

A professional meeting in a modern office. Three people are seated in a circle on contemporary chairs, engaged in conversation. The room features large windows and a highly reflective floor. A blue overlay on the right side of the image contains the title text.

# Dell ProSupport Plus Onboarding Session



# Agenda

- Welcome
- Dell ProSupport Plus
- Your Dell Technical Account Manager (TAM)
- Reporting comparison
- Dell SupportAssist
- 5 Core components of ProSupport Plus
- How to contact Dell



"I am committed to delivering the best support experience to our enterprise customers. As your dedicated executive, I will ensure your success is Dell's top priority."

**Doug Schmitt**

General Manager  
Global Support Services  
douglas\_schmitt@dell.com



"Thank you for choosing Dell to be your partner. I will ensure that you have a single point of accountability at Dell who is your #1 customer advocate, possesses deep expertise and a wide range of experience across your environment."

**Stephanie Mims**

Executive Director  
Global Technical Account Management  
Global Support Services  
stephanie\_mims@dell.com



# Dell ProSupport Plus

Critical enterprise systems deserve more

## Intelligence

- › Proactive recommendations
- › Health checks
- › System maintenance



## Expertise

- › Dedicated TAM
- › Elite ProSupport Plus engineers

## Customer benefits

- Confidence to adopt complex technologies by relying on our elite experts
- Improve performance and stability with proactive, personalized recommendations.
- Maximize workload availability with automated support enabled by SupportAssist

## Technology

- › SupportAssist
- › Intelligence Engine



# Your Dell Technical Account Manager



**Roberto Sergiacomi**  
*Technical Account  
Manager*

*Roberto\_Sergiacomi@dell.com*

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Your TAM is your #1 advocate, your single point of contact, and someone who understands your business to help improve the performance and stability of your environment.

- ✓ Delivery of monthly reporting reviews
- ✓ Assistance with support service delivery planning
- ✓ Delivery of performance recommendations:
  - Health checks and system maintenance
  - Contract renewal and service history reporting
- ✓ Escalation and crisis management
- ✓ Trusted advisor on technology decisions

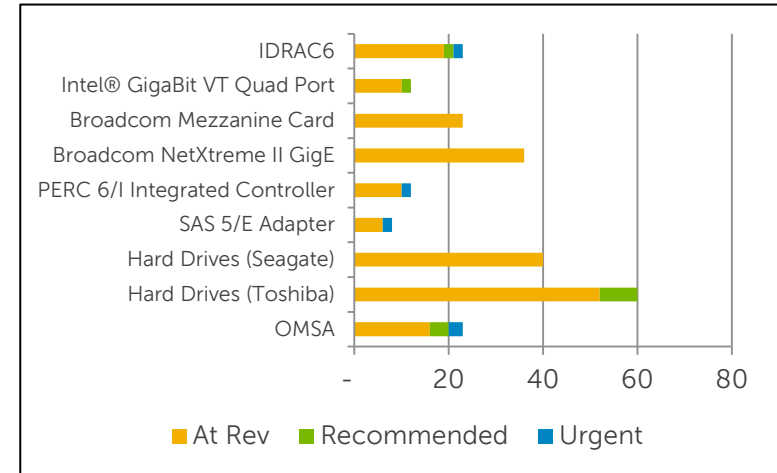


# Dell ProSupport Plus

## Reporting comparison

	Without SupportAssist	With SupportAssist
<b>General environment reporting</b>		
Install base overview product, entitlement and expiration	✓	✓
Incidents by rate, age and product (overview)	✓	✓
Dispatches by rate, age and product (overview)	✓	✓
Detailed case/incident review		✓
Firmware and software revision recommendations		✓
<b>Utilization</b>		
Storage enclosure overview summary		✓
Overall volume capacity and utilization		✓
In-depth capacity review		✓
Page pool configuration		✓

