

**DELLEMC**

**DELLEMC**  
PARTNER  
PROGRAM

# Partner Sales Academy

Simple.Predictable.Profitable.™

 **Microsoft**

Windows Server 2016: Power your business.

 **Windows 10**

Windows Hello: you are the password.

A dark, high-contrast photograph of a city skyline at night, with numerous skyscrapers illuminated by lights, creating a bokeh effect in the foreground.

# Program partnerski Dell EMC

## ProSupport Plus & Technology Service Manager

**Artur Żukowski**

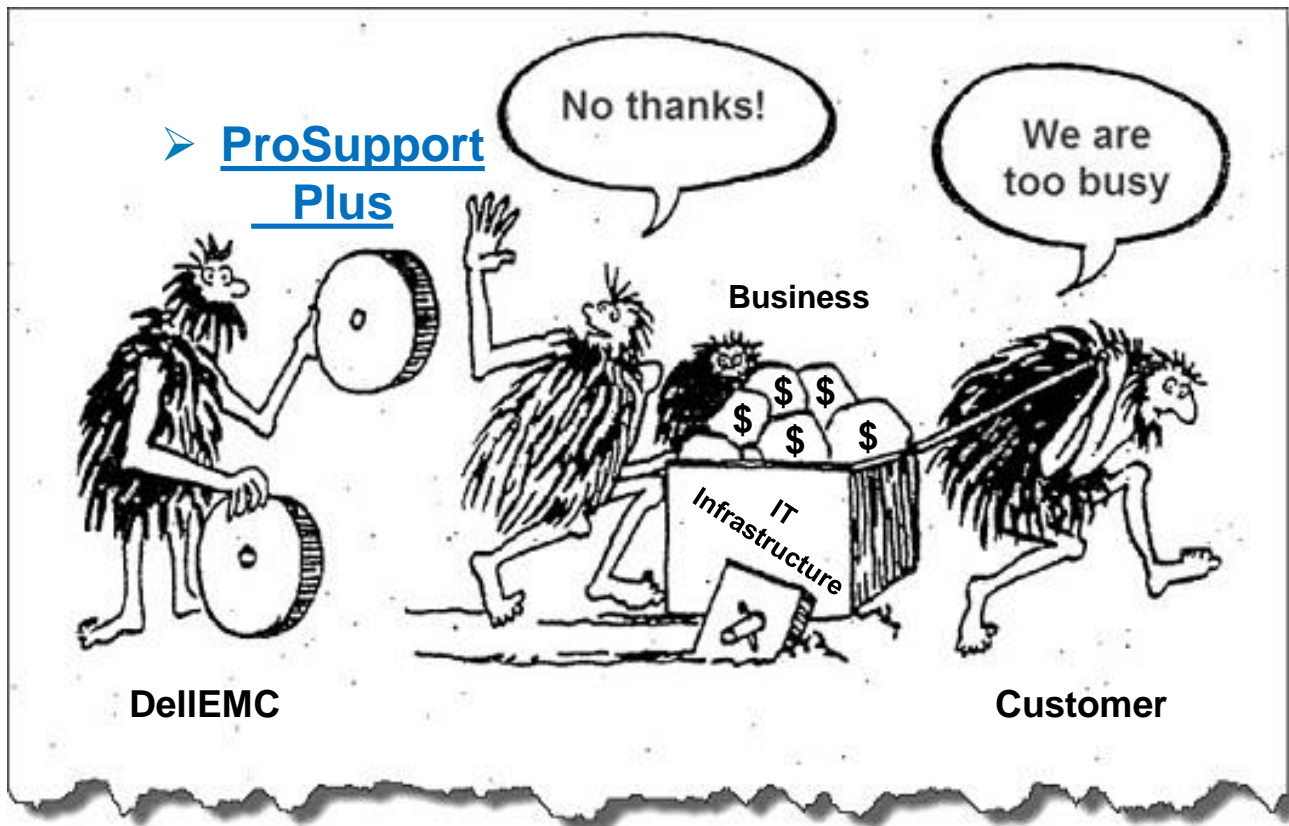
**Senior Technology Service Manager – Opiekun Serwisowy Klienta**

*ITIL Expert, PMP, PRINCE2 Practitioner*

## Business goals - how-to...

1. Free up time to focus on making core business to...
2. satisfy Customers and earn more money

# BE PRODUCTIVE NOT BUSY !!!



# Delegate tasks to free up your time



# ProSupport Plus for Enterprise

Proactive and predictive support for critical systems

Manage  
& Support



## Benefits:

- Adopt complex technologies with confidence by relying on our experts
- Improve performance and stability with automated proactive and predictive recommendations
- Maximize workload availability with automated support enabled by SupportAssist and Secure Remote Services

## Experts

- Designated Technology Service Manager
- Priority access to senior ProSupport Plus engineers
- Collaborative 3<sup>rd</sup> party support

