

ProSupport Infrastructure Suite



Focus on IT innovation goals with a new approach to IT support

FORRESTER®

IT leaders need IT services to achieve business outcomes

65%

need **external, technology-specific expertise** to help internal IT teams to be successful

63%

of respondents state they need **services providers with deep technical partnerships** with other industry leaders.

77%

of IT decision-makers agree that using **automated tools and technologies** provided by IT services providers allows them to focus on innovation and strategic initiatives¹

ProSupport Infrastructure Suite



When technology drives your operations, you need a support solution designed to keep pace with modern IT demands.

Dell's ProSupport Infrastructure Suite redefines IT resilience with intelligent, proactive solutions built for modern enterprises—combining unrivaled technical expertise with cutting-edge technology to deliver unmatched reliability.

Whether you're scaling up infrastructure or maintaining stability in critical systems, ProSupport Infrastructure Suite provides the confidence, agility, and efficiency you need to drive innovation and achieve your business goals.

Dell product-level technical support and guidance for infrastructure solutions

ProSupport Infrastructure Suite

Designed with flexibility in mind, the ProSupport Infrastructure Suite provides robust, efficient support solutions you can count on.

Basic Hardware Support*

Hardware support during normal business

GOOD

ProSupport for Infrastructure

Comprehensive 24x7 proactive and predictive support for hardware and software

BETTER

ProSupport Plus for Infrastructure

Designed specifically for customers seeking preventative maintenance and optimal performance on their business-critical assets

BEST

*Basic Hardware Support upgrades and extensions are not available in Germany

DELLTechnologies

ProSupport Plus for Infrastructure

A complete support solution for your business-critical workloads and applications

EXPERTS



Priority access to senior technical support engineers

Assigned Technical Customer Success Manager

Mission Critical support for the fastest possible response to critical issues

INSIGHTS



Personalized assessments and actionable performance recommendations

Visibility to infrastructure health, critical alerts, support entitlements, and more through our intelligent tools

EASE



Proactive and predictive wellness monitoring with automated case creation

3rd party software support

Semi-annual proactive system maintenance

Accelerate Outcomes

Ensure Peak Performance

Minimize Risk

ProSupport for Infrastructure

24x7x365 proactive and predictive support for hardware and software

EXPERTS



24x7x365 support phone, chat and online access

Access to 60,000+ Dell & Partner Professionals in over 120 countries

Assigned Incident Manager for Severity 1 issues

INSIGHTS



Personalized assessments and actionable performance recommendations

Visibility to infrastructure health, critical alerts, support entitlements, and more through our intelligent tools

EASE



Proactive and predictive wellness monitoring with automated case creation

Collaborative 3rd party hardware support

Comprehensive OEM software support

Boost Productivity

Minimize disruptions

Maximize availability

Offer Comparison

	Basic Hardware Support ¹	ProSupport	BEST ProSupport Plus
Outcome Assistance and Advocacy <i>via assigned Technical Customer Success Manager</i>			
Enjoy a frictionless customer experience with cross-functional lifecycle management aligned to your goals			✓
Accelerate time-to-value through onboarding assistance, education and success planning			✓
Turn challenges into opportunities with actionable strategies powered by data and AI-driven analytics			✓
Ensure coverage continuity while preparing to scale for future success			✓
Proactive Monitoring & Actionable Insights <i>via Dell's connectivity solutions and tools</i>			
Quickly visualize performance through a current system health score		✓	✓
Cybersecurity monitoring and mitigation recommendations provide another layer of protection		✓	✓
Predictive performance and capacity analysis address bottlenecks		✓	✓
Prevent or plan for downtime with predictive hardware anomaly detection		✓	✓
Energy consumption and carbon footprint forecasting support sustainability and stewardship initiatives		✓	✓
Get ahead of problems with proactive issue detection with automated case creation	✓	✓	✓
Streamline internal IT efforts with efficient service request and escalation management tools	✓	✓	✓
Minimize disruptions by self-dispatching eligible parts	✓	✓	✓
Support Essentials			
Receive an assigned incident manager for Sev 1 issues who will work your issue through to resolution		✓	✓
Count on Mission Critical Support during Sev 1 incidents and natural disasters			✓
Keep systems code current and performing at peak through Proactive System Maintenance			✓
Get priority access to senior technical support engineers—skip the queues and callbacks			✓
Bringing your own software? We provide limited 3rd party software support			✓
Choose onsite parts delivery and labor response that meets your needs	Next Business Day	NBD or 4-hour	4-hour
Select product coverage that best augments your internal resources	Hardware	Hardware & Software	Hardware & Software
Have an issue? We are here for you by phone, chat and online	Local business hours	24/7/365	24/7/365

¹Basic upgrades and extensions are not available in Germany

ProSupport Infrastructure Suite

Product-level technical support and guidance for infrastructure solutions

97%

Customer Satisfaction with ProSupport and ProSupport Plus

Customers experience

34%

faster resolution of support issues²

¹Based on an internal analysis from Dell Technologies, February 2024. ²Based on an internal analysis of service requests from the prior two years for Dell Technologies data protection and high-end storage products covered by ProSupport Plus for Infrastructure vs. products with Basic coverage, February 2024. Actual results may vary.

ProSupport Plus for Infrastructure

Proactive, predictive and personalized support for business-critical systems

Essential advantages of ProSupport Plus

1 Technical Customer Success Manager

2 Priority support access

3 Proactive System Maintenance

4 Mission Critical Support

5 3rd party software support

All ProSupport features are included in ProSupport Plus

1 Technical Customer Success Manager

Dell Technical CSMs empower organizations to achieve their business and technology goals by providing cross-functional lifecycle management of entitled assets.

From initial onboarding to continuous improvement, Technical CSMs deliver success planning and advocate for their customers within Dell to drive measurable impact. By building trusted partnerships, they ensure sustained customer success at every stage of the technology journey.



