

# Services for PowerEdge Servers

## Services for every stage of the PowerEdge lifecycle<sup>1</sup>

Maximize your PowerEdge servers with Dell Technologies Services. With global scale and unmatched expertise, our services provide you with the assurance that your servers will run securely and optimally throughout your PowerEdge journey.

### Deployment Services

ProDeploy Infrastructure Suite delivers factory & field deployment best practices, refined over 35 years.

All delivery options include a <b>single point of contact</b> for project management.	FACTORY		FIELD			
	ProDeploy Factory Configuration	ProDeploy Rack Integration*	Basic Deployment	ProDeploy		ProDeploy Plus
Hardware installation and cabling	-	•	Onsite	Guided	Onsite	Onsite
Asset tagging and reporting	•	•	-	-	-	-
Firmware, BIOS, and iDRAC configuration	•	•	-	Remote	Remote	Onsite
RAID/OS/Hypervisor	•	•	-	Remote	Remote	Onsite
Install Dell support automation software and connect to analytics dashboard	-	-	-	•	•	•
Online collaborative environment for requirements gathering and status tracking	-	•	-	•	•	•

Factory-based services speed up deployment by delivering pre-configured servers and fully integrated racks. \*ProDeploy Rack Integration available in US only. Custom rack integration is available globally.

### Choices in the ProDeploy Infrastructure Suite provide the following software implementations

- BIOS settings
- RAID configuration
- Driver installs
- Firmware freeze
- Network Connectivity
- Virtual Machines\*\*
- VMotion/Live Migration\*\*
- Datacenter bridging\*\*
- Cluster creation\*\*
- Network partitioning\*\*
- Virtual Networking\*\*
- Hypervisor manager\*\*
- Network Connectivity

\*\*Only available with ProDeploy, ProDeploy Plus, and ProDeploy Rack Integration Services.

Expand your capabilities with additional deployment offers to compliment the ProDeploy Infrastructure Suite. Talk with your representative to learn more.

### Residency Services — Get the most of PowerEdge with hands-on expertise



Certified technical experts act like an extension of your IT staff to enhance internal capabilities and resources and help you realize faster adoption and maximized ROI of new technology.

- Global delivery available via in-person (onsite) or virtual (remote) resources
- Engagements starting at 2 weeks with flexibility to adjust

## Support Services

Maximize uptime and receive the support that's critical for modern data center operations.

### ProSupport Infrastructure Suite

#### ProSupport Plus for Infrastructure

Support for your business-critical PowerEdge servers, helping you accelerate your IT transformation.

- An assigned Service Account Manager
- Priority access to specialized support engineers
- Automated, proactive and predictive support
- Enhanced mission critical support

#### ProSupport for Infrastructure

Comprehensive 24x7 support for PowerEdge hardware and software.

- 4 hr and Next Business Day options for onsite parts and labor support
- CloudIQ Cybersecurity Assessments

### Specialty Support Services for Infrastructure

#### ProSupport One for Data Center

Site-wide support for large and distributed data centers with >1,000 assets who seek to customize their service plan with flexible features and pricing.

#### Technical Account Manager

An experienced technical expert, focused on a specific technology area within your environment, providing proactive and strategic guidance.

#### Multivendor Support Service

Providing support for numerous original equipment manufacturers (OEMs) to help reduce complexity and simplify costs.

#### Onsite Diagnosis Service

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

## Data and Security Services

Move and protect the security of vital data with confidence

### Data Migration Services

Our experts use proven tools to streamline migrations and provide you a faster time to value whether you are upgrading technology, changing platforms or leveraging cloud.

### Data Sanitization / Data Destruction for Enterprise

Renders data unrecoverable on assets that are being refreshed or retired, and provides NIST compliant certification.

### Keep Your Hard Drive / Keep Your Component for Enterprise

Provides full control of sensitive data and minimizes security risk by letting you retain possession of failed drives / components when receiving replacement parts without incurring additional cost.

### Managed Detection and Response

Powered by Secureworks® Taegis™ XDR provides around-the-clock access to security experts and deep visibility that monitors, detects, investigates and responds to threats across the entire IT environment.

## Education Services

Develop the skills needed to accelerate your digital transformation

### PowerEdge Training Courses

Recommended training for PowerEdge users including: concepts, installation, administration, troubleshooting and MX Modular Platform.

### PowerEdge Proven Professional Certifications

Validate skills related to PowerEdge training. Includes Associate-level and Specialist-level certifications.



### Course Catalog: Additional Education Services Offers

Find the technical training your team needs in Cloud, Converged/HCI, Data Protection, Data Science, Networking, Security, Servers and Storage.

For more information, please contact your Dell Technologies representative or visit us online at [Dell.com/services](https://Dell.com/services)

<sup>1</sup>This spec sheet does not cover every service available for PowerEdge servers but is rather meant to serve as a guide. For questions on any additional services available please speak with your Dell representative.

<sup>2</sup>Hardware install is performed by Dell or customer depending on service purchased.

<sup>3</sup>Summary of ProDeploy scope listed above. Any deployment beyond scope can be extended with Additional Deployment Time or custom quote.

<sup>4</sup>These services take place at our factory. The list of services is not an all-inclusive list of our capabilities