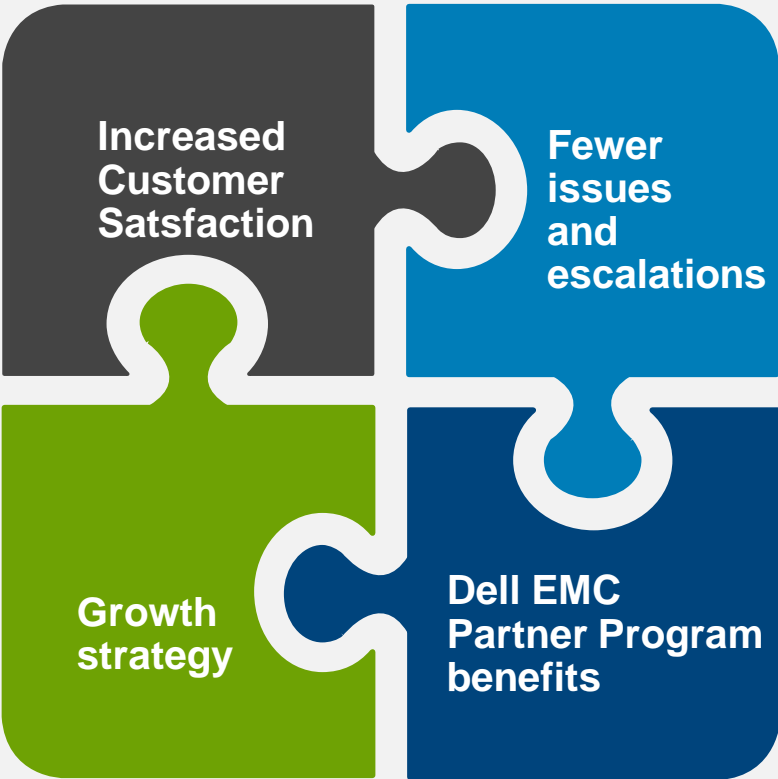
## Insights

- Proactive and predictive issue detection
- Assessments and performance recommendations
- Systems maintenance guidance

## Ease

- Hypervisor, operating environment and OS support
- Automated case creation with notification
- Support for up to 7 years

# ProSupport Plus: what's in it for our Partners?



# Experience fewer issues with ProSupport Plus\*

Up to

10%

fewer service  
requests

Up to

21%

fewer critical  
service requests

\*Based on a September 2018 internal analysis of service requests from August 2017 to August 2018 for Dell EMC Storage and Data Protection products comparing service requests for products with ProSupport Plus for Enterprise vs. products without it. Actual results may vary.

Your **Technology Service Manager** and our predictive support technologies help identify problems before they impact your business



# Resolve issues faster with ProSupport Plus\*

Our **ProSupport Plus** Technical Support Engineers resolve issues quickly so you can get back to innovating your business

Up to

34%

faster resolution of any service request

Up to

48%

faster resolution of any critical service request

\*Based on a September 2018 internal analysis of service requests from August 2017 to August 2018 for Dell EMC Storage and Data Protection products comparing service requests for products with ProSupport Plus for Enterprise vs. products without it. Actual results may vary.

“We’ve seen a **total transformation when it comes to support** services. With ProSupport Plus, issues can be resolved in hours instead of days with standard support.”

- Zhang Fei Peng,  
Director Of Operations,  
Jiguang  
[customer story here](#)

“We also have the proactive assistance of a **Technology Service Manager** to coordinate our support requests. **It saves us a lot of time** and means we can focus resources on IT development.”

- Michael Fischer,  
Systems Administrator,  
Mürwiker Werkstätten  
[customer story here](#)

95%

overall customer  
satisfaction with  
ProSupport Plus

“Because of ProSupport Plus...**we have more time to focus on strategic work**, instead of just putting out fires. That will help us continue to drive new business.”

- Mike Kott, System Administrator,  
Lifting Gear Hire  
[customer story here](#)

“We can maintain a 24x7 operation to ensure customers **get the best experience possible.**”

- Sumit Sharma,  
System Engineer,  
Winshuttle Software  
[customer story here](#)

# ProSupport Plus - what's in it for Partners ?

## ▶ Better Partner experience

- Greater revenue and margin
- Lets you focus on selling instead of support escalations

## ▶ Easy to sell

- Single legend code with the bundled price to select rather than separate legend codes

## ▶ Better customer experience

- Complete service that proactively predicts and prevents issues
- TSM support – save your time and effort



# Five critical components of ProSupport Plus for Enterprise

## 1 Designated Technology Service Manager

2 Priority access to ProSupport Plus engineers

3 Proactive monitoring with SupportAssist and Secure Remote Services

4 Monthly reporting and performance recommendations

5 Systems Maintenance guidance

- Your #1 support advocate at Dell EMC, maximizes the value of the customer's investment in Dell Technologies throughout the end-to-end product lifecycle.
- Acts as single point of contact for support requirements in relation to your assigned customers' IT environment.
- Ensure effective ownership and communication of support service activities between the customer, Support & Deployment Services teams and the account team, which includes problem management.
- Trusted advisor for support planning and technology decisions.
- Serves as single point of contact for account management, escalation and monthly reporting reviews.
- Leverages data from SupportAssist, Secure Remote Services (ESRS) and MyService360 to improve performance and stability with proactive, personalized recommendations.