Initiate

- Engages early and supports smooth, efficient onboarding
- Demonstrates the value of Dell's proactive support model and technology portals—enabled through connectivity
- Communicates success initiatives to help you achieve desired business outcomes
- Guides education to unlock value of Dell tools and technologies



Optimize

- Leverages data and AI-driven analytics to identify actionable strategies for maximum impact
- Delivers tailored insights to enhance your services utilization and value
- Initiates Proactive System Maintenance* events that keep your technology code current—ensuring a stable operating environment

*Proactive System Maintenance is only available with ProSupport Plus for Infrastructure



Succeed

- Serves as a cross-functional advocate to ease customer effort and optimize the E2E experience
- Drives technology adoption and success planning—accelerating time-to-value
- Acts as your advocate during critical incidents—ensuring swift resolution and minimal disruption
- Advises on refresh planning and contract renewals—helping you grow while maintaining a stable, reliable IT ecosystem.

Basic	--
ProSupport	--
ProSupport Plus	INCLUDED
ProSupport One for Data Center	INCLUDED

2

Priority access to remote senior support engineers



Exclusive Access

ProSupport Plus customers are directly routed to highly skilled technical support engineers with expertise on the customer-reported issue.

Minimized Downtime

Skip the queues and callbacks. Receive immediate, advanced troubleshooting from expert engineers to keep productivity on track.

Comprehensive Expertise

ProSupport Plus technical support engineers leverage their deep knowledge across infrastructure solutions to deliver efficient, end-to-end issue resolution.

AI, Automation and Experts

Leveraging cutting-edge tools such as Next Best Action, secure connect gateway, and Dell AIOps, ProSupport Plus seamlessly integrates the efficiency of automation and the precision of AI with the care and guidance of experienced professionals.

Proactive System Maintenance*

*Requires secure connect gateway and asset connection to Dell.

System Maintenance Report

A detailed overview of firmware, BIOS, drivers, settings and configuration of ProSupport Plus entitled devices with actionable recommendations to improve system stability derived from system checks and discrepancies analysis.

Expert Review

Dell's Remote Proactive Services Team issues and reviews the system maintenance report with you— ensuring clarity and alignment.

Tailored Remediation Plan

Developed to improve system performance and health.

Convenient Execution Options

Two system maintenance events are recommended per year. Execute independently or choose Dell to remotely implement and validate recommendations.



4

Mission Critical Support

When critical (severity 1) support incidents happen, you have our assurance that we will do all we can to get you back up and running as quickly as possible.



Streamlined Incident Management — Severity Level 1 issues are flagged for "CritSit" incident management protocols.

OnSite Diagnosis* — Expert Dell engineers are available, at customer request, for onsite diagnosis when customer staff is unavailable or unable to perform troubleshooting.

Rapid Engineer Dispatch — A senior field engineer will be deployed alongside phone-based troubleshooting, guaranteeing fast and qualified solutions. Availability is determined by Dell.

Six-hour Call-To-Repair Objective* — Achieve hardware repairs within six hours to reduce operational disruptions.

Priority Production in Emergencies — Critical situations caused by natural disasters activate priority production of replacement Dell systems to maintain business continuity.

*Connectivity to Dell via secure connect gateway required for this service.

5

Limited 3rd Party Software Support



Dell simplifies multi-vendor support by acting as your single point of contact for eligible 3rd party software installed on your ProSupport Plus covered system — whether you purchased it from Dell or not.

Streamlined Issue Resolution

Dell's experts manage your case end-to-end, collaborating with 3rd parties when necessary.

Broad Software Coverage

Support for eligible software installed on your Dell system, whether purchased from Dell or directly from 3rd party publisher/OEM.

Eligibility Requirements

Active support agreements and entitlements with 3rd party publishers are required for coverage.

[Check Eligibility Here](#)

ProSupport for Infrastructure

Leading features of ProSupport

1 24x7x365 access to technical support

- 4-hour and Next Business Day dispatch options for onsite parts and labor support.
- Immediate remote support routing to the next available technician — a Dell competitive advantage!

2 Incident Manager for Severity 1 issues

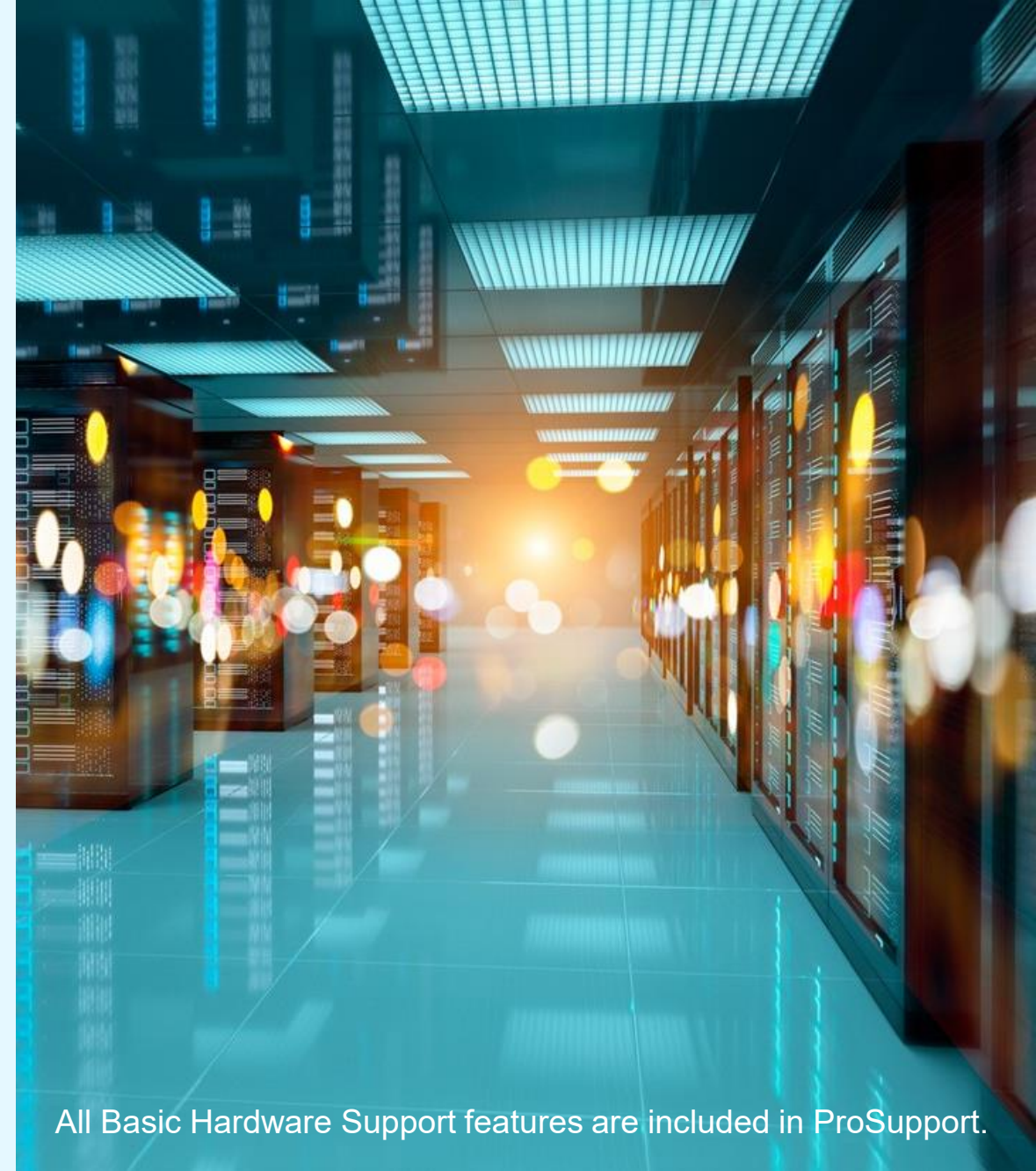
- When Severity 1 issues are identified, Dell will assign an Incident Manager who collaborates with Dell support experts and stays with the case through resolution.

