaders say their teams lack the skills to realize the full potential of technology purchases, and 65% say they're unable to maximize the value of new technology.<sup>1</sup>

“What would happen to my business if critical systems went down?”

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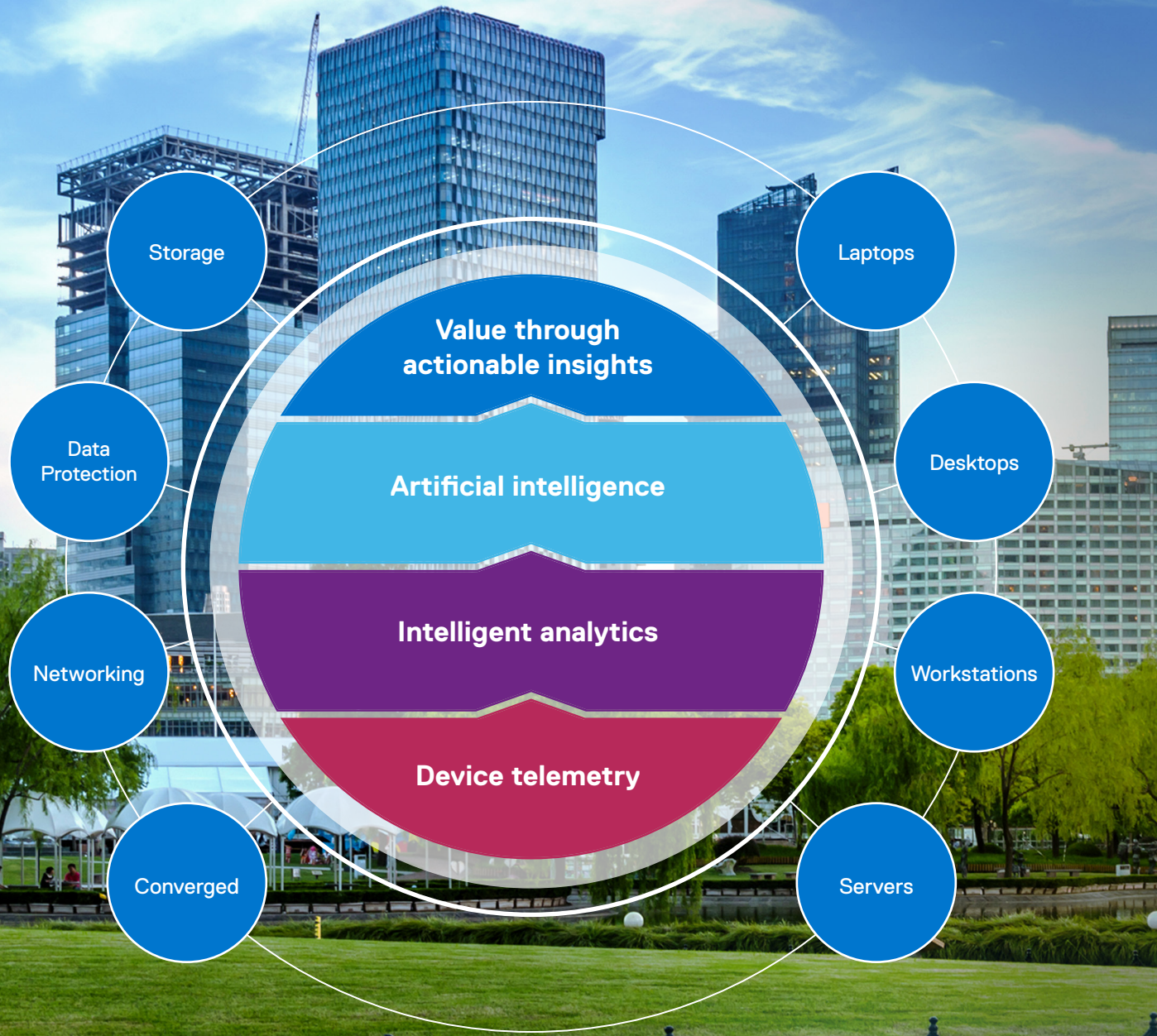
And what happens if your team doesn't have the right resources or skills to support your IT infrastructure? Your business could end up in the news for all the wrong reasons. IT leaders report an average of 727 hours of downtime across their data center infrastructure, costing the business over \$960,000 USD each year.<sup>2</sup>

“How can I make sure I'm getting the most from our technology purchases?”

