Dell Support Services Proactive Maintenance

Help reduce unplanned downtime and optimize stability with scheduled assessments, streamlined patch management, detailed reporting, and more

Keeping the Lights on can be Costly

Research shows that CIO's are using more and more resources just to keep systems up and running. On average, 70% of IT budgets are spent on routine maintenance*, leaving fewer resources available to focus on core business and strategy. Through schedules assessments, streamlined patch management, detailed reporting and more, Proactive Maintenance removes some of the burden of routine maintenance and enables you to focus on more innovative projects.

Maximizing Uptime is Essential

Avoid problems before they occur. Proactive Maintenance provides customers with a maintenance event on supported Dell systems to help with performance and reduce the likelihood of future incidents due to incompatible hardware, software, BIOS, and firmware versions. It is conveniently conducted in a series of phases: discovery, analysis, and delivery. In addition, Proactive Maintenance services can easily be scheduled through Dell Technical Support and can be delivered 24x7.

> Customers with Proactive Maintenance Service report up to 40% less issues than customers who do not have the service*.

PROACTIVE MAINTENANCE

- **Predictable Costs** - Budget and plan for periodic maintenance service upfront. This saves you unexpected costs in service calls and software upgrade installations later

- **Increase Peace of Mind** - Lower total cost of ownership while improving performance

- **Reduce the Possibility of Critical Incidents –** Stay current with regular system checks so you can proactively address possible issues before they occur

- **Keeping Systems Up-to-Date –** Schedule maintenance and software updates with just a single phone call

FEATURES

- **Assessment performed and reviewed with the customer**

- **Assessment and recommendation of driver and firmware updates**

- **Application of customer-approved patches and system updates**

- **Detailed report of initial assessment and recommendations, customer-selected activities, and completed deliverables**

- **Flexible scheduling of next Proactive Maintenance session service delivery – available 24x7**

- **Optional SAN Performance Optimization Assessment, which includes a maintenance analysis and storage performance**

Proactive Maintenance

Scheduled support which proactively maximizes availability and stability within the Dell environment

Discovery

Tasks

- ✓ Initial Customer Engagement
- ✓ Array / event log gathering *(Lasso tool)*
- ✓ Ensure Logs are complete *(Wrangler tool)*

Analysis

Tasks

- ✓ Technical analysis of hardware and event logs
- ✓ Identification of potential hardware failures
- ✓ Create SOW / Gain Customer Approval

Service Delivery

Tasks

- ✓ Onsite or remote install of bios, firmware drivers, or hardware
- ✓ Optional install of new software / hardware
- ✓ Verify array performance & system reboot

Project Closeout

Tasks

- ✓ Recommend Environmental changes & upgrades
- ✓ Validate customer satisfaction
- ✓ Provide documentation of work completed

Global Command Center

Contact your Dell representative to explore how Dell Support Services can help you shift resources from maintenance to momentum.

Applications   Business Process   Consulting   Infrastructure   Support