3 Proactive and predictive support capabilities*

- Proactive hardware and software issue detection and predictive hardware anomaly detection — both with automated case creation and proactive customer notification.

4 Access to Dell AIOps*

- Infrastructure health and sustainability monitoring with analytics
- Ongoing cybersecurity assessment and mitigation recommendations



All Basic Hardware Support features are included in ProSupport.

ProSupport Infrastructure Suite Technologies & Tools



Get connected and unlock the full potential of your ProSupport Plus contract

Your ProSupport Infrastructure Suite contract is just the starting point for transforming how you optimize your IT infrastructure.

Picture an experience that:

delivers infrastructure insights to help you keep your systems running at peak performance.

harnesses AI-powered intelligence to predict and prevent potential issues before they impact operations.

provides actionable data and recommendations to turn routine decisions into opportunities for strategic breakthroughs.

IT leaders thrive with services technology

Connect your ProSupport Plus entitled devices and maximize the value of your contract

Intelligent
self-service
portals

61%

Received clear, actionable recommendations for IT environment health¹

56%

Gained access to historical trends and analytics for IT planning¹

AI-powered
connectivity
technology

68%

Improved IT productivity by replacing manual routines with automated support¹

56%

Prevented or automatically fixed issues with proactive and predictive intelligence¹

¹Source: A commissioned study conducted by Forrester Consulting on behalf of Dell Services, September 2024.

Technology & Tools to Maximize Support Benefits

Dell Infrastructure Support Offers

ProSupport Plus
for Infrastructure

ProSupport
for Infrastructure

Basic Hardware
Support

Technology & Tools

Connect & Monitor

secure connect gateway

Streamline & Manage Services

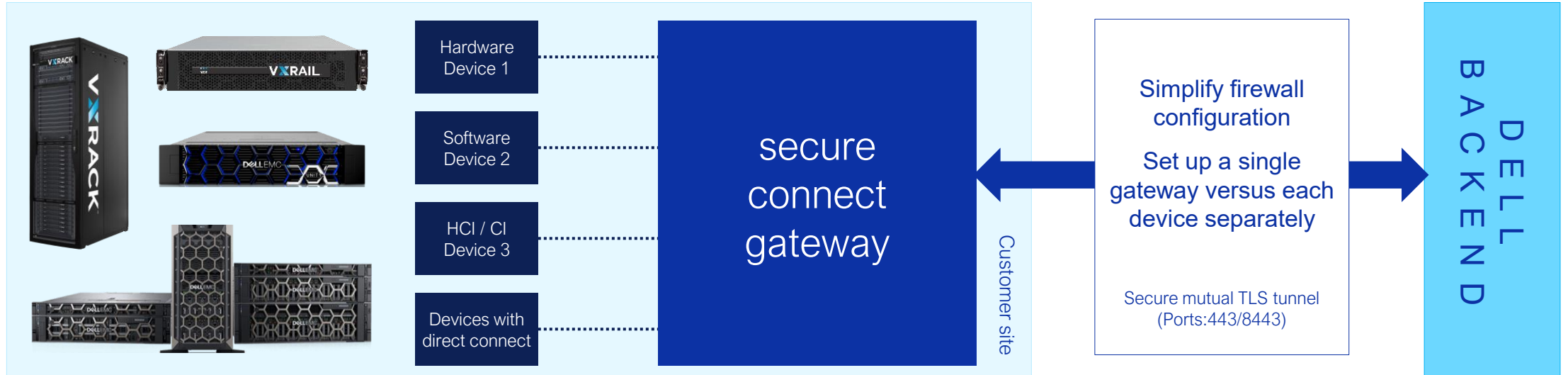
MyService360

Monitor, Resolve & Optimize

Dell AIOps

What does it mean to be “connected”?

