Support services for large and distributed data centers

Dell ProSupport One for Data Center

Maintaining a data center is more than just keeping the lights on. It also means growing your competitive strengths using new technologies, managing multiple third-party vendors and ensuring security – all while working within your budget. As you navigate shifts in priorities, resources, and technologies, the last thing you need is a support model that can't keep up.

At Dell Technologies, we understand that the unique complexities of large and distributed data centers demand a more flexible and customized approach to support. For these situations we recommend ProSupport One for Data Center – an enterprise support solution designed to adapt to your evolving needs and empower your organization to realize greater value from your data center infrastructure.

> One size does not fit all.
> Leverage data center support in the right way for your organization.
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> ProSupport One for Data Center is designed to address modern data center challenges head-on. With our flexible, customizable support model, you can:
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> - Tailor support services to address your unique data center environment and existing IT systems and capabilities.
> - Select cost-effective options that align with your technical support consumption and budget, optimizing your investment while maintaining required levels of service.
> - Complement internal support resources as your priorities and resources shift.
> - Reduce risk and downtime by leveraging the automation, monitoring and AI-driven analytics of Dell ProSupport AIOps platforms.

Partner with a dedicated support team

With ProSupport One for Data Center, you get the support you need from a designated team knowledgeable of your business and focused on your desired outcomes. ProSupport One customers are assigned a Service Account Manager (SAM), a dedicated partner who understands your business and proactively works to ensure you receive the best possible support experience. Acting as your trusted advisor and advocate, your SAM oversees key aspects of support delivery, provides valuable insights and recommendations, and offers rapid access to critical resources when you need them most.

For data center environments that necessitate elevated levels of support, ProSupport One has options for additional, specialized support services delivered by a Designated Support Engineer (DSE) and Technical Account Manager (TAM). Dell DSEs embody an exceptionally personalized experience, directly delivering technical support for covered assets within the data center. A Dell TAM combines expert-level technical knowledge and business acumen to deliver proactive, future-looking technical guidance to help customers achieve strategic business goals.

Key Features

		ProSupport One for Data Center
Qualification and Coverage	Covered product lines	Server, Storage, Data Protection, Networking, and Hyperconverged Infrastructure
	Offer qualification thresholds	>1000 Dell Technologies assets from covered product lines **or** Qualified spend in Storage and Hyperconverged Infrastructure
	Covered product types	Dell Technologies hardware & software
Support Essentials	Technical support availability and response	24/7/365 priority access to remote senior support engineers.
	Onsite parts and labor response	Next Business Day and 4-hour options
	Access to software updates	Available across all product lines. Upgrade assistance available for storage products.
	Critical incident support	Rapid dispatch of a field engineer in parallel with phone-based troubleshooting and an assigned Incident Manager provided for Severity 1 identified support incidents.
	Collaborative assistance	Dell acts as a single point of contact for managing support incidents across multiple vendors.
Services Management, Support Automation, and AI-driven Analytics and Insights	ProSupport AIOps platforms	Access to TechDirect, MyService360 and APEX AIOps Infrastructure Observability*. Enabled by secure connect gateway technology.
	Support case management	Available through MyService360 and TechDirect
	Real-time critical incident and risk notifications with actionable intelligence	Available through MyService360
	Self-dispatch of eligible parts	Available through TechDirect
	Proactive issue detection with automated case creation	Enabled by secure connect gateway technology
	Predictive hardware anomaly detection	Enabled by secure connect gateway technology
	Infrastructure health, cybersecurity and sustainability monitoring with analytics	Available through APEX AIOps Infrastructure Observability*
Account Management Service Roles	Service Account Manager (SAM)	Assigned Service Account Manager provided
	Designated Support Engineer (DSE)	Available options with qualified spend in Storage and Hyperconverged Infrastructure
	Technical Account Manager (TAM)	

*Formerly known as CloudIQ

Contact your Dell Technologies sales representative for more information.

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