

ProSupport for Wyse Thin Clients



55+

Languages spoken

60+

Countries offering same business day response

Priority support service for client devices

ProSupport delivers IT support that is fast and easy

ProSupport gives you 24x7 direct access to support experts, a single resource for hardware and software problems, and next business day Advanced Exchange¹ to help resolve issues quickly and minimize downtime.

Dell ProSupport frees your IT team from time-consuming day-to-day user support, allowing them to focus on strategic priorities that move your business forward.

Talk to your Dell representative today about ProSupport and learn how you can partner with Dell to extend your IT team virtually, better manage costs, and maintain user uptime.

Choose ProSupport

- 24x7 access to ProSupport engineers
- Direct access to in-region ProSupport engineers
- Next business day Advanced Exchange¹
- Single source for hardware and software support

- 165+ countries supported
- 35,000 team members — direct & partner
- 2,500+ carry-in service centers
- 6 global command centers
- 625+ part distribution centers
- 12.7M+ parts dispatched



Comprehensive 24x7 support for your business

Business Benefits:

- Fast issue resolution with 24x7 access and next business day Advanced Exchange¹
- Minimize downtime with rapid response from support engineers
- Gain efficiency leveraging Dell scale, business insight and efficiency
- Maximize resources with Dell ProSupport experts



Experts

- 24x7 direct access to ProSupport engineers
- Single source for hardware and software
- Deep and broad experience with the latest business IT trends



Insights

- Dell experts understand the challenges today's businesses face
- Dell provides knowledge and experience covering a wide range of work environments



Ease

- Next business day Advanced Exchange¹
- Dell engineers provide day-to-day support while you focus on innovation

TechDirect

TechDirect is a self-service tool that allows you to manage multiple support cases and dispatch parts. It is available in 11 languages and can be accessed online, through a mobile application or APIs (Application Programming Interfaces). TechDirect is easy to use, convenient and flexible to fit your needs.

For more information, please contact your Dell representative or visit [Dell.com/ProSupport](https://www.dell.com/prosupport)

¹Next business day Advanced Exchange available on select Wyse products. Availability varies by region.

Availability varies by country. To learn more, customers and Dell Channel Partners should contact their Dell sales representative for more information.
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