

PROSUPPORT ENTERPRISE SUITE

Comprehensive support for complex
IT environments.



The enterprise landscape is changing rapidly, and the pressure to introduce new technologies into your organisation while efficiently maintaining existing servers, storage and networking has never been greater.

Big Data, virtualisation, application modernisation, modular infrastructure and cloud computing can result in substantial benefits, but they require an even higher level of expertise. A complex environment means complex processes – and more potential problems. The more you depend on technology, the more important it is to have the right IT support.

Key Benefits

- Flexibility to choose support based on criticality of specific systems and the complexity of your environment
- A central point of accountability for all your hardware and software issues
- Cross-domain experience that goes beyond a single piece of hardware
- Predictive, automated tools and innovative technology
- Consistent experience regardless of where you're located or what language you speak

	Purpose	Benefits	What's Included
ProSupport Plus	Proactive, predictive and reactive support for systems that look after your business-critical applications and workloads.	<ul style="list-style-type: none">· Adopt complex technologies with confidence by relying on our experts· Improve IT performance and stability with automated proactive and predictive recommendations· Maximise workload availability with automated support enabled by Support Assist and Secure Remote Services	<ul style="list-style-type: none">· An assigned Service Account Manager who knows your business and your environment· Priority access to specialised support engineers for faster issue diagnosis and resolution· Recommendations based on analysis of support trends and best practices from across our customer base to reduce support issues and improve performance
ProSupport	Comprehensive 24x7 predictive and reactive support for hardware and software.	<ul style="list-style-type: none">· Maximise productivity by leveraging Dell Technologies skill and scale· Minimise disruptions with around the clock access to highly trained experts· Gain efficiency through a single source for all your support needs.	<ul style="list-style-type: none">· 24x7 support through phone, chat and online· Collaborative 3rd party support· Optional onsite parts and labour responses

Questions or want to find out more? Get in contact at DellTech@uk.cdw.com.

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INTERNAL (CLASSIFIED)