## Sample Firmware Recommendations Report



## Sample Configuration Overview Report

Host Name	Service Tag	Model	Name	Ctrlr ID	State	Connectors	Array Disks
<b>Dallas</b>							
Host_1	1YZD6 DS	PowerEdge R610	PERC H200 Integrated	0	Ready	2	1 x 279 GB
Host_2	6PF84 DS	PowerEdge R410	PERC 6/I Adapter	0	Degraded	2	3 x 931 GB
<b>Chicago</b>							
Host_3	10CNL D1	PowerEdge R620	PERC 6/I Integrated	0	Ready	2	4 x 148.5 GB
Host_4	FHSGV DX	PowerEdge R510	PERC H700 Integrated	0	Ready	2	12 x 1.9 TB
Host_4	FHSGV DX	PowerEdge R510	PERC H700 Integrated	1	Ready	2	2 x 279 GB



# SupportAssist - Overview



## What is it?

- A software plug-in that enables remote monitoring of hardware environments, automatic data and log collection, proactive case creation and parts dispatch.
- Included with the systems management tool, OpenManage Essentials (OME), providing a single console to manage and support environments.

## What does it do?

- Provides an enhanced support experience for customers.
- Decrease time spent troubleshooting, ensure accurate case information and accelerate time to resolution.

## How is it delivered?

- Available as a plug-in via the OME console.
- SupportAssist install typically takes 10-15 minutes.

## How do I get started

- Go to the OpenManage Essentials web page to download SupportAssist: <http://marketing.dell.com/ome-software>



# Traditional support vs. SupportAssist

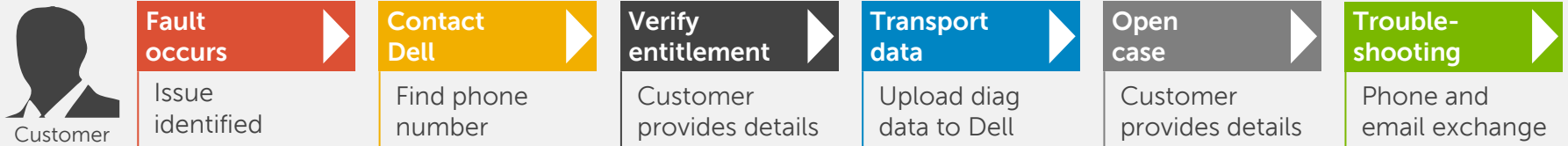
"I've never experienced better IT support than from Dell. It's also truly proactive, anticipating problems and dealing with them before they occur."

- John Billington, Hugh Baird College, United Kingdom



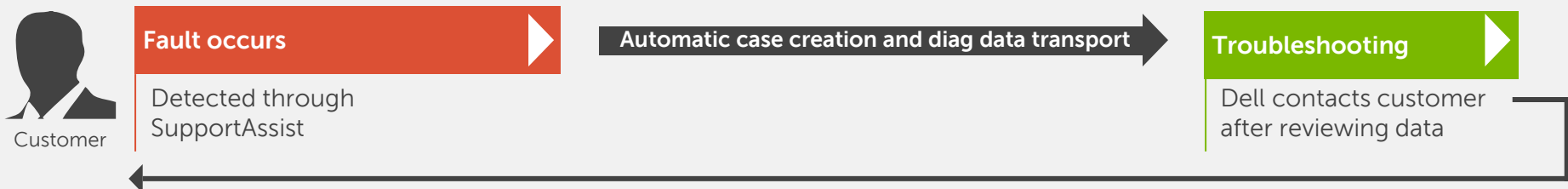
## Traditional customer experience

Multiple steps



## SupportAssist customer experience

Streamlined path to resolution





# The five critical components of ProSupport Plus

1 **Dedicated Technical Account Manager**

2 **Direct access to elite ProSupport Plus engineers**

3 **Remote monitoring and automated support with SupportAssist**

4 **Monthly reporting and performance recommendations**

5 **System maintenance**

- Your #1 support advocate at Dell, ensuring you have someone who knows you and your business.
- Trusted advisor for support planning and technology decisions.
- Leverages data collected by SupportAssist to improve performance and stability with proactive, personalized recommendations.
- Serves as single point of contact for escalation management and monthly reporting reviews.

