

Dell EMC Multivendor Support Service



Simplify support across the data center

Skilled expertise for all your data center support needs

The Challenge

Managing a multivendor data center hardware environment generates increased complexity. As your organization adopts new technologies, your technical support and maintenance requirements add an additional drain on your data center operations, which may include the following:

- Complexity and cost of managing multiple support vendors
- Inconsistent service levels and quality across geographies
- Inability to quickly solve issues spanning multiple original equipment manufacturers (OEMs)
- Mediating risks associated with unauthorized third-party maintainers

The Solution

With Dell EMC Multivendor Support Service, our experts will help your data center team manage hardware support across multiple technologies and platforms. You will have one team to work with for all your data center support. With over 30 years' experience, Dell Technologies is a service partner you can count on today and in the future.

Single point of accountability

- Consolidate support through Dell Technologies
- Leverage 24x7 remote technical support with a single point of contact
- Seamlessly resolve issues spanning multiple OEMs

Operational simplicity

- Eliminate direct costs and overhead associated with managing multiple support vendors
- Reduce unexpected out-of-warranty repair expenses
- Unlock and redirect IT resources to more critical operations

Global consistency

- Simplify operations with consistent support that is available around the globe
- Exceed service and quality expectations while meeting budget demands
- Extend the life of IT assets without impacting service levels

What's Included



24x7 remote technical support



Choose from next business day or 4-hour onsite support¹



Available for over 25 different OEMs



Available in over 170 countries around the world¹

For more information, contact your Dell Technologies sales representative

¹Availability and terms of Dell Technologies services vary by region and by product. For more information, please view our service descriptions.