

# ProSupport Plus for Enterprise



Adopt complex technologies with confidence.

## Critical systems deserve our best support.

ProSupport Plus for Enterprise is enterprise-class support that is designed to proactively improve the performance and stability of your critical systems through environmental intelligence and the right expertise for your organization.

It is designed to not only get you back up and running quickly, but also help you get ahead of problems before they happen. You'll have the freedom to adopt complex technologies with confidence, knowing Dell Technologies' best resources are with you every step of the way.

## Choose ProSupport Plus:

- Immediate advanced troubleshooting from an engineer that understands the entire Dell Technologies infrastructure solutions product portfolio
- An assigned Service Account Manager - your #1 support advocate, ensuring you get the best possible proactive and predictive support experience
- 3rd party software support - we are your single point of accountability for any eligible software installed on your ProSupport Plus system, whether you purchased it from us or not
- Predictive analysis for issue prevention and optimization
- Proactive monitoring, issue detection, notification and automated case creation for accelerated issue resolution
- Semiannual systems maintenance - keep your ProSupport Plus systems up to date with installation of latest firmware BIOS and drive updates to improve performance and availability
- Optional next business day or 4-hour mission critical onsite hardware support response

Improve the performance of critical systems and accelerate your IT transformation.

# Proactive support for critical systems

## Benefits:

- Adopt complex technologies with confidence by relying on our experts
- Improve performance and stability with automated proactive and predictive recommendations
- Maximize workload availability with automated support



### Experts

- Assigned Service Account Manager
- Priority access to specialized support experts



### Insights

- Proactive assessments and performance recommendations
- Predictive issue detection
- Semiannual systems maintenance



### Ease

- 3rd party software support
- Hypervisor, operating environment and OS support
- Automated case creation with notification

Feature	Basic	ProSupport	ProSupport Plus
Remote technical support	9x5	24x7	24x7
Covered products	Hardware	Hardware Software	Hardware Software
Onsite hardware support	Next business day	Next business day or 4hr mission critical	Next business day or 4hr mission critical
3 <sup>rd</sup> party collaborative assistance		●	●
Self-service case initiation and management		●	●
Access to software updates		●	●
Proactive storage health monitoring, predictive analytics and anomaly detection with CloudIQ and the CloudIQ mobile app		●	●
Priority access to specialized support experts			●
Predictive detection of hardware failures			●
3 <sup>rd</sup> party software support			●
An assigned Service Account Manager			●
Proactive, personalized assessments and recommendations			●
Proactive systems maintenance			●

For more information, contact your Dell Technologies sales representative

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