"I have been in this industry for 15 years and worked with almost every technology provider. The level of support we receive from Dell is really impressive. They really take care of us."

- Dlip Patil, Yash Raj Films, India



# The five critical components of ProSupport Plus

1

Dedicated Technical Account Manager

2

Direct access to elite ProSupport Plus engineers

3

Remote monitoring and automated support with SupportAssist

4

Monthly reporting and performance recommendations

5

System maintenance

- Immediate advanced troubleshooting from an elite ProSupport Plus engineer who will reduce downtime and lost productivity.
- Deep and broad expertise across the full breadth of Dell enterprise products to enable comprehensive issue resolution.
- Utilizes information collected through SupportAssist technology to gain visibility into the issue as well as configuration and diagnostic data.

“Dell ProSupport has been absolutely amazing. All we have to do is pick up the phone, and they get us back on track.”

- Sean Barnes, Forum Energy Technologies, United States



# The five critical components of ProSupport Plus

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Dedicated Technical Account Manager

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Direct access to elite ProSupport Plus engineers

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Remote monitoring and automated support with SupportAssist

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System maintenance

- Remotely monitors enterprise systems through leading system management consoles.
- Accelerates resolution with notifications, automated case creation and proactive response.
- Improve productivity by reducing time spent resolving issues.
- Collects configuration information from your environment to identify critical patches and updates.
- Analyzes information across entire customer base, to identify trends and best practices.

"The support from Dell is very good.....We don't have to wait for anything; we ask for something, we get it."

- Vinay Shetty, Nilkamal Limited, Japan



# The five critical components of ProSupport Plus

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Dedicated Technical Account Manager

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Direct access to elite ProSupport Plus engineers

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Remote monitoring and automated support with SupportAssist

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Monthly reporting and performance recommendations

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System maintenance

- Monthly health checks enabled through SupportAssist provide critical updates and performance recommendations.
- Monthly contract and support history reporting to aid in budgeting and planning.
- Recommendations based on trends and best practices across the Dell customer base.
- The full ProSupport Plus reporting suite is available only with the implementation of SupportAssist.

“We have become accustomed to the level of service provided by Dell and we no longer consider other vendors when we want to roll-out a new solution.”

- Hemant Darji, Gujarat Apollo Industries, India



# The five critical components of ProSupport Plus

1

Dedicated Technical Account Manager

2

Direct access to elite ProSupport Plus engineers

3

Proactive monitoring and resolution through Dell SupportAssist

4

Monthly reporting and performance recommendations

5

System maintenance

- System maintenance is delivered as needed based on monthly reporting and performance recommendations.
- Flexible scheduling of service delivery – available 24/7.
- Service is delivered based on your available maintenance window.

## Reduce hassles by 20%

Customers with Dell Proactive Maintenance Service report up to 20% less hardware issues than customers who do not have the service.\*

*\*Based on a Dell internal analysis completed on January 14, 2013 of the average number of issues customers reported during a 26 week period after having a Dell/EQL Maintenance Service performed vs. those customers without Dell/EQL Maintenance Service performed.*



## How to contact Dell if you require service



### Telephone Support

24x7 access to your engineering team

#### Step 1: Call for assistance

- ✓ Contact your Dell ProSupport technical support engineers:  
**+39 02 696 33793 pin: 1100120**
- ✓ Provide Service tag (or express service code):  
**ABCDEF**

#### Step 2: Assist with troubleshooting

Examples of items we may need from you:

- Error messages received
- Activities that preceded the error message
- Steps taken to attempt to solve the problem
- Impact to the Business
- Customer contact information



### TechDirect

Step 1: Log into Dell TechDirect

✓ <https://techdirect.dell.com/Portal/Login.aspx>

Step 2: Enter service tag number

Step 3: Enter information necessary to fulfill your request



### Contact your TAM

Your TAM will be available through email & phone:

**Roberto\_Sergiacomi@dell.com**  
**+33 (0) 669431025**