Architecture overview



- ✓ Only collect system state data from managed devices needed to diagnose and fix issues
- ✓ Use sophisticated AI models to accurately detect the right issue to act on, the first time
- ✓ Automatically create cases, initiate issue resolution and notify customers
- ✓ Depending on the issue, initiate dispatches for hardware parts
- ✓ Remote access and support by authorized technical support agents
- ✓ Securely send upgrade code or security patches for a system directly to customers

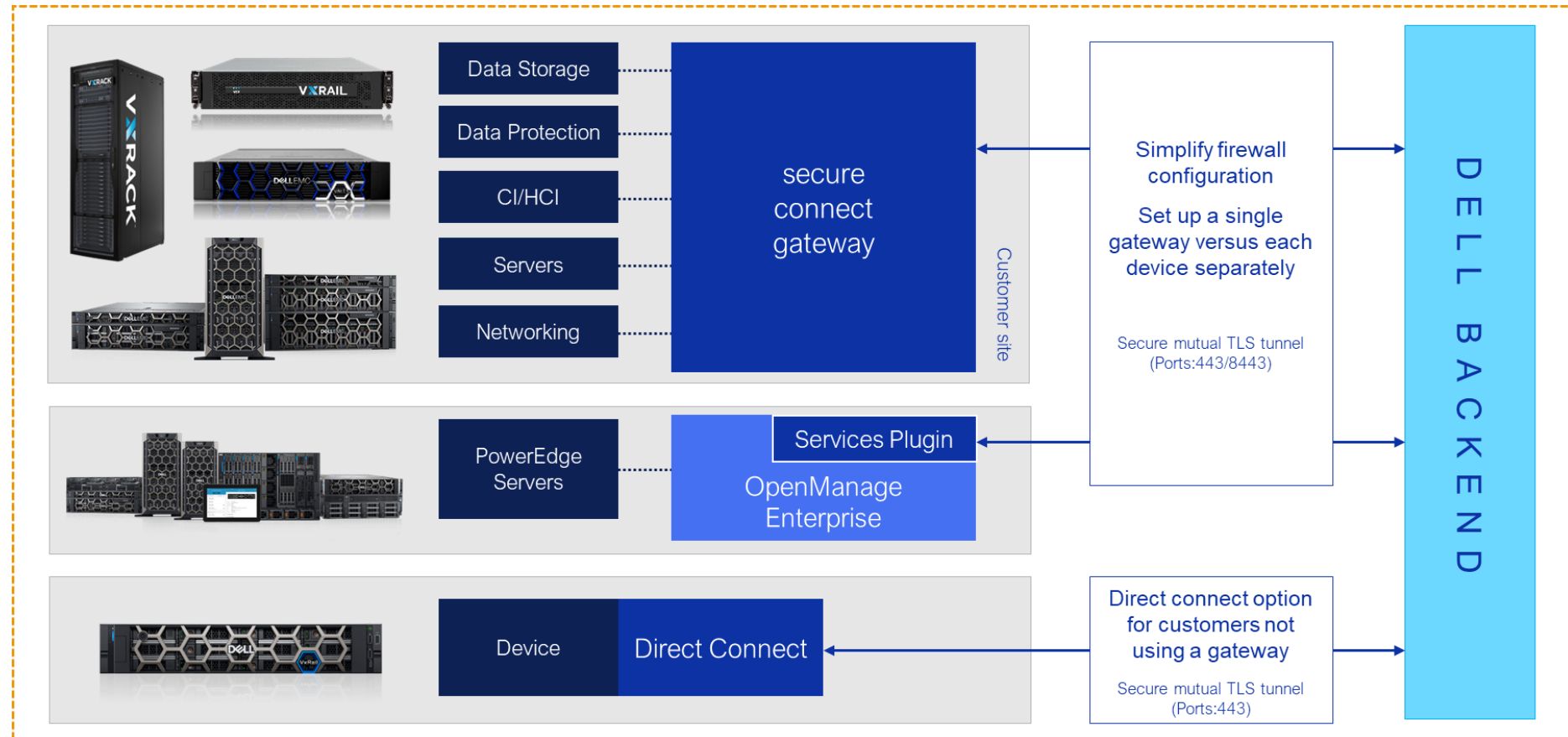
Flexible connectivity deployment

- A gateway option delivered as a virtual appliance, a package for containerized deployment or a standalone application
- A direct connect option i.e., connectivity integration into Dell product's operating environment
- A plugin option for your OpenManage Enterprise environment

All are customer installable and upgradeable

[Check out Getting Started with Connectivity](#)

[Read the security whitepaper](#)



Stay ahead of disruptions with proactive support

Get connected with **secure connect gateway** technology for more value from your support experience

- **Proactive** wellness monitoring and issue prevention
- **Automated** issue detection, case creation and notification support quicker resolution
- **Predictive** issue detection for failure prevention on PowerEdge server hard drives and backplanes

Proactive remote support enabled by AI-powered connectivity



Available with:

- An active warranty, ProSupport Infrastructure Suite or ProSupport One for Data Center contract
- A Partner Support contract or support contract for partner with Partner Support Competency

Unlock richer insights to streamline your workday

Get connected with secure connect gateway technology for more ways to manage Dell infrastructure

Optimize product performance & integrity
with **Dell AIOps**

Online portal*: Infrastructure health, cybersecurity & sustainability

- Insights for capacity tracking, anomaly detection, failure prediction, cybersecurity risks, emissions tracking and more
- Prerequisite: Active ProSupport or ProSupport Plus contracts

Optimize services & support with
MyService360

Online portal: Services analytics & management for IT infrastructure

- Manage support including auto-created cases for systems with active support contracts
- Streamline work with parts, connectivity & code level recommendations for connected systems
- Monitor & manage connectivity use, contract coverage & connectivity software fixes across your global environment

*Note: Formerly CloudIQ/Infrastructure Observability.



