

DELL EMC DESIGNATED SUPPORT ENGINEER

Personalized support and expert technical assistance for your Dell EMC implementation

ESSENTIALS

- Provides a designated product-focused troubleshooting expert with in-depth knowledge of your Dell EMC product environment
- Facilitates real time communication and reporting to help your organization make informed decisions and continuous improvements in your environment
- Reduces average Time to Resolution (TTR) by 33 percent*

BUSINESS CHALLENGES

World-class technical support is the cornerstone of your Dell EMC solution. Dell EMC Designated Support Engineers (DSEs) deeply understand Dell EMC product environments and provide expert product-focused support to ensure rapid problem resolution and maximization of your IT investment. DSEs leverage senior-level Dell EMC technical resources and product engineering staff to optimize the performance of your business-critical applications.

FAST, EFFECTIVE PROBLEM RESOLUTION

Dell EMC DSEs provide personalized service—managing and overseeing all technical support activities related to a specified product line. Your DSE will work with your IT staff to troubleshoot and manage reported issues from beginning to resolution by providing:

- A single point of contact—Centralized, reactive support for specified product issues, senior-level technical expertise, and a detailed understanding of your environment to facilitate fast, effective issue resolution.
- Direct access to Dell EMC resources—Fast access to other senior technical support resources at Dell EMC including engineering, if necessary, to prioritize product issues or provide hot fixes to resolve critical issues.
- Escalation management—Monitoring of support severity and escalation levels as well as engaging appropriate Dell EMC staff and management if needed.
- Measurable impact—Dell EMC DSEs have been shown to reduce the average Time to Resolution (TTR) of service requests by 33 percent.

GUIDANCE, COMMUNICATION, AND REALTIME REPORTING

As an extension of your staff, your DSE will become a trusted resource for technical support issues associated with the specified product or solution.

To help you make informed decisions and continuous improvements in your environment, your DSE will provide real time communication including:

- Case review and reporting—Provides a consistent and unobstructed view of service requests and trends to help you identify emerging and potential problem areas

Dell EMC DSEs are available for a broad spectrum of Dell EMC hardware and software offerings, including:

ApplicationXtender®
AutoStart™
Avamar®
Captiva®
Centera®
CLARiiON®
Connectivity
Content Management ControlCenter®
Data Domain®
DiskXtender®
Data Protection Advisor
Documentum Centerstage®
Dell EMC Disk Library
eRoom®
Greenplum®
Host Systems
Information Rights Management
Infrastructure Management
Isilon®
Dell EMC Kazeon eDiscovery®
Mainframe software
NetWorker®
Replication/Recovery
Smarts®
Storage Configuration Advisor
SourceOne™
VMAX®
VNX®
VPLEX®

- **Regular issue review**—Facilitates meetings to review and discuss open issues or other support activities related to the specified product line.
- **Bi-annual business review**—Discusses product support matters and activities, upcoming product releases, and relevant information infrastructure changes.
- **Periodic reports**—Facilitates activity reporting of technical and customer management issues for the specified product line.
- **Advanced guidance on releases and products**—Provides expert advice to help you determine which releases offer improvements of value to you.
- **Best practice application**—Incorporates Dell EMC best practices to review, analyze, and guide existing migration or installation plans.
- **Future planning**—Reviews your future solution needs, with suggestions to Dell EMC product management for related feature/function product updates.

RELATED OFFERINGS

Dell EMC also offers a range of other personalized support services to help you meet your organization's objectives including:

- **Technical Account Manager**—Provides a proactive service and support contact focused on a specific technical discipline within the Dell EMC portfolio.
- **Service Account Manager**— Proactively manages service and support issues and accelerates problem management for the most complex Dell EMC information environments.
- **Customer Service Advocate**— Advocates for problem resolution, provides regular reporting and generates awareness of technical alerts and advisories.

*Calculated based on the average Time to Resolution of Service Requests for accounts with a Designated Support Engineer as compared to accounts with no Designated Support Engineer.

CONTACT US

To learn more, contact your local representative or authorized reseller.



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