MyService360
Personalized Data. Actionable Insights.

With a focus on enterprise digital transformation, organizations need an online experience that simplifies support and saves them time, while allowing them to plan for the future.

From complex global environments to individual products and solutions, MyService360 takes the guesswork out of the service experience with personalized, 360 degree data visualizations. It presents critical events that are impacting your environment in real-time and prescriptive recommendations so you can take action. MyService360 also delivers proactive historical trending and advanced analytics so you can plan and maximize your Dell EMC investments to enable your own enterprise digital transformation.

"Besides simplifying day-to-day support, the MyService360 dashboard will help [us] make good business decisions about our future. It's very cool!"
- Open Line, B.V.
Simplifying the support experience

MyService360 is a personalized, cloud-based services dashboard that simplifies complex data sets into actionable intelligence. Fueled by the Dell Data Lake, Secure Remote Services (formerly ESRS) and immersive data visualizations, MyService360 empowers customers to take control of their enterprise service experience. Gain insight and take action, and save time by up to 43% from:

- Real-time, critical incidents and risks with a proactive heads-up display
- Clear, prescriptive recommendations for simplified action and planning
- Historical trends and analytics that optimize your Dell EMC support experience

MyService360 is available free of charge to all customers with an active warranty or maintenance contract on any Dell EMC data protection, storage, and converged systems**, and includes ProSupport Plus on-demand reporting. It is accessible through Online Support for registered users.

A one-stop-shop for services information

In the past, IT professionals have had to pull service and support information from many different locations to get a full picture of their environment – code level status from one place and parts replacements data from another. MyService360 solves that time consuming challenge and allows you to focus on contributing what matters to the business. Key capabilities include:

- **Heads-up display**: easily monitor real-time updates on critical service activity and see where to take action with this proactive summary.
- **Health & risk scoring**: quickly assess the health of your environment with the service risk score based on key data such as high severity service requests and active escalations.
- **Incident management**: manage service requests and investigate proactive trending data to learn from service incident patterns.
- **Code level analysis & connectivity status**: analyze how much of your global install base is up to code and connected with the ability to drill down to the system level. Review enhanced code level analysis with your Technology Service Manager for connected, ProSupport Plus-covered products.
- **Onsite service tracking**: stay up-to-date on your daily onsite maintenance activities with a near real-time tracker to more efficiently plan your day and work with onsite service engineers.
- **On-demand ProSupport Plus reporting**: access, personalize, and export your data 24x7 and review recommendations with your Technology Service Manager on your incidents, contracts, and software upgrades.

A personalized approach to support

At Dell EMC, we know that priorities are always changing and vary across team members. That's why every member in your organization has a MyService360 view that is tailored to them. Team members can customize their dashboard with advanced filter options to focus on the sites, products, and solutions most important to them. In addition to this personalized approach, MyService360 is built to be use-case agnostic. It offers an extensive range of services information, both at the enterprise level and at the product and converged infrastructure level, so peers can investigate and action data as wide and granular as they need.

Get started today

Register and log into Online Support – support.emc.com – and begin exploring the many empowering capabilities of MyService360 today! Don't forget to connect your eligible systems through Secure Remote Services (formerly ESRS) to maximize your near real-time experience and get connectivity-enabled features.

*Based on a 2017 survey of global account management customers, customers reported an average of 43% time savings using MyService360 compared to the previous experience.

**MyService360 support all Dell EMC storage (except SC and PS series, data protection and converged infrastructure including VxBlock, Vblock, VxRail, and VxRack.)