



# ProSupport Infrastructure Suite

## Proactive, Predictive and Personalized Support Powered by ProSupport AIOps

As you navigate dynamic changes affecting your business, you must also adopt new requirements and meet elevated expectations. Outcomes are expected and you need to get the most from your greatest resource – your team. What's holding you back?

- Excessive time is allocated to managing and maintaining IT infrastructure
- Security and productivity vulnerabilities continue to grow
- Resource and budget constraints keep you from innovating

### Introducing the ProSupport Infrastructure Suite

Dell is changing the way our customers look at saving time and increasing availability for their business applications and workloads.

The ProSupport Infrastructure Suite helps our clients get the most value from their investments by leveraging groundbreaking support expertise and AI-powered insights. The ProSupport Infrastructure Suite does much more than just extend your IT organization, it offers:

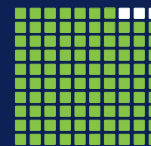
- The flexibility to choose the right support based on the criticality of systems
- A central point of accountability for all your hardware and software issues
- A consistent experience no matter where you are located or what language you speak

For proactive and predictive hardware and software support that is available around the clock and around the world, we offer **ProSupport for Infrastructure**. When your systems are supporting business-critical workloads and applications, we recommend **ProSupport Plus for Infrastructure**. Our premier support offer provides you with a personalized support journey and regular system maintenance planning. You also receive access to remote and onsite technical support delivered by our most proficient experts.

And with **ProSupport Suite Add-On Services**, you can customize your service experience with personalized technical insights, data security, and even onsite support for remote or unstaffed locations.

World-class companies all over the globe trust us to support their Dell infrastructure systems efficiently and keep them running all day, every day. That's a responsibility that we are proud to have - and proud to do well.

<sup>1</sup>Based on an internal analysis from Dell Technologies February 2024



97%

of ProSupport Infrastructure Suite customers are highly satisfied with the technical support they receive<sup>1</sup>

### Dell Technologies Services

- **60,000** full-time and partner services professionals
- **200+ million** assets currently supported
- Availability in over **120 locations**
- **54 languages** supported
- **6** Services Command Centers
- **83** technical support sites
- **44+ terabytes** of telemetry data analyzed every day
- **754 parts** distribution centers
- **Over 45** TSIA STAR Awards
- **3.7+ million** issues predicted annually

<b>ProSupport Infrastructure Suite</b>	<b>Basic Hardware Support</b>	<b>ProSupport</b>	<b>ProSupport Plus</b>
Technical support availability and response objective	9/5, Immediate	24/7, Immediate	24/7, Immediate
Covered products	Hardware	Hardware & Software	Hardware & Software
Onsite response	Next Business Day (NBD)	NBD or 4 hours	4 hours
ProSupport AIOps Platforms	•	•	•
Dell Security Advisories	•	•	•
Proactive issue detection with automated case creation	•	•	•
Predictive hardware anomaly detection		•	•
Access to software updates		•	•
Cybersecurity Assessment through APEX AIOps Infrastructure Observability		•	•
Incident Manager for Severity 1 events		•	•
Enhanced Mission Critical support			•
Priority access to remote senior support engineers <sup>2</sup>			•
Service Account Manager			•
Proactive system maintenance			•
Limited 3rd party software support			•
<b>ProSupport Suite Add-On Services</b>			
Keep Your Hard Drive / Keep Your Component for Enterprise	Optional	Optional	Optional
Optimize for Infrastructure		Optional	Optional
Onsite Diagnosis Service		Optional	Optional
Technical Account Manager-Infrastructure Guidance		Optional	Optional
Designated Support Engineer		Optional	Optional

<sup>2</sup>Based on availability

## Glossary

<b>Technical support availability and response objective</b>	Online, chat and email support are available on a 24x7 basis. Telephone-initiated requests are available on a 24x7 basis for ProSupport and ProSupport Plus and on a 9x5 basis for Basic Hardware Support and are immediately routed to the next available technical support engineer.
<b>Covered products</b>	Dell infrastructure hardware and software that are eligible for a maintenance agreement. Details can be found at the <a href="#">Dell Technologies Product Warranty and Maintenance Table</a> .
<b>Onsite response</b>	Dell Technologies will send authorized personnel, with replacement part(s) if necessary, to the customer's site to work on a problem after we have isolated the problem and determined that onsite hardware support is necessary. The response objectives are Next Business Day (NBD) or 4 hours on a 24x7 basis, including holidays.
<b>ProSupport AIOps Platforms</b>	AIOps is AI for IT operations. It refers to the strategic use of AI-driven technologies that simplify and streamline processes and optimize the use of your IT resources. ProSupport AIOps Platforms include MyService360, TechDirect and APEX AIOps Infrastructure Observability – all enabled by our secure connect gateway.
<b>Dell Security Advisories</b>	Dell Security Advisories, available in MyService360, inform you about security vulnerabilities identified within your Dell Technologies products and provides available remedies.
<b>Proactive issue detection with automated case creation and notification</b>	Connect your Dell Technologies infrastructure systems with our secure connect gateway to put our unique integration of smarter AI, automated support and real-time analytics to work for you.
<b>Predictive hardware anomaly detection</b>	We analyze telemetry data and detect anomalies that could lead to a hardware failure. If a failure is predicted, a service request is automatically generated on your behalf.
<b>Access to software updates</b>	24/7 access to new releases of software to help you ensure your systems are always up to date.
<b>APEX AIOps Infrastructure Observability Cybersecurity Assessment</b>	A Cybersecurity Assessment available through APEX AIOps Infrastructure Observability continuously monitors security configurations and automatically notifies you of risks. Alerts are delivered through a cybersecurity dashboard as well as email notifications that communicate infrastructure security misconfigurations and recommended actions. This feature is enabled by our secure connect gateway.

