

A nighttime photograph of a city skyline, likely New York City, with numerous skyscrapers illuminated against a dark sky. The lights from the buildings create a bokeh effect in the foreground.

Dell EMC Support for your HPC environment

DELLEMC

Dell EMC Enterprise Support Services

Features

	ProSupport	ProSupport Plus	ProSupport Add-on for HPC
Remote technical support	24x7	24x7	24x7
Parts and labor response options	Next business day or Mission Critical	Next business day or Mission Critical	
Automated issue detection and case creation	●	●	
Self-service case initiation and management	●	●	
Hypervisor, Operating Environment Software and OS support	●	●	
Priority access to specialized support experts		●	
Designated Technology Service Manager		●	
Personalized assessments and recommendations		●	
On-demand support and utilization reports		●	
Systems Maintenance guidance		Semiannual	
Access to senior HPC solution support experts with deep knowledge of HPC clusters			●
Advanced HPC cluster assistance: performance, interoperability, configuration issues			●
Enhanced HPC solution level end-to-end support			●
Remote pre-support engagement with HPC Specialists during ProDeploy implementation			●

Advanced solution-level services and ecosystem assistance

Advanced troubleshooting and assistance

- Advising on features, functionality, cluster configuration issues, firmware versions, interoperability, and general “getting started” HPC questions
- Assistance troubleshooting cluster performance degradation based on prior documented levels established during performance benchmarks run during deployment
- Assistance addressing critical support issues specific to your HPC environment

ProSupport Add-on for HPC - Ecosystem

Server and OS



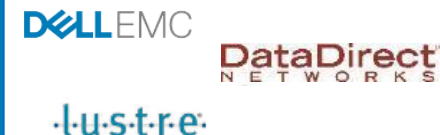
Cluster Mgmt Software



Networking



Storage



Support SLA by Product: ProSupport Add-on for HPC


Product Category	Product	Support Category	Comprehensive	Capabilities	Collaborative
Hardware	PowerEdge Servers		✓	✓	
	MD Storage		✓	✓	
	nVidia GPU		✓	✓	✓
	DDN				✓
Network HW	InfiniBand		✓ OEM only	✓	✓
	OmniPath		✓ OEM only	✓	✓
Software	Red Hat Ent. Linux (RHEL)		✓ OEM only	✓	✓
	Red Hat HA Cluster		✓ OEM only	✓	✓
	CentOS			✓	
	SUSE		✓	✓	✓
	NFS		✓	✓	
	NSS		✓	✓	✓
	Lustre			✓	✓
	Bright Cluster Manager			✓	✓
	OpenHPC			✓	


Comprehensive: Dell EMC provides support and owns resolution of all issues


Capabilities: Dell EMC has expertise and employs best practices to resolve common issues and will manage escalations to 3rd parties for complex or code issues


Collaborative: Dell EMC has a Collaborative Assistance process in place with partners for escalations and resolution of complex issues or code changes

Support Category Type

 Dell EMC Products (Including OEM)

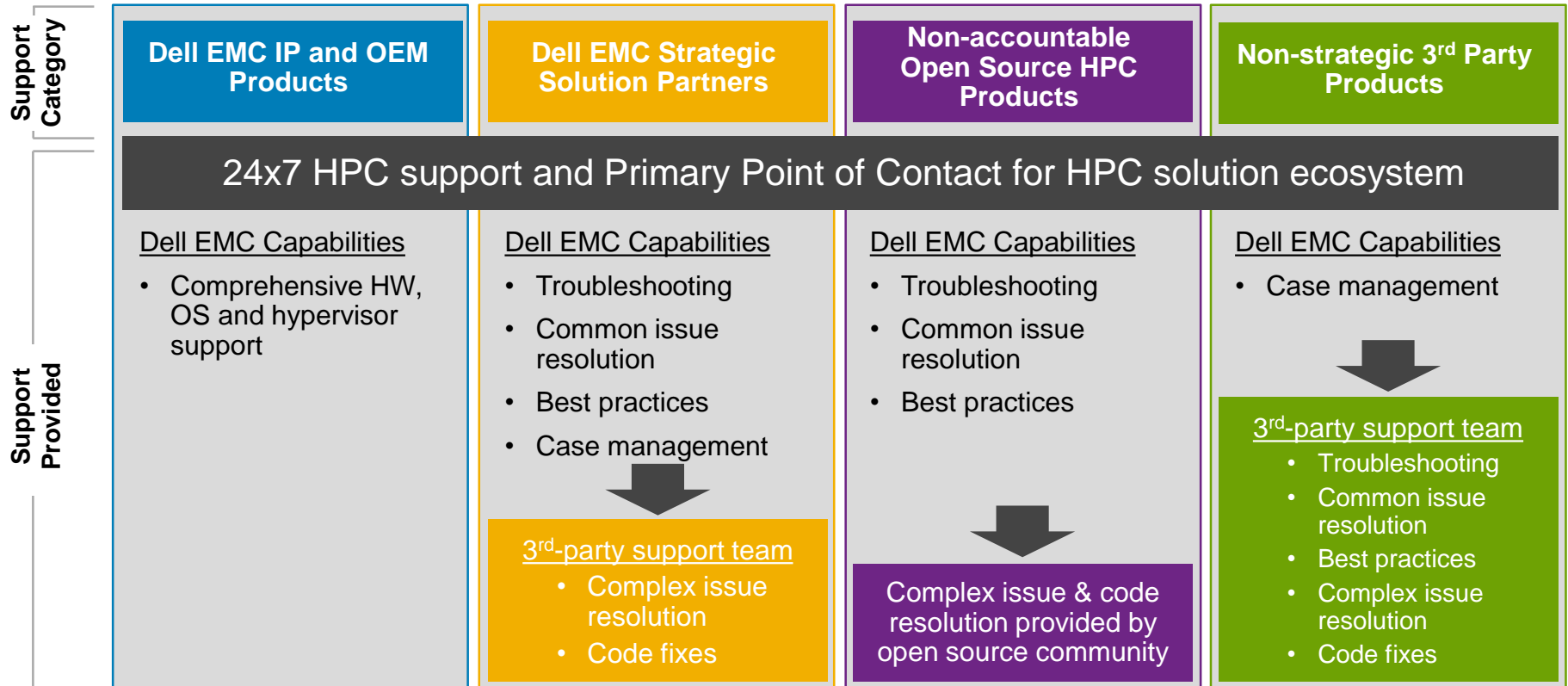
 Dell EMC Solution Partners (Strategic)

