

## ProSupport Plus for Infrastructure



# Proactive, Predictive, and Personalized Support for Business-Critical Systems



When seamless IT operations are critical to your business, trust **ProSupport Plus for Infrastructure**. Combining proactive, automated support, rapid responses, predictive analytics and personalized, actionable insights, ProSupport Plus for Infrastructure delivers Dell's most comprehensive and advanced support solution to ensure high availability of your vital systems—empowering you to drive your business forward with confidence.



### Rapid, Expert Response

- **Priority Access:** Skip the queues and get immediate direct access to senior Dell support engineers for expert troubleshooting and swift resolution.
- **Seamless Collaboration:** Broad support for eligible third-party software allows us to deliver a support experience that saves valuable time and resources.
- **Critical Problem Solutions:** We address mission-critical issues with unmatched urgency and expertise to rapidly restore system function and keep your operations moving forward.



### Proactive and Predictive Support

- **Advanced Automation:** Stay ahead of problems by leveraging our AI-driven automated support to detect and resolve issues before they can escalate and impact operations.
- **Maximized Uptime:** Prevent or plan for downtime with predictive hardware anomaly detection
- **Proactive System Maintenance:** Keep your infrastructure code current and performing at peak through semi-annual system maintenance, coordinated by your Technical CSM and delivered by Dell's Remote Proactive Services team.
- **Reduced Risk:** Automated cybersecurity monitoring and mitigation provide another layer of protection for your IT environment.



### Intelligent, Actionable Insights

- **Support that Drives Sustainability:** Energy and emissions tracking and carbon footprint forecasting combined with infrastructure analytics enable informed sustainability and stewardship decisions.
- **Accelerate Business Outcomes:** Harnessing Dell expertise, advanced analytics and AI-driven insights, your Technical CSM will identify and communicate success initiatives and optimal strategies that enable you to achieve the outcomes that matter most to your business.

**97%**



of ProSupport Infrastructure Suite customers are highly satisfied with the technical support they receive<sup>1</sup>

# ProSupport Plus for Infrastructure

## Outcome Assistance and Advocacy via assigned Technical Customer Success Manager

Enjoy a frictionless customer experience with cross-functional lifecycle management aligned to your goals

From onboarding to continuous improvement to refresh and renewal, Technical CSMs build trusted partnerships to ensure sustained customer success at every stage of the technology journey.

Accelerate time-to-value of your investments in Dell solutions

Through onboarding assistance, education and success planning, your Technical CSM will identify ways to help you maximize the value of your Dell infrastructure and services.

Turn challenges into opportunities with actionable strategies powered by data and AI-driven analytics<sup>2</sup>

Customer Success IT Optimization Reviews provide opportunities for your Technical CSM to share insights and recommendations on support trends, infrastructure health and performance, code currency, security advisories and more—guidance that helps you minimize risk while optimizing your ecosystem and services.

## Proactive Monitoring & Actionable Insights via Dell's connectivity solutions and tools

Quickly visualize infrastructure performance through a current system health score<sup>2</sup>

View in-depth infrastructure details, trends and actionable insights in Dell AIOps<sup>3</sup> easy-to-use health monitoring dashboard.

Get ahead of problems with proactive issue detection and automated case creation<sup>2</sup>

Persistent, proactive monitoring of your infrastructure enables secure connect gateway technology to detect a problem. We automatically open a support case and alert you—sometimes before you even know there is an issue.

Cybersecurity monitoring and recommended mitigation provide another layer of protection<sup>2</sup>

Dell AIOps Cybersecurity Assessment continuously monitors security configurations and notifies you of risks, infrastructure security misconfigurations and recommended actions. [Learn more](#).

Predictive performance and capacity analysis address bottlenecks<sup>2</sup>

Dell AIOps delivers advance warning when compute and storage will reach maximum performance and capacity, providing you ample time to balance workloads and budget for equipment expansions and refreshes.

Prevent or plan for downtime with predictive hardware anomaly detection<sup>2</sup>

We analyze telemetry data and detect anomalies that could lead to a hardware failure. If a failure is predicted, a service request is automatically generated on your behalf—enabling proactive mitigation.

Energy consumption and carbon footprint forecasting support sustainability initiatives<sup>2</sup>

Combining IT infrastructure energy and emissions tracking and forecasting with analytics, Dell AIOps enables informed decisions regarding workload consolidation and technology refreshes. [Learn more](#).

Streamline internal IT efforts with efficient service request and escalation management tools

MyService360 provides fleet-wide visibility of incident management, along with actionable insights on infrastructure health and risks—helping you efficiently manage your environment and boost IT services health. [Learn more](#).

## Support Essentials

Count on Mission Critical Support to get you back up and running as quickly as possible during Sev 1 incidents and natural disasters

Mission Critical Support includes:

- Critical situation ("CritSit") incident management procedures.
- On demand, onsite diagnosis from Dell.<sup>2</sup>
- Rapid dispatch of a senior field engineer in parallel with phone-based troubleshooting.
- Six-hour call-to-repair objective for hardware-related issues.<sup>2</sup>
- Priority production in the event of a critical situation caused by natural disaster.

Keep systems code current and performing at peak through Proactive System Maintenance

Includes a System Maintenance Plan along with remote delivery support to implement recommendations and validate implementation success.

Priority access to expert support

Skip the queues—ProSupport Plus customers are immediately routed to a senior technical support engineer specializing in the affected technology. Available 24x7x365.

Bringing your own software? We provide 3rd party software support

Dell Support is your single point of accountability for eligible 3<sup>rd</sup> party software installed on your ProSupport Plus covered system—whether you purchased it from us or not. [Eligible software list](#)

Rapid onsite labor response and parts delivery

Within 4-hours after isolating the problem and determining that onsite hardware support is necessary, Dell Technologies will send authorized personnel, with replacement part(s) if necessary, to the customer's site for resolution.

## Get connected for full advantage



Secure connect gateway is the backbone of Dell's proactive and predictive support and your key to unlock the full potential of your ProSupport Plus for Infrastructure contract. Experience AI-driven monitoring, actionable system insights, and automated issue resolution seamlessly integrated into your IT environment.

[Learn more](#)

Learn more about  
**Support Services  
for Infrastructure**

<sup>1</sup>Based on an internal analysis from Dell Technologies March 2025. <sup>2</sup>Requires asset connectivity to Dell.

<sup>3</sup>Formerly CloudIQ, APEX AIOps Infrastructure Observability. Only available with ProSupport or ProSupport Plus for Infrastructure services.