

All systems go

Dell Enterprise Command Center offers stellar support for mission-critical Dell technologies



Dell Enterprise Command Center

images by www.meerins3d.com

Businesses relying on leading-edge server and storage solutions from Dell now have an advanced level of available support, thanks to the new Enterprise Command Center (ECC). This centralized support operations base is the latest in a series of upgrades to Dell's enterprise services portfolio, following successful introductions of enhanced Silver, Gold, and Platinum support levels, and the new Dell Certification Program—which provides skills-based certification in key IT management areas to help customers improve product support in real-world scenarios.

Get added assurance

Building on crisis management techniques proven in nationwide emergency call centers and major utility plants, the new state-of-the-art ECC facility enables Dell technical experts to track issues and components that are crucial to the functionality of your Dell products and services. Real-time data feeds provide

around-the-clock management of on-site technicians and deliveries of service parts—as well as of other influential factors, such as weather and current events—to help our support personnel recognize potential service delays before they can adversely affect you. As a result, you can reduce reaction times while slashing your downtime during critical situations.

Let Dell do the work

When national or regional disasters strike, IT performance often suffers as a direct result. This is largely due to a restricted ability to locate and mobilize the resources required to repair or maintain critical systems. For many industries—including aerospace and petroleum—consequent downtime can be tremendously devastating. The ECC now effectively addresses this challenge to help customers accelerate problem resolution, even in the wake of extreme, unpredictable disasters such as earthquakes or floods. Working from a centralized base of operations,

Dell's support experts leverage a comprehensive, bird's-eye view of the issues that affect your particular Dell systems and services, working around region-specific failures or outages to get your infrastructure back in action as quickly as possible.

Dell is committed to developing and providing support services dedicated to maintaining optimal and highly resilient system performance. At present, the Dell ECC facility is available for enterprise customers in the Americas; global expansion is planned for the future.

For more information:

www.dell.com/services