Dell AIOps

Leverages AI/ML and Generative AI to assure the integrity and optimize the health, cybersecurity and sustainability of Dell on-premises and multicloud infrastructure

Reduce Risk

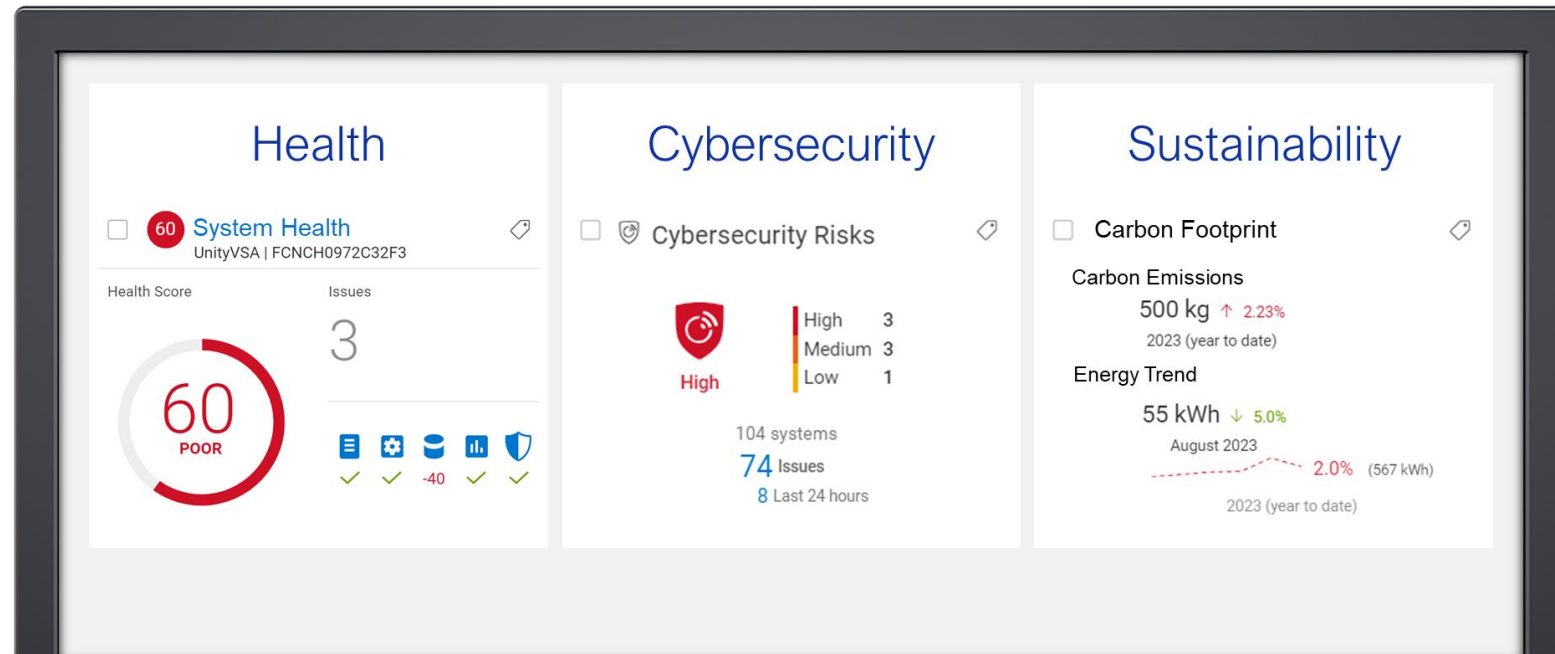
See what is happening and what to do about it

Plan Ahead

Uncover insights into what is expected to happen and what to do about it

Improve Productivity

Increase automate to work faster and communicate more efficiently



10X faster time to resolve infrastructure issues¹

1 day system administration time saved per week¹

3 min to automate cybersecurity checking for 1,000 systems²

¹CloudIQ User Survey, conducted by Dell Technologies, May-June 2021 Actual Results may vary.

²"Dell CloudIQ Cybersecurity for PowerEdge: The Benefits of Automation," a Dell Technologies Direct from Development White Paper, 2022. Actual results may vary.

Dell AI Ops

Know what is happening,
what will happen, and
what to do about it



AI-driven observability to assure infrastructure integrity



Reduce Risk

- Health monitoring dashboard shows critical metrics and actionable fixes to prevent business disruptions
- Predictive analytics detect performance issues early to maintain system uptime
- Security risk alerts flag vulnerabilities and provide step-by-step remediation guidance



Plan Ahead

- Server and storage resource forecasting predicts capacity needs to prevent bottlenecks
- Energy consumption and carbon footprint forecasting help to optimize efficiency and reduce costs
- SAN optical failure forecasting works to avoid performance degradation and prevent downtime



Improve Productivity

- Generative AI for uses natural language query to provide instant, verifiable and in-depth answers to operational issues
- Flexible alert settings enable custom reporting and team collaboration
- Open APIs integrate with existing IT automation tools

MyService360

Take the guesswork and tedium out of managing enterprise IT services



The customizable, cloud-based MyService360 dashboard simplifies complex data sets for support and services into actionable intelligence



Plan ahead to optimize your Dell fleet & IT services health

Mine rich services data – from asset purchase to de-installation – in our customizable experience



Unlock fleet-wide visibility & management at no charge

For all installed Dell servers, data protection, storage, networking, & CI/HCI systems



Work with your company's services & support data

For a system, site or global environment – updated in near real-time – from a single corporate hub



Do more from MyService360 – from services health to product health

With data from and seamless access to Online Support and Dell AIOps portals



Get analytics, insights & self-help to proactively identify & manage services priorities

Track & resolve operational issues & risks across thousands of critical Dell systems – avoiding unplanned downtime

