

# Time for Innovation



Up to **6x faster** time to resolution of hard drive issues<sup>1</sup>

## Dell ProSupport for PCs

Let's face it, sometimes basic hardware warranties just won't cut it. With one simple upgrade, find peace of mind through 24x7 support and onsite, next business day service. Automatic, proactive issue resolution and telemetry-driven insights take the tedious steps out of tech support. Get the best out of your teams and let us worry about IT.



**It's a safe bet, we'll call you first!** Proactive alerts and automatic case creation allow Dell to start working on the problem before you can make a call.



**Gain insights to developing issues.** Telemetry-driven insights give you a heads-up on developing IT issues, allow you to anticipate end-user needs, and reduce resolution time.



**Work anywhere, support everywhere.** Our in-region ProSupport engineers are ready 24x7 to help whether you're in the office or on the go. If you need a repair, we can be onsite the next business day.<sup>3</sup>



**Through rain, sleet or snow...really!** Our 6 Global Command Centers ensure parts and labor get to you through any weather, natural disaster, traffic or crisis.



**One call fixes it all.** Don't get caught in a multi-vendor loop. ProSupport offers hardware and software support and assistance with third-party suppliers.

Up to **16 fewer steps** in the resolution process than the competition.<sup>1</sup>

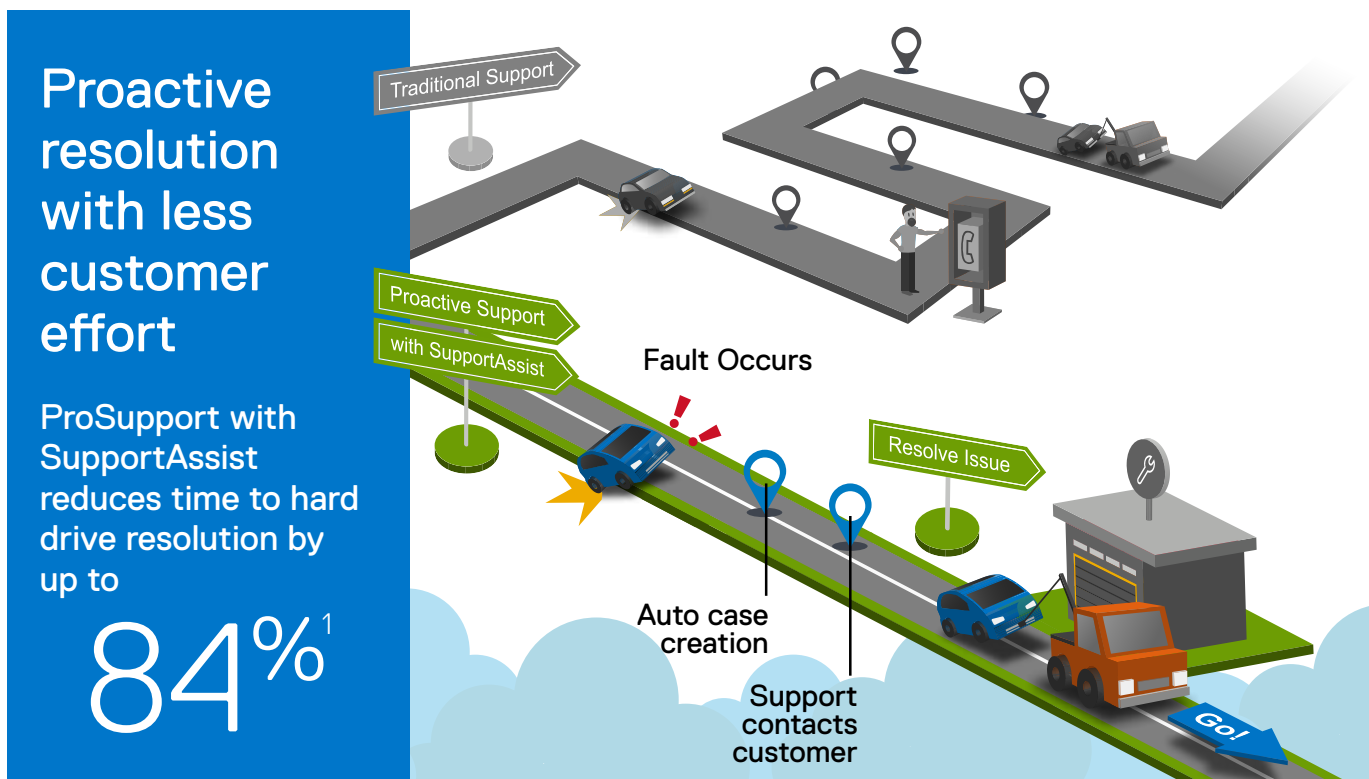
Up to **84% less time** to resolution than the competition<sup>1</sup>

**Can pay for itself** with a single incident

## The most complete support package in the industry<sup>4</sup>

Features	Benefits
Proactive automated support	Quick resolution of existing issues
24x7 direct access to in-region ProSupport engineers	Experts available onsite <sup>3</sup> , online, phone
Onsite service the next business day <sup>3</sup>	We come to you for repairs both in the office and on the go
Hardware and software support <sup>4</sup>	One-stop solutions for all issues
Visibility of Dell asset base	Easily manage asset base and alerts
Enhanced hardware and software utilization	Anticipate user needs and reduce resolution time
Automatic case creation	Removes tedious steps in the repair process
Integration into third party applications	Manage or integrate alerts into management tools you use every day, like ServiceNow, MS SCOM or KACE

## ProSupport with SupportAssist<sup>3</sup> frees your time



### Removing risks for your business

SupportAssist uses industry-standard precautions to protect system state information and ensure its security.

- Information is encrypted with 256 bit and transferred securely using SSL protocol
- Only system state info is used for troubleshooting
- Dell hosts system state info in a secure data center with a variety of security measures

To learn more, contact your Dell sales representative or visit [DellTechnologies.com/ProSupportSuiteforPCs](http://DellTechnologies.com/ProSupportSuiteforPCs)

<sup>1</sup>Based on a Principled Technologies report, "Diagnose and resolve a hard drive issue in less time with Dell ProSupport Plus" May 2020. Testing commissioned by Dell, conducted in the United States. Actual results may vary. Full report: <http://facts.pt/ddv0ne9>. SupportAssist must be activated through ProSupport or ProSupport Plus to realize proactive or predictive alerts or benefits. <sup>2</sup>Onsite availability varies by country and service purchased. Onsite service available after remote diagnosis on field serviceable units. <sup>3</sup>SupportAssist automatically detects and proactively alerts Dell to: operating system issues, software upgrades, driver updates and patches, malware, virus infected files, failures of hard drives, batteries, memory, internal cables, thermal sensors, heat sinks, fans, solid state drives and video cards. <sup>4</sup>Based on a Dell analysis dated March 2019. Some ProSupport Plus features are not available on all products.

