



ProSupport



55+

Languages spoken

32

Countries offering
same business
day response

Priority support service for client systems

ProSupport delivers IT support that is fast and easy

ProSupport gives you 24x7 access to support experts, a single resource for hardware and software problems. And with SupportAssist, you get technology that automatically detects issues and proactively begins resolving them.

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

Choose ProSupport

- 24x7 direct access to ProSupport engineers
- Onsite support from ProSupport engineers on the same or next business day after remote diagnosis¹
- Single source for both software and hardware issues³
- Collaborative support for 3rd party software³
- SupportAssist technology for²:
 - Automated proactive issue detection and alerts
 - Automated case creation

- 165+ countries supported
- 55,000 team members — direct & partner
- 2500+ carry-in service centers
- 6 global command centers
- 1,035+ part distribution centers
- 15.5M+ parts dispatched



Comprehensive 24x7 support for your business

Business Benefits:

- Fast issue resolution with 24x7 access and onsite support
- Minimize downtime with proactive automated support
- Increase productivity with less time on the phone and fewer steps to resolution
- Maximize resources with ProSupport experts



Experts

- 24x7 direct access to ProSupport engineers
- Collaborative support for common business software and applications
- Deep and broad experience with the latest business IT trends



Insights

- Proactive issue detection
- Actionable data for fast issue resolution with SupportAssist²



Ease

- Automated case creation and notification²

SupportAssist²

With years of experience proactively monitoring datacenters, we are now bringing automated proactive support to PCs and tablets.

SupportAssist provides:

- Remote monitoring and automatic case creation
- Automated collection of system state data for diagnostics

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.

ProSupport for client devices is available for PCs, tablets, thin and zero clients and IoT devices.

For more information, please contact your representative or visit Dell.com/ProSupport

¹Onsite service not available on some Venue, Chromebook, Wyse Thin Client and Rugged Latitude products. Same business day service not available in all countries.

²SupportAssist is only available on Windows 10, Windows 8 and 8.1 based products. Not available on Windows RT, Android, Google Chrome or Wyse thin clients.

³For the IoT Edge Gateway, excludes certain software, OS and third party apps.

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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