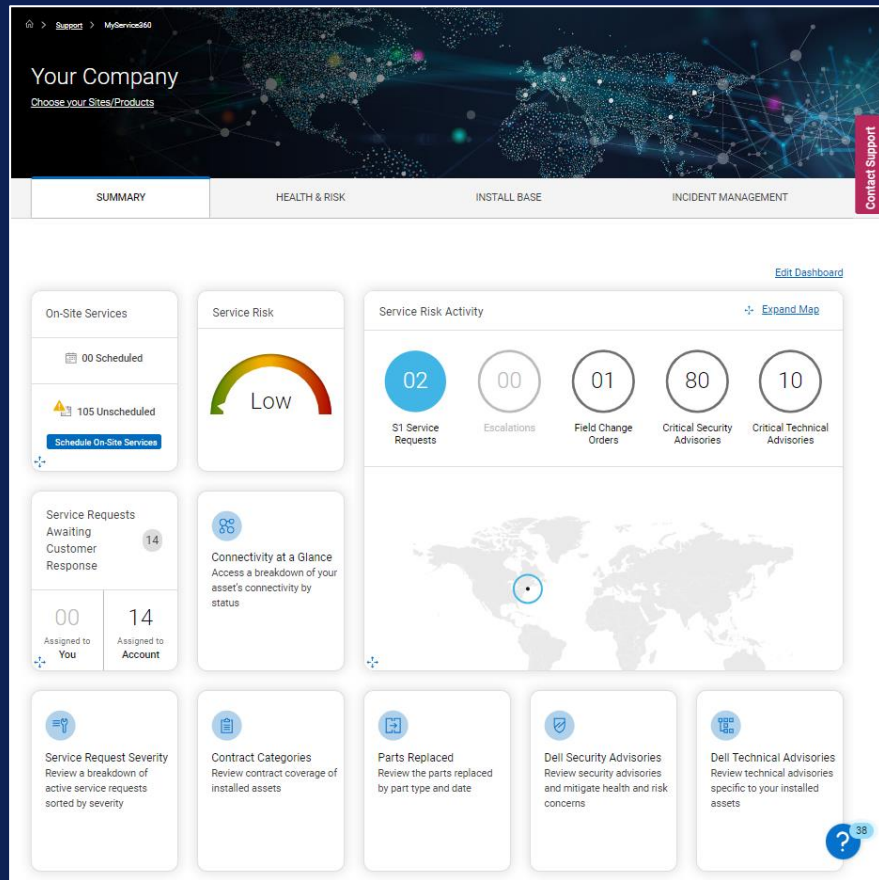
 [Additional Information](#)

 [Interactive Demo](#)

 [Getting Started Guide](#)

MyService360 Analytics dashboard

Efficiently monitor & manage your environment
with customizable data & dashboard views



Services risk assessment & mitigation — global, site or system

Manage & support

- Technical support requests and escalations
- Proactive, automated support backed by adaptive AI for connected systems
- Incident management including critical events in need of immediate attention
- On-site maintenance
- Parts replacement including customer replaceable parts

Boost IT services health

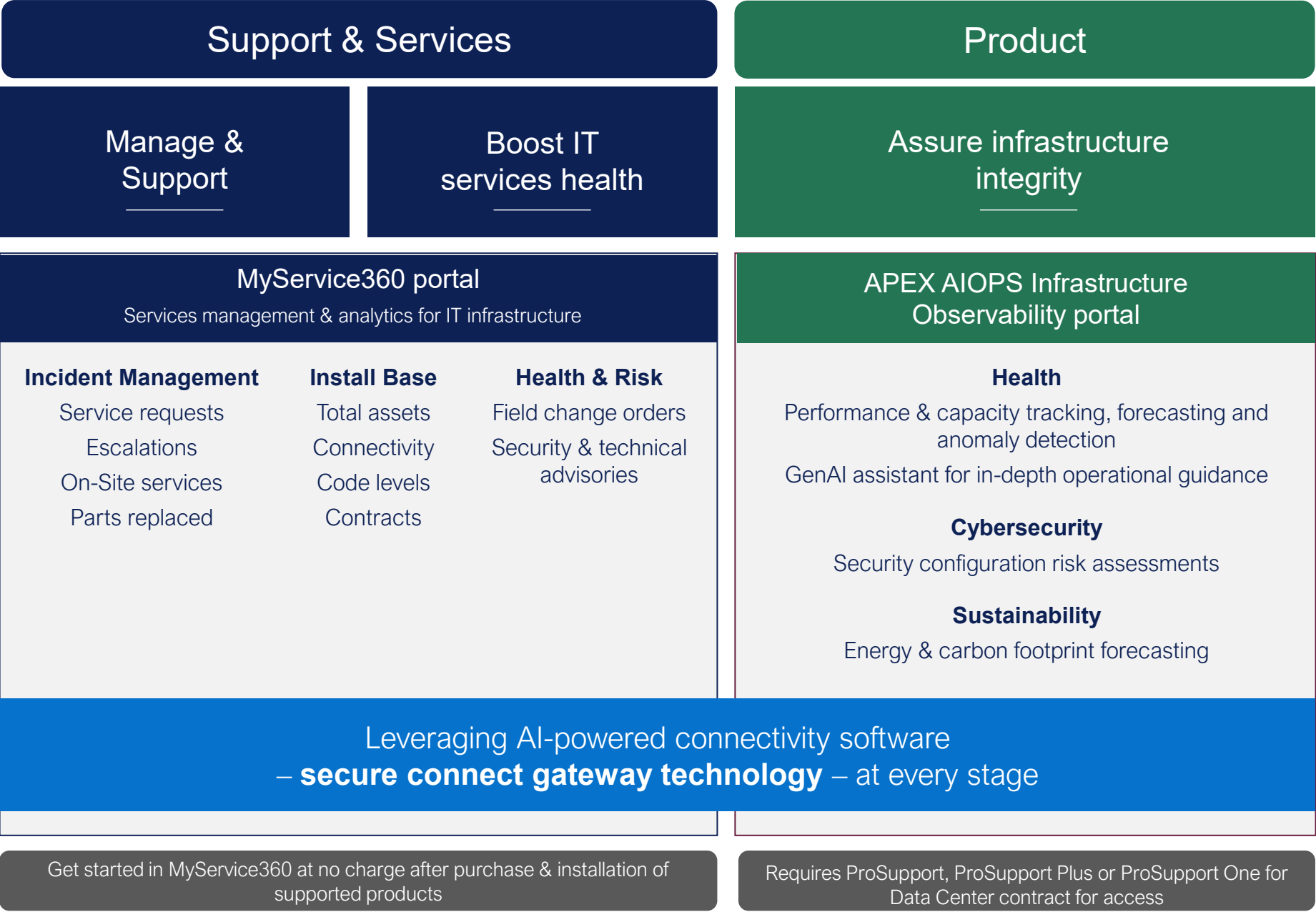
- Tailored analytics backed by rich data – from asset purchase to de-installation
- Recommended metrics and actions for potential risks & priorities across global environment
- Prescriptive recommendations for connectivity, code levels and parts replacement
- Plan technical refreshes, contract renewals & more
- Centralize technical & security advisory remediation management online

Monitor system performance & integrity

View product health score for Dell
systems enabled in Dell AIOps portal

Technology & tools to expertly manage evolving priorities for a single Dell system or entire datacenter

IT teams can utilize all self-service portals concurrently to manage and optimize supported Dell infrastructure products.