<b>Incident Manager for Severity 1 cases</b>	For ProSupport and ProSupport Plus assets experiencing a Severity 1 issue, an Incident Manager will be assigned to the case to work the issue through resolution.
<b>Mission Critical support</b>	<p>When critical (Severity 1) support issues arise, every second matters. With Mission Critical support you have our assurance that we will do all we can to get your system back up and running as quickly as possible. Included with Mission Critical support is the following:</p> <ul style="list-style-type: none"> <li>• Critical situation procedures – Severity level 1 issues are eligible for Critical Situation (“CritSit”) incident management.</li> <li>• On-demand onsite diagnosis from Dell Technologies should your staff not be available or capable to perform onsite troubleshooting. Requires assets connectivity to Dell via secure connect gateway.</li> <li>• Rapid dispatch of a senior field engineer in parallel with phone-based troubleshooting. Applicable technician and availability are determined by Dell.</li> <li>• Six-hour objective to repair hardware-related issues. Requires asset connectivity to Dell via secure connect gateway.</li> <li>• Priority production in the event of a critical situation caused by natural disaster.</li> </ul>
<b>Priority access to remote senior support engineers</b>	<p>Every service request is prioritized and routed to the first available support engineer specializing in the affected technology.</p> <ul style="list-style-type: none"> <li>• Immediate advanced troubleshooting from an engineer who will reduce downtime and lost productivity.</li> <li>• ProSupport Plus customers are immediately routed to a technical support engineer with the highest skillset based on the customer-reported issue.</li> <li>• Deep and broad expertise across the full breadth of infrastructure solutions products to enable comprehensive issue resolution.</li> <li>• Utilizes ProSupport AIOps platforms such as CloudIQ and MyService360 to gain visibility into the issue as well as system telemetry and diagnostic data.</li> </ul>
<b>Service Account Manager (SAM)</b>	<p>Your #1 support advocate, ensuring you get the best possible preventive, proactive and predictive support experience.</p> <ul style="list-style-type: none"> <li>• An assigned resource and trusted advisor, knowledgeable of your business and focused on your desired outcomes.</li> <li>• Creates and manages a Service Report, detailing operational and business insights as well as ongoing recommendations.</li> <li>• Oversees important aspects of support delivery. If needed, your SAM will provide rapid access to personnel within our support organization.</li> <li>• Customer advocate during Severity 1 incidents.</li> <li>• Schedules recurring meetings, based on your needs, to review the Service Report and progress towards agreed objectives.</li> </ul>
<b>Proactive system maintenance</b>	Dell Services will schedule meetings on a semi-annual basis to review a System Maintenance Plan. As part of this review, we can also schedule remote delivery support to implement recommendations and, once complete, will validate the implementation success with you. This feature is enabled by our secure connect gateway.
<b>Limited 3rd party software support</b>	We are your single point of accountability for any eligible 3 <sup>rd</sup> party software installed on your ProSupport Plus system, whether you purchased it from us or not. A complete list of eligible software is available <a href="#">here</a> .
<b>ProSupport Suite Add-on Services</b>	
<b>Keep Your Hard Drive / Keep Your Component for Enterprise</b>	Sensitive data never leaves your control, ensuring security and compliance with data privacy regulations.
<b>Optimize for Infrastructure</b>	Optimize for Infrastructure provides ongoing analysis and personalized guidance to keep your infrastructure systems optimized and configured for continuous peak performance.
<b>Onsite Diagnosis Service</b>	When you don't have the time, expertise of staff to troubleshoot technical issues, just call us. No matter the incident severity, Dell will dispatch a skilled technician, even to satellite locations and unstaffed sites.
<b>Technical Account Manager-Infrastructure Guidance</b>	Receive proactive recommendations from a Dell Technologies expert, focused on a specific technology area within your infrastructure environment and committed to helping you achieve your strategic business goals.
<b>Designated Support Engineer</b>	This product-focused expert will troubleshoot, diagnose, reproduce, manage, and resolve your service request when issues occur. Direct access to Dell Technologies engineering ensures the fastest possible resolution of product issues.

For more information please visit [www.tarsus.co.za](http://www.tarsus.co.za)