



Dell Compellent Copilot Support

Like having a Dell Compellent expert on staff

Your data is one of your organization's most valuable assets, which makes supporting and protecting the systems that store your data a high priority. According to hundreds of customers, supporting your storage infrastructure is something Dell™ Compellent™ does better for you. Dell Compellent Copilot Support™ goes beyond traditional support offerings by identifying and resolving problems before they happen. And by combining the power of both Copilot and ProSupport, we can tailor the perfect combination of proactive processes, professional expertise and worldwide reach to help ensure your complete satisfaction. While your opinion is what counts, we're proud to mention that our support has received glowing recognition. In fact, Copilot Support was recently voted best support by Storage magazine, and InfoPro's independent survey of IT end users gave Copilot the industry's highest marks.

Identify and resolve issues before they become problems

With extensive storage knowledge and industry-leading support tools, Dell Copilot Support engineers provide prompt and exceptional technical support for customers—wherever they are, and whenever and however they need it. Our unique integrated PhoneHome technology proactively monitors your Storage Center™ SAN and provides real-time event notification to you and your Copilot Support team. With this sophisticated tool, Copilot is able to review and gather data to provide system recommendations and proactively resolve issues before they become problems.

The Copilot team operates out of a state-of-the-art expert center. All customer support calls are answered by qualified, highly trained storage experts who are available 24 hours a day, 7 days a week. Because of the team's level of expertise, 90 percent of support cases are resolved in the level one stage of the call.

Get comprehensive support for your entire data center environment

No matter the issue, your Dell Copilot Support team takes ownership and drives resolution, quickly and efficiently, with no finger pointing involved. Copilot serves as a single point of contact for your entire Storage Center SAN infrastructure, working through issues with not only Compellent hardware and software, but also third-party partner products to expedite resolution. Our added ability to now tap into the global scale and resources of Dell ProSupport ensures seamless support and services for a wide range of data center hardware and software products.

Whether you need call center support, on-site support or quick delivery of replacement parts, Copilot Support has you covered. Dell Compellent-certified technicians and sparing partners are strategically located worldwide to ensure prompt on-site support and delivery of replacement parts. Choose from a robust portfolio of Copilot Support options to best meet your needs.

Realize unmatched value in technical support

Copilot Support is the most cost-effective way to add Dell Compellent expertise to your staff. You always have someone monitoring your data to ensure continuous availability. In fact, on a given day, the Copilot team makes twice as many outbound customer calls as they receive incoming customer calls. Plus, every call is handled personally by a highly trained support engineer.

With Dell Compellent, perpetual software licensing provides added value by ensuring you automatically receive the latest releases, updates and patches. Also, Fluid Data storage isn't tied to any particular hardware model or platform, so all software licenses transfer from one series controller to another during upgrades.

Feature	Dell Compellent Copilot Support		
Support Options	24x7 Support, Priority Response	24x7 Support, Next Business Day Response	24x7 Support, Call Center Only
Call Center Support	24x7 Support Center	24x7 Support Center	24x7 Support Center
On-Site Response	Priority (4-, 8- or 24-hour)	Next Business Day	–
Parts Delivery	Priority (4-, 8- or 24-hour)	Next Business Day	UPS Ground
Software Releases	Perpetual Software Licensing	Perpetual Software Licensing	Perpetual Software Licensing
PhoneHome Technology	24x7 Monitoring & Response	24x7 Monitoring & Response	24x7 Monitoring & Response
Incident Fees	\$0	\$0	Time & Material

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