



# Support the way it should be – easy

## Dell ProSupport™

### Enhance your IT team with premium hardware and software support proficiency

As the first line of engagement for employees, your IT staff faces a range of challenges that can make meeting internal initiatives difficult, where strategic projects become neglected. The last thing you need is to spend valuable time repeating basic troubleshooting. Simply put, you need to be able to efficiently, and seamlessly resolve technical issues.

**Multiply your impact with a team of more than 30,000 technical experts supporting more than 100 countries.**

Augment your team with an extension of experts, and simplify your support through a single point of accountability. Keeping your customers satisfied and freeing your time to focus on the bigger picture is possible with Dell ProSupport.

### Conquer complexity

Turn your IT into a strategic lever for growth and innovation. Without the right resources and support, it is hard to get in front of IT problems.

- **Simplify points of contact** whether you have Dell hardware or mixed vendors. Single point of accountability and access to highly trained experts are available by phone 24x7x365, or onsite
- **Choose flexible on-site service** options to effectively support one office or hundreds around the world
- **Partner with extended experts** and address your support needs from end-user PCs to complex data centers. Dell handles collaboration assistance of 3rd-party hardware and software vendors incidents.
- **Securely manage incident and environment troubleshooting** via Global Command Centers, support forums, and portals for incident management and self-dispatched parts and labor

### Focused efficiency through a tailored approach

Choose the speed of response best suited for your users and IT environment.\*

- Next Business Day onsite parts and/or labor dispatch
- 4 or 8hr onsite parts and/or labor dispatch:
  - Self-identify severity levels 2 and 3, for escalated incidents
  - Receive a per incident point of contact for escalation management
- 2, 4, or 8hr Mission Critical onsite parts and/or labor dispatch:
  - Self-identify severity level 1 for simultaneous parts and labor dispatch
  - Receive a single designated point of contact for issue management and escalations

\*Availability and terms of Dell Services vary by region. On site services only available after completion of telephone troubleshooting and diagnosis. For more information, visit [www.dell.com/servicedescriptions](http://www.dell.com/servicedescriptions) or contact your sales representative. Customer must have the appropriate active support agreements and entitlement with the respective third-party vendor. Dell will not be responsible for the performance of other vendors' products or services. Specifications are correct at date of publication but are subject to availability or change without notice at any time. Dell and its affiliates cannot be responsible for errors or omissions in typography or photography. Dell's Terms and Conditions of Sales and Service apply and are available on request. Dell and the Dell logo are trademarks of Dell Inc. Other trademarks and trade names may be used in this document to refer to either the entities claiming the marks and names or their products. Dell disclaims proprietary interest in the marks and names of others. © 2011 Dell Inc. All rights reserved. December 2011 /