

# DELL EMC XC SERVICES OVERVIEW

*“OpenManage Essentials integrates with SupportAssist, which automatically creates cases if, for example, there’s an issue with a hard drive or node. Dell proactively monitors our network and our devices, and they give us a much better response time compared to other providers thanks to Dell EMC ProSupport”*

– Biju Samuel, Director of IT,  
Cardlytics

The success of our customers who are utilizing XC Series hyperconverged infrastructure in their data centers is an important priority for Dell EMC and Nutanix, and both companies are intently focused on providing the highest level of support for these environments. Based on a partnership beginning in 2014, we have worked together to provide a hybrid support model in which Dell EMC serves as the customer’s primary point of contact and is responsible for engaging the Nutanix technical support team for escalations and specialized needs.

This approach enables comprehensive support for XC Series customers that seamlessly extends from project planning and deployment services to ongoing 24x7x365 hardware and software support and proactive remediation. Predictive monitoring and alerting are also available to help identify and solve potential problems before they occur.

## **We take care of support so you can take care of business**

Technical support and services from Dell EMC and Nutanix help ensure the stability and resiliency of your XC Series hyperconverged infrastructure so you can focus on your business priorities. They also give customers a strong level of confidence that their hyperconverged infrastructure will be available as planned, even for the most demanding production environments.



As our customer, you can rest assured that your support needs are met with:

**Comprehensive Deployment Services** – Dell EMC provides full service installation and configuration of both hardware and system software by certified deployment engineers. To prepare for the deployment, we conduct a site readiness review and implementation planning. System testing, validation and full project documentation with knowledge transfer complete the process. We focus on getting you up and running fast so you can focus on your business and prepare for whatever comes next.

**One call for support** – this means Dell EMC will isolate the problem source, resolve hardware issues, collaboratively engage Nutanix Technical Support for software issues, and manage the case through resolution. Our comprehensive support model encompasses XC Series hardware and Dell EMC data protection solutions, your choice of hypervisor, Nutanix software, and Dell EMC system management software.

**Specialized technicians and engineers** – Dell EMC and Nutanix support teams are extensively trained on the XC Series appliance, from hardware and firmware to hypervisor and Nutanix software. They have helped thousands of customers deploy and manage XC Series environments and draw on an extensive knowledge base to thoroughly address any issues or questions.

**Proactive, predictive, and automated support technology\*** – Dell EMC SupportAssist works with iDRAC (integrated Dell Remote Access Controller) to enhance and automate technical support for XC Series appliances. iDRAC actively monitors system health and CPU, memory, storage and networking components, and provides email alerts to potential issues. SupportAssist features include predictive issue detection, failure prevention, automated issue detection, and notification and case creation when problems arise. Nutanix software also includes several proactive support services, including Pulse which provides continuous, intelligent system monitoring. Working together, these technologies enable proactive technical support from Dell EMC so you can maximize productivity and minimize disruptions.

\* - Applies to ProSupport Plus and ProSupport One for Data Center only

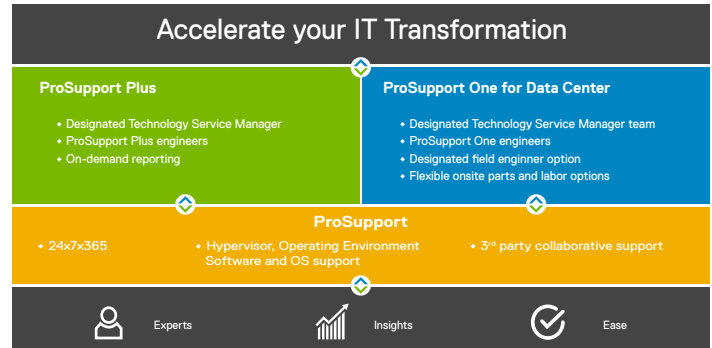
**Worldwide coverage** – you're covered with support centers and teams in 167 countries, over a thousand spare parts depots around the world, and technical experts fluent in 55 languages.

**Always available for your needs and questions** – our highly capable technical experts are available via phone, email, chat and social media to address any issue you may encounter with your XC Series deployment.

### Support plans tailored for your organization

To closely align with your business and operational requirements, Dell EMC offers three levels of support and service for XC Series environments: ProSupport Plus, ProSupport One for Data Center and ProSupport. All plans include coterminous hardware support and Nutanix software maintenance and support (as part of Dell EMC ProSupport for Multivendor Software) for 1-7 year terms\*. They include access to our extended technical support teams and follow

the same collaborative support process with Nutanix. These support plans also feature 24x7 remote technical support and options for next business day or 4-hour mission-critical onsite response.



ProSupport Plus\*\* offers:

- All standard features of ProSupport (see below)
- A designated Technology Service Manager who knows your business and your environment
- Access to senior ProSupport Plus engineers for faster issue resolution
- Predictive analysis for issue prevention and optimization enabled by SupportAssist
- Proactive monitoring, issue detection, notification and automated case creation for accelerated issue resolution enabled by SupportAssist

ProSupport On for Data Center for Enterprise\*\* includes:

- All standard features of ProSupport (see below)
- Designated service account management expert with remote, on-site, part-time and full-time options
- Designated ProSupport One technical and field engineers who are trained on your environment and configurations
- On-demand reporting and analytics
- Flexible on-site support and parts options that fit your operational model
- A tailored support plan and training for your operations staff

ProSupport features:

- 24x7x365 access to certified hardware and software experts
- Collaborative support with 3rd party vendors
- Hypervisor, Operating Environment Software and OS support
- Onsite parts and labor response options including next business day or four-hour mission critical

\*Availability and terms of service vary by region or product. For more information, visit [Dell.com/servicecontracts/global](http://Dell.com/servicecontracts/global).



### **Comprehensive system level support that's streamlined for efficiency**

Typically a support request is initiated by the customer or generated automatically through SupportAssist or Pulse, a monitoring and alerting feature of Nutanix software. From there, Dell EMC opens a support request and does an initial triage of the issue. If it's a problem related to the XC Series appliance or Dell EMC data protection, we

will remediate it, ship replacement parts and dispatch a Field Engineer (if applicable) to resolve the issue. The customer then confirms resolution and Dell EMC closes the support case.

If the issue is related to Nutanix software, Dell EMC troubleshoots the problem with the goal of resolving the issue on the first call. However, if additional software assistance is needed, Dell EMC escalates the request for priority support from Nutanix. Nutanix will address the issue and then Dell EMC confirms resolution with the customer and closes the support request. Dell EMC will monitor cases escalated to Nutanix Technical Support based on severity level through closure to help ensure all support requests are addressed as expediently as possible.

### **Why Dell EMC Support**

Organizations and enterprise of all sizes throughout the world trust Dell EMC to support their XC Series hyperconverged infrastructure and multi-vendor enterprise systems, and keep them running efficiently with minimal unplanned downtime. Our scale and technical expertise ensure that you'll be able to:

- Focus on your business while Dell EMC experts help manage your day-to-day infrastructure needs and issues
- Improve performance and stability with deep insights and proactive management
- Increase productivity with highly responsive, always accessible, tailored support.