

ProSupport Infrastructure Suite

Dell ProSupport Infrastructure Suite

A man with glasses, wearing a light blue button-down shirt and a dark tie, is focused on his work. He is sitting at a desk, looking down at a laptop. The background is a dark, blue-toned image of server racks in a data center, with some light trails or motion blur effects. The overall atmosphere is professional and tech-oriented.

The more you depend on technology, the more important it is to have the right comprehensive support for your complex environment.

ProSupport Infrastructure Suite is adapted to modern IT, built on a foundation of technical experts, data-driven tools, and customer ease. We deliver practical hardware and software support that aligns with the criticality of your systems, the complexity of your environment, and how you allocate your IT resources.

World-class companies all over the globe trust us to support their infrastructure systems efficiently and keep them running all day, every day.

Dell product-level technical support and guidance for infrastructure solutions

ProSupport Modernization | Support portfolio branding

We are adopting a new *Infrastructure* brand to align with ISG

NEW BRAND

Support Services for Infrastructure

- ProSupport Infrastructure Suite
- ProSupport Plus for Infrastructure
- ProSupport for Infrastructure
- Basic Hardware Support
- Specialty Support Services for Infrastructure

OLD BRAND

Enterprise Support Services

- ProSupport Enterprise Suite
- ProSupport Plus for Enterprise
- ProSupport for Enterprise
- Basic Hardware Support
- Optional Support Services for Enterprise



ProSupport Modernization | Simplified offer portfolio

Improved offer differentiation and enhanced value across all offers

Today: 5 options

Basic Hardware Support
Next Business Day



ProSupport
Next Business Day

ProSupport
4-hour Mission
Critical



ProSupport Plus
Next Business Day

ProSupport Plus
4-hour Mission
Critical



August 2023: 4 options

Basic Hardware Support
Next Business Day

- (NEW) Security advisories
- (NEW) Proactive, automated issue detection, case creation and notification
- 9x5 remote hardware support

ProSupport
Next Business Day

ProSupport
4-hour

- **ALL** Basic Hardware Support features
- (NEW) Enhanced security alerts & recommendations
- (NEW) Predictive hardware anomaly detection
- Incident Manager for Severity 1 issues
- 24x7x365 remote hardware & software support

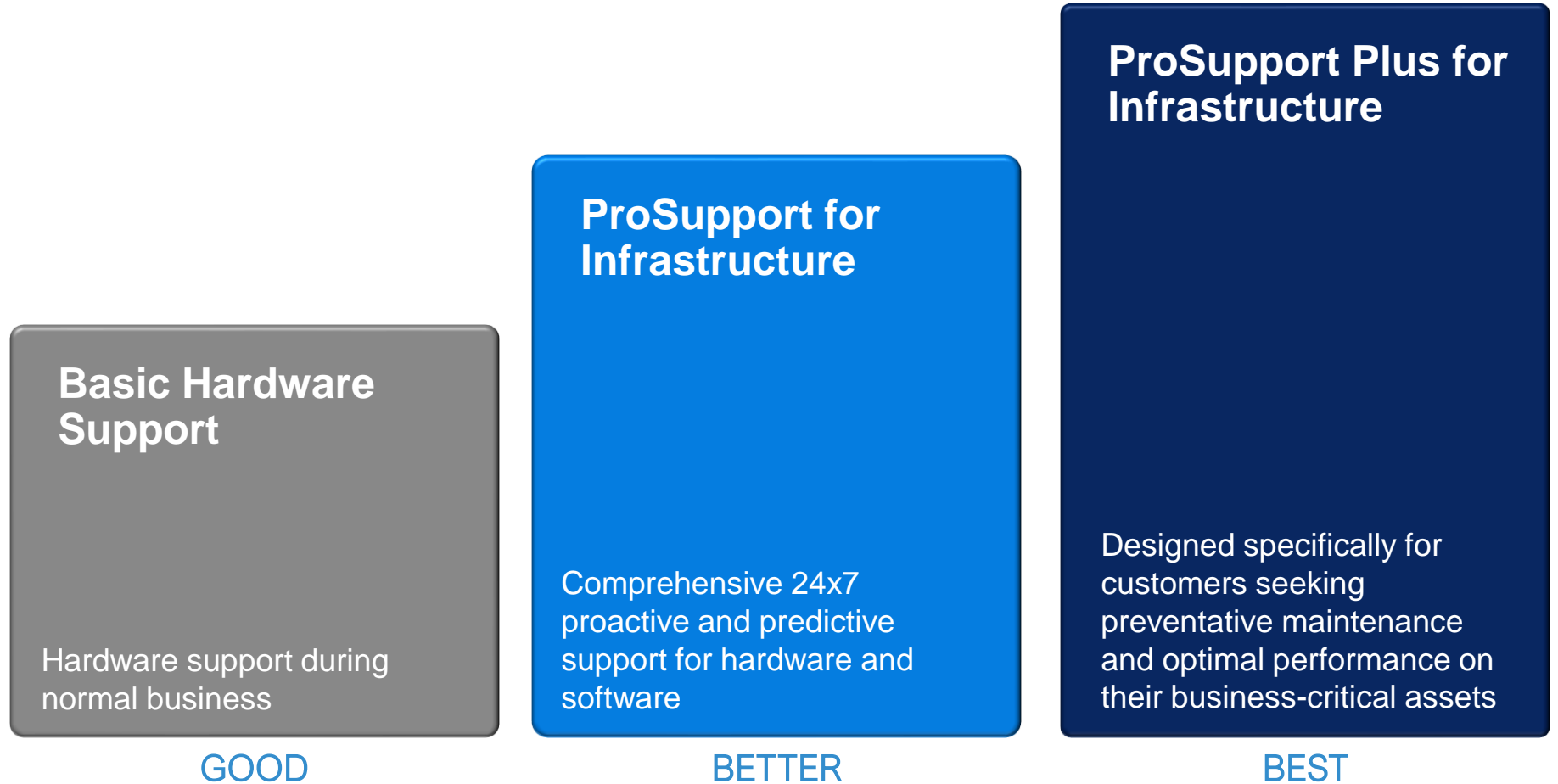
ProSupport Plus
4-hour with Mission
Critical support

