

Support the way it should be — easy.



Multiply your impact with a team of more than **55,000** technical experts supporting more than **160** countries.

ProSupport for Enterprise

Enhance your IT team with hardware and software support proficiency

As the first line of engagement for employees, your IT staff faces a range of challenges that can make meeting internal initiatives difficult, where strategic projects become neglected. The last thing you need is to spend valuable time repeating basic troubleshooting. Simply put, you need to be able to efficiently, and seamlessly resolve technical issues.

When you choose ProSupport, highly trained experts are there around the clock and around the globe to address your IT needs. ProSupport¹ helps you minimize disruptions and maintain a high level of productivity.

Comprehensive 24x7 support

Turn your data center into a strategic lever for growth and innovation. Without the right resources and support, it is hard to get in front of IT problems.

- 24x7x365 access to certified hardware and software experts
- Collaborative support with 3rd party vendors
- Hypervisor, Operating Environment Software and OS support
- Onsite parts and labor response options including next business day or four-hour mission critical

Get connected

SupportAssist² and Secure Remote Services (ESRS)²

Avoid issues and get faster resolution with automated proactive and predictive³ support. Leave manual routines behind with remote monitoring, automated issue detection and case creation, and remote resolution.

Get insight

MyService360²

Gain insight, take action and save time managing your support experience and improving the health of your global environment with personalized, data-driven dashboards.

TechDirect²

Boost productivity with this flexible, time-saving portal that streamlines support and makes it easy to manage technology, train staff and support your systems.

ProSupport benefits:

- Maximize productivity by leveraging Dell EMC scale and skill
- Minimize disruptions with around the clock access to highly trained experts
- Gain efficiency through a single source for all your support needs

For more information please visit Dell.com/ProSupport or contact your Dell EMC representative.

¹Availability and terms of Dell EMC Services vary by region and by product. For more information, contact your Dell EMC sales representative.

²MyService360 and ESRS are available for legacy EMC-warranted products. SupportAssist and TechDirect are available for legacy Dell-warranted products.

³SupportAssist predictive analysis failure detection includes server hard drives and backplanes. ESRS enables predictive capabilities and failure detection for enterprise storage, networking and converged infrastructure.

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