



## Why Dell for enterprise-level support?

- Problem prevention and rapid resolution
- Engineer-to-engineer support with Dell's Enterprise Expert Center
- Single point of accountability with Technical Account Manager Services
- Strives for highest customer satisfaction levels through superior service and customized services.

# Gold Support

## Premier Enterprise Support Service Tiers

Today's mission-critical SAN environments require maximum uptime enabled by problem prevention and rapid resolution services. Dell's Gold Support, a comprehensive suite of services, provides extensive 7x24 remote and on-site support<sup>1</sup> for select Dell|EMC systems. Key features are highlighted below.

7x24 Problem Prevention & Account Management	7x24 Rapid Resolution	Optional Services
<ul style="list-style-type: none"> <li>• Technical Account Manager (TAM) Services</li> <li>• Storage System Remote Monitoring</li> <li>• Change Notification Services via PowerLink™ Access</li> </ul>	<ul style="list-style-type: none"> <li>• TAM Services</li> <li>• Engineer-to-Engineer Support with Dell's Gold Queue</li> <li>• Customer-Defined Call Priority</li> <li>• Unlimited Remote Advanced Software Support</li> <li>• Seamless Support with Select 3<sup>rd</sup> Party Vendors</li> <li>• 7x24 4-Hour Response<sup>2</sup> On-Site Hardware Support<sup>1</sup></li> </ul>	<ul style="list-style-type: none"> <li>• On-site Spares</li> <li>• Per Title Software Support</li> </ul>

Technical Account Manager (TAM) Services are offered through teams of engineers who support a defined set of customers. The size and coverage of these teams are closely monitored to ensure you are always working with engineers who know your environment.

TAM Team Service responsibilities:

- Escalation Management to help ensure your issues are expedited.
- Post Incident Report of Severity 1 incidents sent via email.

Dispatch on-site troubleshooting technicians for times when you experience a critical problem and cannot perform phone based troubleshooting (available as an optional service pack).

Premier Enterprise Support Gold customers benefit from access to Dell's Gold Queue giving you engineer-to-engineer contact through a dedicated 7x24 toll-free number. The Gold Queue, part of Dell's

Enterprise Expert Center, is staffed with highly trained and industry certified senior level employees.

Customers can assign the priority of all hardware and software calls made to Dell's Enterprise Expert Center. Each Severity (SEV) level has time-bound response times, escalation paths, and processes.

Customer-Driven Severity Levels	Server/Storage Status	Customer Revenue or Productivity Impact
SEV 1	System down	Significant
SEV 2	<ul style="list-style-type: none"> <li>• Intermittent problems</li> <li>• No immediate work stoppage</li> </ul>	Long-term impact
SEV 3	<ul style="list-style-type: none"> <li>• No system impact</li> <li>• Updates, questions and installations</li> </ul>	No impact

# Gold Support Services

Dell|EMC Gold customers receive *unlimited* resolutions of Remote Advanced Software Support for:

Standard Dell EMC Software	Optional Dell EMC Software
Access Logix <sup>1M</sup>	SnapView <sup>1M</sup>
Navisphere <sup>®</sup> Agent	MirrorView <sup>1M</sup>
Navisphere <sup>®</sup> Manager	Navisphere <sup>®</sup> Analyzer
PowerPath <sup>®</sup>	VisualSAN <sup>®</sup>
	VisualSRM <sup>®</sup>
	SAN Copy <sup>1M</sup>

In addition to receiving software updates/upgrades, Customers with Software Support contract can also access PowerLink - EMC's resource website for customers and partners. PowerLink provides

- a) product announcements,
- b) software registration,
- c) technical white papers,
- d) interoperability information, and
- e) a range of configuration tools

**Seamless Resolution** - The Enterprise Expert Center also ensures that 3rd party issues from Microsoft and many hardware vendors are resolved seamlessly through your initial contact with Dell. If a problem with a Microsoft<sup>3</sup> operating system or software application, or a select hardware product is determined, the Enterprise Expert Center contacts the 3rd party vendor and provides details on the incident for you. For Severity 1 calls from Gold customers, Dell stays fully engaged until resolution. The Dell engineer will follow up with the 3rd party vendor to create a Problem Resolution Document.



Remote Monitoring service provides automatic notification of hardware faults to the Dell Enterprise Expert Center for immediate issue creation and response. The monitoring software will send an email alert to Dell technicians who can diagnose the problem, and resolve or dispatch either parts and/or technicians to the customer site for proactive repair.

## Optional Gold Services

For Gold Support customers, Dell offers a Customer-owned Onsite Spares contract. Dell provides a customized recommended spares list to help meet your needs. You handle all warehousing, planning, and re-ordering.

<sup>1</sup> On-site service provided by independent third-party service provider and may not be available in certain remote locations. Technician shall be dispatched if necessary following telephone technical support.

<sup>2</sup> Dell Services programmes are subject to the service radius restrictions within the country. On-site service provided by independent third-party service provider and may not be available in certain remote locations. Dell systems, which are not located within the four-hour or two-hour service coverage, will receive the service levels on next business day basis or best effort basis and subject to service capabilities of the nominated Dell Service Provider. Except for 24x7 services, calls will only be accepted up to 5 p.m. local time. Technician shall be dispatched if necessary following telephone technical support.

<sup>3</sup> Microsoft is a registered trademark of Microsoft Corporation.

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