Asset Connectivity Dependent Features

Many ProSupport Infrastructure Suite features require connectivity to Dell Technologies.

The delivery of other features is significantly enhanced when an asset is connected to Dell.

ProSupport Infrastructure Suite offer features

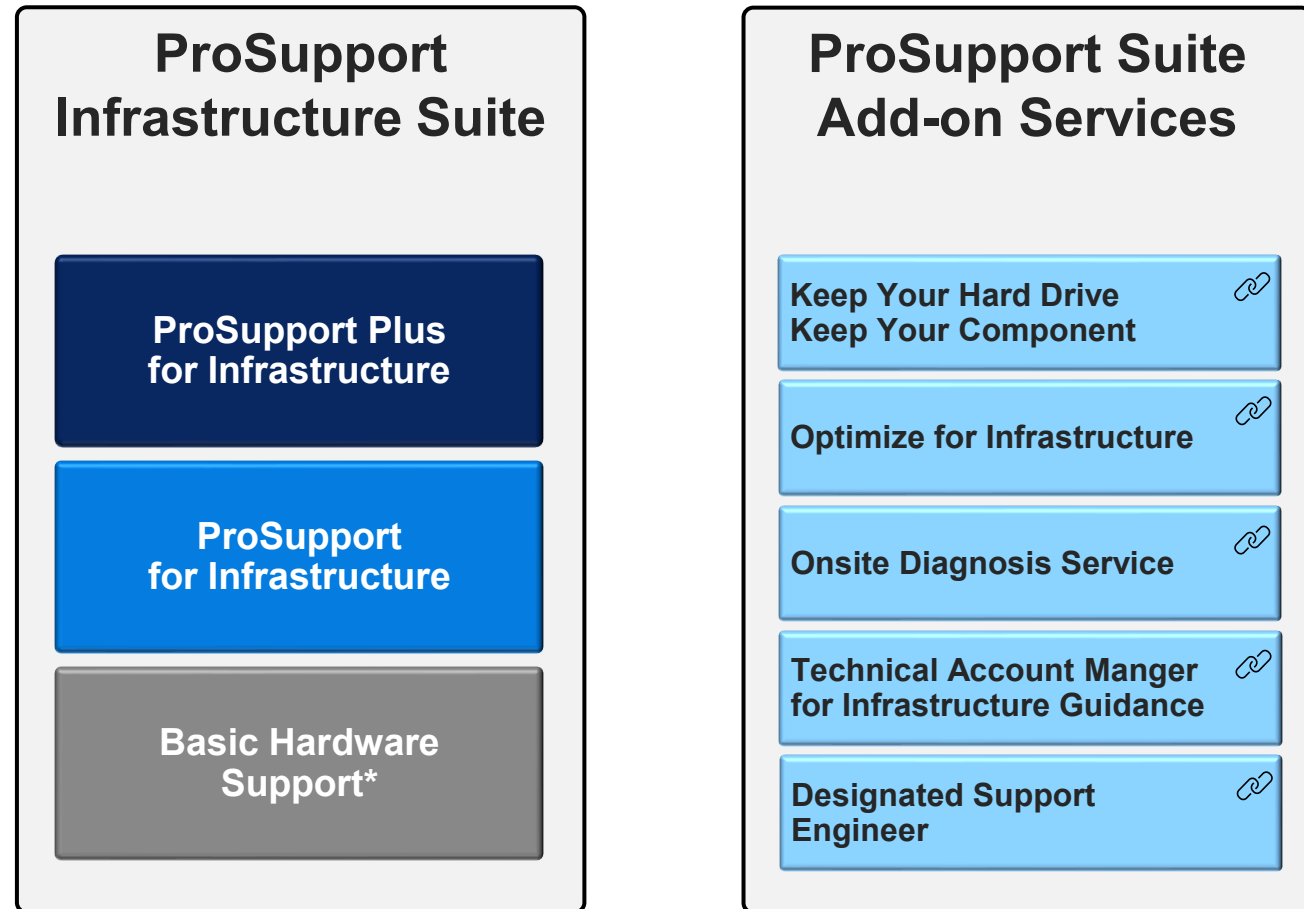
	Requires asset connectivity	Enhanced by asset connectivity
Technical support availability and response objective (Business hours or 24/7/365)		●
Onsite response service level (NBD or 4-hour)		●
Access to MyService360 and TechDirect services and support tools		●
Access to Dell AIOps health, cybersecurity and sustainability monitoring with analytics	★	
<i>Proactive</i> issue detection with automated case creation	★	
<i>Predictive</i> hardware anomaly detection	★	
Access to software updates		●
Dell Security and Technical Advisories		●
Incident Manager for Severity 1 cases		●
Priority access to remote senior support engineers		●
Technical Customer Success Manager (Technical CSM)		●
Proactive system maintenance	★	
Limited 3 rd party software support	★	
Enhanced Mission Critical support features for Sev 1 incidents		
• Critical situation ("CritSit") incident management		●
• Customer initiated on-demand onsite diagnosis from Dell	★	
• Rapid dispatch of a senior field engineer in parallel with phone-based troubleshooting		●
• Six-hour objective to repair hardware-related issues	★	
• Priority production in the event of a critical situation caused by natural disaster		●

ProSupport Suite Add-on Services

ProSupport Infrastructure Suite

Add-on services

Not all IT organizations are built the same. Get support that addresses your unique IT needs.