 Non-accountable Open Source HPC Products

 3rd Party Products (Non-strategic)

Support Categories: ProSupport Add-on for HPC

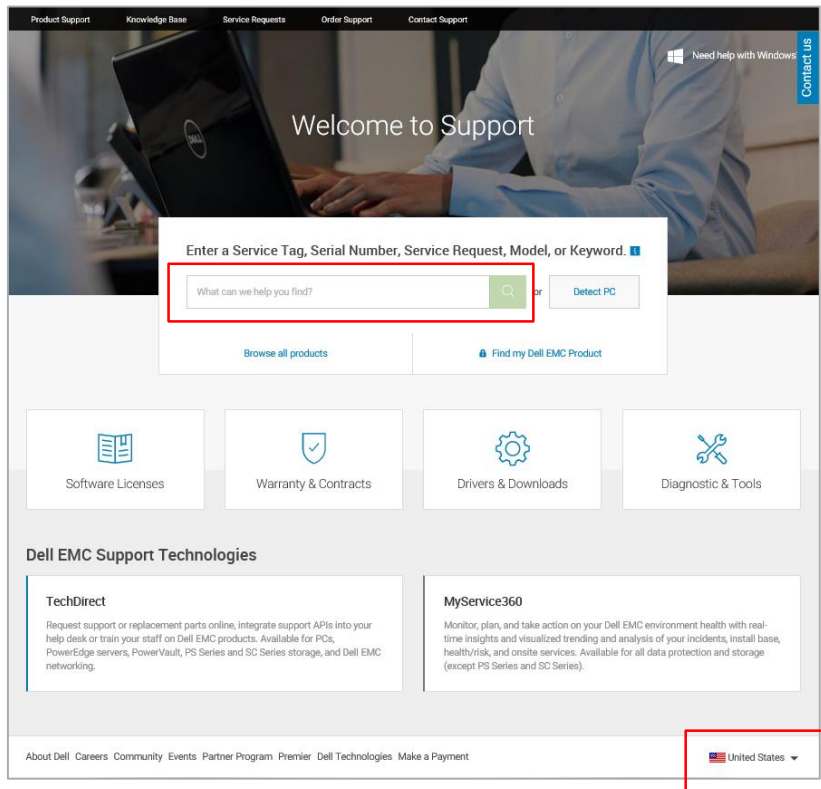
Four categories define how we support various products



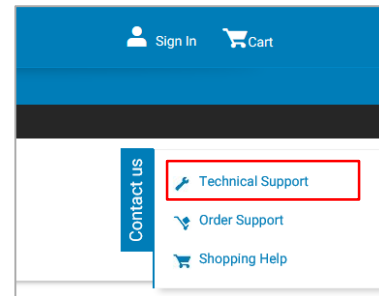
Contact Us at www.dell.com/support

Dell EMC offers 24x7 global support and has HPC specialists standing by to assist you

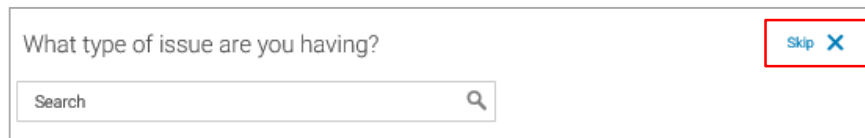
1. Select your **country** from the drop-down menu on the lower right corner of the Support home page.
2. Enter a **Service Tag** for any component of your HPC solution and then click the **search** icon.



3. On the product page displayed, click the **Contact Us** box (located upper right) and select **Technical Support**.



4. You can choose to document the issue or **skip** this step.



5. The **Contact Technical Support** page displays a recommended call option with a phone number and an Express Service Code. Available email and/or chat options are also displayed.