The kind of support you get from your technology partner is so important. But don't take our word for it. When asked the question, “Does the quality of the support organization drive which vendors your company purchases hardware from?” 85% of IT leaders said “Yes.”<sup>3</sup>







# A customer experience leader you already know

You know Dell. In fact, you may be reading this on one of our award-winning laptops, desktops, or workstations. But did you know that we've been providing exceptional products and services for our IT infrastructure customers for over 25 years?

At this very moment, we are connected to over 70 million devices and that number continues to grow. Our artificial intelligence-powered connectivity technologies predict over 3.5 million issues every year and prescribe hardware and software optimizations with over 650 billion analytic rules executed daily to help us answer key questions about what our customers need and how their technology is performing.<sup>4</sup>





# The support you want today and in the days to come

Whether you're buying your first Dell EMC solution, or have thousands all over the world, Enterprise Support Services from Dell Technologies help make sure you're getting the most out of your investment.

If you're looking for 24/7 immediate troubleshooting from a support expert, proactive guidance from someone that knows your business, or a fully customized support experience that spans your global operations, Enterprise Support Services has you covered.

With over 25 years' experience providing our customers strategic guidance and expert recommendations, along with artificial intelligence built from millions of connected devices, Dell Technologies has the right combination of proactive, predictive, and reactive capabilities to help you through today's challenges and the challenges to come.

ProSupport  
Enterprise Suite



Optional Support Services  
for Enterprise





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

The ProSupport Enterprise Suite is designed to help you get the most out of your investment with the support technologies and expertise Dell Technologies is known for across the globe. The ProSupport Enterprise Suite doesn't just extend your IT organization, it ensures you'll be able to predict and proactively resolve problems in less time.

The ProSupport Enterprise Suite has the enterprise-class support your organization needs. Services that align with the criticality of your systems, complexity of your environment and how you allocate your IT resources.



ProSupport Enterprise Suite	
<b>ProSupport Plus for Enterprise</b>	Proactive and predictive support for systems that look after your business-critical applications and workloads
<b>ProSupport for Enterprise</b>	Comprehensive 24x7 support for hardware and software
<b>Basic hardware support</b>	Hardware support during normal business hours



# Not all IT organizations are built the same

You may be just beginning your IT journey or have data centers around the globe; either way, you want a services partner that has global capabilities and local expertise.

Optional Support Services for Enterprise complement the ProSupport Enterprise Suite to provide support proficiencies that are critical for modern data center operations. Whether it's security and compliance, proactive technical guidance, onsite troubleshooting for remote locations, an inventory of spare parts located inside your data center, or even multivendor support, we have the support services you're looking for.

## Optional Support Services for Enterprise

### ProSupport One for Data Center

Beyond break-fix; helps you achieve optimal outcomes around the globe with predictable costs

### Technical Account Manager

An expert focused on a specific technology providing proactive guidance and support

### Optimize for Infrastructure

Ongoing analysis and personalized guidance for eligible infrastructure solutions

### Data Security Services

Ensure data security throughout the life of your infrastructure solutions

### Onsite Diagnosis Service

Onsite troubleshooting on your behalf by a skilled technician to any site

### Logistics Online Inventory Solution

Manage, monitor, and automatically replenish a parts inventory stored at your location

### Multivendor Support

Experts to help you manage and support hardware across multiple technologies and platforms



# The Dell Technologies Difference



World-class companies all over the globe trust us to support their Dell Technologies infrastructure solutions and keep them running all day, every day. That's a responsibility we are 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 Enterprise Support Services, you'll always be prepared for whatever comes next — no matter what.





To learn more, contact your Dell Technologies sales representative  
or visit [delltechnologies.com](https://www.delltechnologies.com)

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1. Source: Forrester Consulting; “Innovation Leaders Need IT Services To Drive Transformative Outcomes.” 2019
  2. Source: IDC: “The Cost of Downtime and the Value of Support Contracts.” From IDC Perspective 2020. #US46505517
  3. Source: IDC: “A New Era in Software Support: Improving the Customer Experience in a SaaS World.” From IDC Directions 2019. #DR2019\_LAL2\_ES
  4. Based on an internal analysis of Dell Technologies connectivity and portal technologies for enterprise and client systems as of March 2020.

Availability and terms of Dell Technologies services vary by region and by product. For more information, visit [delltechnologies.com](https://www.delltechnologies.com).

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