- **ALL** ProSupport features
- (NEW) Enhanced Mission Critical support
- Services Account Manager - SAM
- Priority access to remote senior support engineers
- Proactive System Maintenance
- Limited 3rd party software support

ProSupport Infrastructure Suite

Our good, better, best model now has improved differentiation between the offers, making it easier for customers and sales to identify the right level of coverage.

Same great support services with improved features that satisfy evolving customer needs



ProSupport Infrastructure Suite | Enhanced value across all offers!

	Basic Hardware Support	ProSupport for Infrastructure	ProSupport Plus for Infrastructure	Changes with August 2023 release
Technical support availability and response objective	9/5, immediate	24/7, immediate	24/7, immediate	No change
Covered products	Hardware	Hardware & Software	Hardware & Software	No change
Onsite response service level	NBD	NBD or 4-hour	4-hour	ProSupport Plus NBD is retired
ProSupport AIOps platforms	●	●	●	MyService360 and TechDirect (all offers) CloudIQ (ProSupport & ProSupport Plus)
Dell Security Advisories	●	●	●	Available on additional products
<i>Proactive</i> issue detection with automated case creation	●	●	●	New to Basic
<i>Predictive</i> hardware anomaly detection		●	●	New to ProSupport
Access to software updates		●	●	No change
CloudIQ health and cybersecurity monitoring & analytics		●	●	Enhanced features
Incident Manager for Severity 1 cases		●	●	No change
Mission Critical support			●	Enhanced features
Priority access to remote senior support engineers ¹			●	No change
Service Account Manager			●	No change
Proactive system maintenance			●	No change
Limited 3 rd party software support ²			●	No change

¹Based on availability

²Software license can be purchased through Dell or BYOL - see Service Descriptions for details.



ProSupport Plus | Enhanced Mission Critical support features

Mission Critical support now strategically aligned with our BEST offer – ProSupport Plus

Features in Mission Critical support

	ProSupport Plus	Changes with August 2023 release
Critical situation procedures – Severity level 1 issues are eligible for Critical Situation (“CritSit”) incident management	●	No change
Customer initiated on-demand onsite diagnosis from Dell Technologies should customer staff not be available or capable to perform onsite troubleshooting	●	New feature
Rapid dispatch of a senior field engineer in parallel with phone-based troubleshooting	●	New feature
Six-hour objective to repair hardware-related issues	●	New feature
Priority production in the event of a critical situation caused by natural disaster	●	New feature

ProSupport Infrastructure Suite Add-on services

A select group of
Specialty Support
Services strategically
marketed with
ProSupport
Infrastructure Suite

Position these Specialty Support Services with the ProSupport Suite and deliver additional value to your customer

	Basic Hardware Support	ProSupport	ProSupport Plus
Keep Your Hard Drive for Enterprise Keep Your Component for Enterprise	Optional	Optional	Optional
Onsite Diagnosis Service ¹		Optional	Optional
Optimize for Infrastructure		Optional	Optional
Technical Account Manager-Infrastructure Guidance (IG)		Optional	Optional
Technical Account Manager-Designated Remote Support (DRS)		Optional	Optional

¹The stand-alone Onsite Diagnosis Service listed in the table above different than the onsite diagnosis option available with Mission Critical support in the ProSupport Plus offer. [Click here](#) for more information on the stand-alone OnSite Diagnosis Service listed above.