# Your Technology Service Manager (TSM)

## Deepening your Dell EMC customer support experience



### Relationship

- Trusted advisor
- Understand business objectives and IT needs of covered assets
- Service advocate within Dell EMC



### Prevention

- Operational review including reporting, analysis and recommendations
- Risk management
  - Best practices
  - Maintenance
  - Lifecycle
  - Out of Warranty
- IT service management best practices adoption for operations efficiency



### Support

- Escalation and crisis management support
- Oversight and coordination of service exceptions
- Central point of accountability for Dell EMC services



### Collaboration

- Joint Dell EMC account and service delivery planning and execution
- Early involvement in projects from a support and operations point of view
- Service operations plan delivery

# Five critical components of ProSupport Plus for Enterprise

1

Designated Technology Service Manager

2

**Priority access to specialized support experts**

3

Proactive monitoring with SupportAssist and Secure Remote Services

4

Reporting and performance recommendations

5

Systems Maintenance guidance

- Immediate advanced troubleshooting from a ProSupport Plus engineer who will reduce downtime and lost productivity.
- Deep and broad expertise across the full breadth of Dell EMC enterprise products to enable comprehensive issue resolution.
- Utilizes information from SupportAssist, Secure Remote Services and MyService360 to gain visibility into the issue as well as configuration and diagnostic data.

# Five critical components of ProSupport Plus for Enterprise

1

Designated Technology Service Manager

- Remotely monitors enterprise systems through leading system management consoles

2

Priority access to ProSupport Plus engineers

- Accelerates resolution with predictive monitoring, notifications, automated case creation and proactive response.

3

**Proactive monitoring with SupportAssist and Secure Remote Services**

- Improve productivity by reducing time spent resolving issues.

- Collects configuration information from your environment to identify critical patches and updates

4

Reporting and performance recommendations

- Analyzes information across entire customer base, to identify trends and best practices.

5

Systems Maintenance guidance

# Five critical components of ProSupport Plus for Enterprise

1

Designated Technology Service Manager

2

Priority access to ProSupport Plus engineers

3

Proactive monitoring with SupportAssist and Secure Remote Services

4

**Reporting and performance recommendations**

5

Systems Maintenance guidance

- Regular assessments enabled by SupportAssist, Secure Remote Services and MyService360 provide critical updates and performance recommendations.
- Contract and support history reporting to aid in budgeting and planning.
- Recommendations based on trends and best practices across the Dell EMC customer base.
- The full ProSupport Plus reporting suite is available only with the implementation of SupportAssist and/or Secure Remote Services.



# Five critical components of ProSupport Plus for Enterprise

1

Designated Technology Service Manager

2

Priority access to ProSupport Plus engineers

3

Proactive monitoring with SupportAssist and Secure Remote Services

4

Reporting and performance recommendations

5

**Systems Maintenance guidance**

- Systems Maintenance is included in your ProSupport Plus entitlement and delivered as needed for no extra cost
- Systems Maintenance will be recommended as needed by your TSM as a part of performance reporting
- Flexible scheduling of service delivery – available 24x7 or per your available maintenance window
- Comprehensive event log analysis can prompt a driver and firmware update recommendation

# Enterprise Support Services

## Feature Comparison

	ProSupport	ProSupport Plus	ProSupport One* for Data Center
Remote technical support	24x7	24x7	24x7
Onsite support	Next Business Day or Mission Critical	Next Business Day <sup>1</sup> or Mission Critical	Flexible
Automated issue detection and case creation	●	●	●
Self-service case initiation and management	●	●	●
Hypervisor, Operating Environment Software and OS support	●	●	●
Priority access to specialized support experts	●	●	●
Designated TSM - service account management expert	●	●	●
Periodic assessments and recommendations	●	●	●
Monthly contract renewal and support history reporting	●	●	Monthly or Quarterly
Systems Maintenance Guidance	●	Semiannual	Optional
Designated technical and field support teams	●	●	●

<sup>1</sup>Next Business Day option available only on applicable legacy Dell products. Availability and terms of Dell EMC Services vary by region and by product. For more information, contact your Dell EMC Channel Account Manager.

\*ProSupport One for Data Center is available for select accounts only.

- 
- A nighttime photograph of a city skyline with several illuminated skyscrapers. In the foreground, a pedestrian bridge with a glass railing spans across the scene. The sky is dark blue, and the city lights create a vibrant atmosphere.
- Master your strength.
  - Outsource your weakness.
  - Do what you're great at.

**Q&A**

**D**  **LEMC**

# Resources

[Services Delivery Enablement Matrix](#)

[ProSupport Information](#)

## Partner Presentations:

- [Partner Services Portfolio](#)
- [How to Win with Services](#)
- [Partnering with Services](#)
- [ProDeploy Deck](#)

## For Assistance:

- Delivery Enablement – [Services Partner Helpdesk](#)
- Sales and Ordering Assistance – [Partner Experience Center](#)



Partner Portal: [dell EMC.com/partner](https://dell EMC.com/partner)