Getting started with OpenManage Enterprise & SupportAssist

Supporting your workforce starts in the data center

Your data center is the backbone of the applications and workloads your business depends on. To keeping it humming, your team needs access to the right lifecycle management tools and obtain timely support. Both play a crucial role in keeping your infrastructure running without a glitch.

OpenManage Enterprise takes the complexity out of IT Infrastructure management, facilitating business growth, improving IT productivity and enhancing customer service.

SupportAssist for enterprise systems integrates with OpenManage as a plugin, streamlining your services experience. SupportAssist is our auto case creation and remote monitoring technology that enables Dell Technologies support to resolve issues with minimal effort from your team, replacing manual routines and downtime with automated support.

Once connected, unlock the power to:

Prevent outages with secure remote monitoring

The best time to solve a problem is before it happens. SupportAssist **monitors system health proactively**, detecting future failures. Help systems stay up and running without unplanned downtime.

Leave troubleshooting to us

SupportAssist **automates case creation** and sends diagnostic information to Dell Technologies support, enabling us to **resolve issues with minimal effort** from your team.

Get the best performance with actionable recommendations

Your data center needs to perform efficiently to support your remote workforce. Equip your team with **on-demand reporting and recommendations** to help them make data-driven decisions.

SupportAssist securely collects only system state information

System state information includes configuration, event notifications, and system diagnostic information.

Learn more about how SupportAssist securely monitors your enterprise environment

Leave issue resolution to SupportAssist and minimize your effort

Start
Failure occurs

Persistent, proactive monitoring enables SupportAssist to detect a problem

We alert you when the problem is detected, before you know there's an issue

A support case is opened automatically

Diagnostic information is sent to Dell Technologies

Technical Support contacts you to begin remote resolution

Problem solved!

On-demand reporting and recommendations optimize health and performance

You get notified about the resolution

ProSupport Plus with SupportAssist **reduces the amount of IT administrator involvement by up to 80%**[1]

Once connected, unlock the power to:

1 Create a Dell.com Enterprise business verified account.
- New users: create an enterprise account. Use your business email to create a new account. This is a pre-requisite to register the plugin
- Existing users: Ensure you have your business verified account details ready

2 Download the SupportAssist plugin
- Browse to Consoles and Plugins in the OpenManage UI
- Download and install the SupportAssist plugin from OME's plugins page
- The plugin will become ready to use after you authenticate and register with your enterprise account

3 Register SupportAssist.
- To create a secure connection to Dell Technologies, business verified customer account details are needed
  Use the launch point of "Generate Access Key" within the Registration Wizard
  Choose or search for your site location. If you do not see your location, request a new site ID by emailing: support@emc.com.
- Create a 4-digit pin and generate access key.
  Ensure the access key and pin are available when you are ready to configure the software. The access key will expire 7 days after it is generated. Navigate back to the download page if the access key expires and a new one is needed

How do I access the features of SupportAssist for enterprise systems?

Features vary depending on your service level.
ProSupport Plus customers experience the full set of SupportAssist features.

	Basic Hardware Warranty	ProSupport	ProSupport Plus
Automated issue detection and system state information collection	•	•	•
Proactive, automated case creation and notification		•	•
Predictive[2] issue detection for failure prevention			•