*Basic Hardware Support upgrades and extensions are not available in Germany

Optimize for Infrastructure

Like a personal coach for your systems



EXPERTS

Service delivered by an in-region Technical Account Manager — an expert with deep technical knowledge of your systems



INSIGHTS

Daily system monitoring¹
Configuration & performance evaluations with customer reviews
Annual strategic planning meeting
Best practice advise & knowledge transfer



EASE

Perfect for resource-constrained IT teams who manage complex environments where availability and performance are paramount



¹Monday – Friday, with Saturday and Sunday data reviewed Monday. ²November 2024 Decision Maker Survey.

Keep Your Hard Drive for Enterprise & Keep Your Component for Enterprise

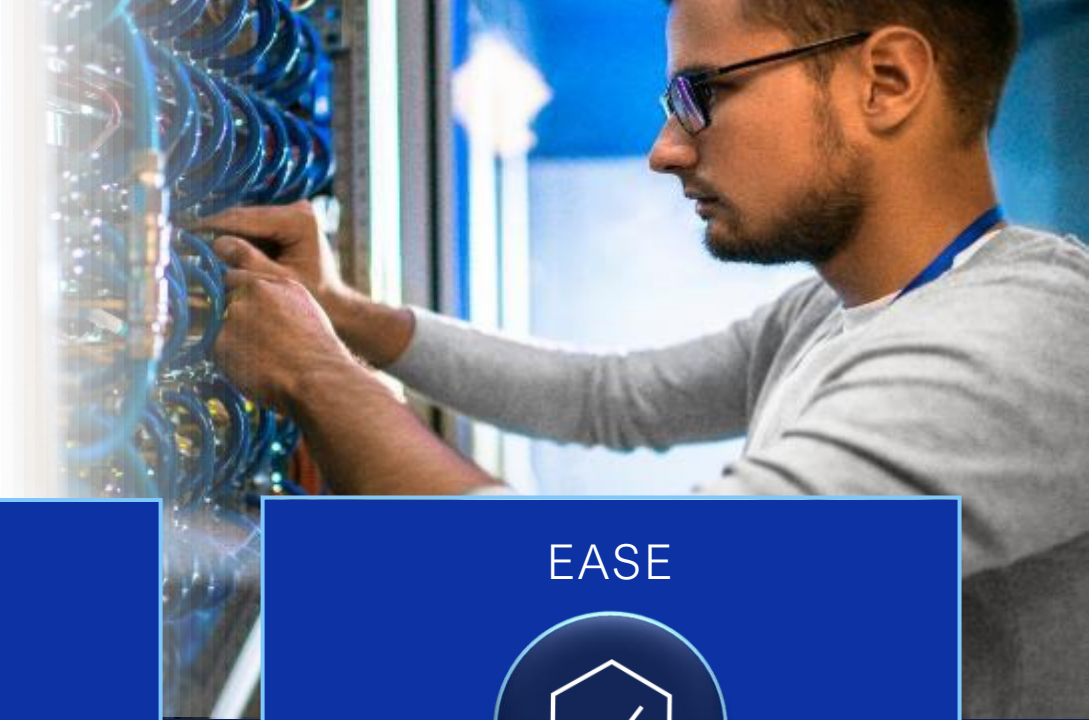
Customers retain possession of failed hard drives or components on Dell infrastructure solutions when receiving replacements without incurring additional cost¹

	Keep Your Hard Drive	Keep Your Component
Standard hard drives	•	•
Solid state drives (SSDs)	•	•
Serial ATA (SATA) drives	•	•
Customer replaceable units (CRUs)		•
Field replaceable units (FRUs)		•

¹Availability and terms of Dell Technologies Services and features may vary by region and by product. View service descriptions for more information.

Onsite Diagnosis Service

Save time and resources — let our experts handle onsite troubleshooting for you.



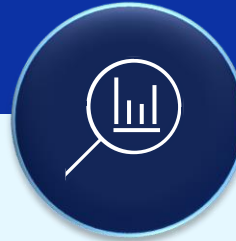
EXPERTS



Dell-certified technicians dispatched directly to your site

Expertise across server, storage, data protection, networking, converged & hyperconverged infrastructure

INSIGHTS



Issue diagnosis by a highly trained technician

Firmware and driver updates, if necessary for part replacement

EASE



Available for ANY issue severity

Supplement your IT staff even at disconnected or unmanned sites

Dell technician leads troubleshooting and resolution with our remote support team

Designated Support Engineer (DSE)

Fast, effective problem resolution from an assigned technical expert



Single Point of Contact for Support

Communicate directly with your assigned DSE through options such as email, phone and private Slack and Teams channels.

Personalized Expertise

Highly qualified DSEs provide hands-on troubleshooting for your break-fix issues.

DSEs also advise on root cause analysis to determine viable short- and long-term mitigation.

Direct Access to Product Engineering

Where additional insights are beneficial, your DSE will engage Dell engineering resources, ensuring your issue receives prompt attention so critical fixes are delivered in a timely manner.

Escalation Management

Acting as your personal technical support advocate, your DSE drives escalations and resolutions by engaging engineering, product and management teams.

Technical Account Manager (TAM)

Driving operational excellence through a proactive and consultative technical relationship



Proactive Systems Improvement

Your assigned TAM maintains a deep technical knowledge of your environment and routinely assesses your infrastructure to provide targeted guidance on known issues, capacity and performance metrics that may impact your systems.

With a thorough understanding of your specific code versions, feature changes and interoperability needs, your TAM will routinely deliver detailed technical upgrade and refresh recommendations tailored to your unique requirements, ensuring seamless integration.

Technical Expertise

Dell Technologies TAMs are among our most experienced and educated professionals. In addition to providing expert-level guidance, your TAM will regularly participate in knowledge sharing intended to uplift your internal teams and create a more agile and cost-effective technology environment.

Risk Management

TAMs actively monitor technical and security advisories, assessing potential risks to your technical environment, enabling them to proactively advise on mitigation and preventative actions to keep your systems secure and resilient.

Knowledge Sharing

Our TAMs elevate your internal IT teams through regular knowledge transfer sessions. You'll gain insights into the latest features, functionality, and best practices, ensuring your team is equipped to leverage Dell Technologies' solutions effectively.