

Dell EMC =

“BETTER TOGETHER”

“Customers are enthusiastic about the benefits that working with a single large organization can bring in terms of having a single entity for sales and support, having access to a broad technology portfolio and overall ease of management.”

What do you like about the deal?



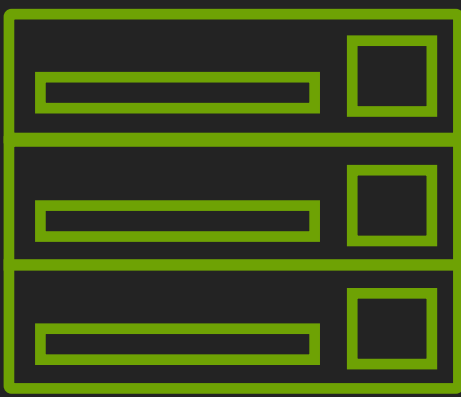
Source: 451 Research, Impact of the Dell/EMC Announcement

What is it?

ProSupport One is a personalized, unified support experience for your Dell EMC investment that combines collaborative services account management, priority access to expert support and proactive monitoring for automated issue prevention and resolution.



Target?



- 1
- Data center accounts identified with both legacy Dell and legacy EMC products having different service levels and demand for a consistent, unified service experience.
- 2
- Legacy EMC data center accounts considering legacy Dell solutions who value a unified support experience.

What's unique?

Priority access to specialized Dell EMC technical support engineers on a 24x7x365 basis

Joint service account management via Dell TAM and EMC Personalized Support Services experts



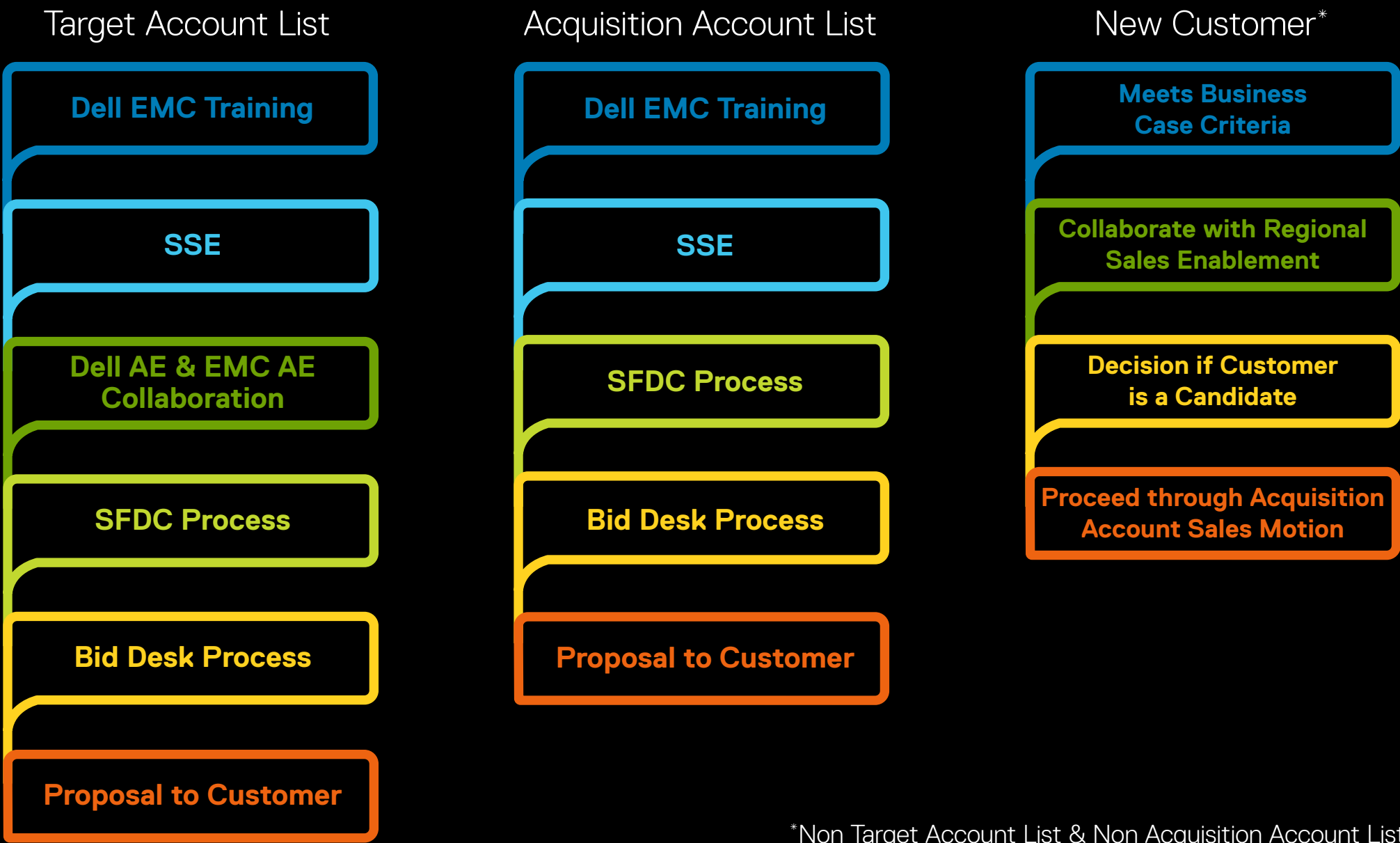
Availability?



Announced September 7th (Day1); Target launch and availability - October 18th (Dell EMC World)

Launching globally in 10 countries in ABU, EMEA and APJ

ProSupport One Sales Motions



*Non Target Account List & Non Acquisition Account List

Resources & Contacts

Learn More at ProSupport One | Navigator
For questions, email ProsupportOneHelp@dell.com

*"Customer Data Sheet", <https://saml.gosavo.com/sp/startSSO.ping?PartnerIdpId=Dell.SAML2.0&TargetResource=https://dell.gosavo.com/Document/Document.aspx?id=39974295&view=Preview>
*Customer Presentation", <https://dell.gosavo.com/Document/Document.aspx?id=40314977&view=Preview>
*Sales Card", <https://dell.gosavo.com/Document/Document.aspx?id=40319479&view=Preview>
*Sales FAQ (Internal)", <https://dell.gosavo.com/Document/Document.aspx?id=40002366&view=Preview>
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