



ProSupport Suite

for PCs and tablets

Shift from
maintenance
to innovation

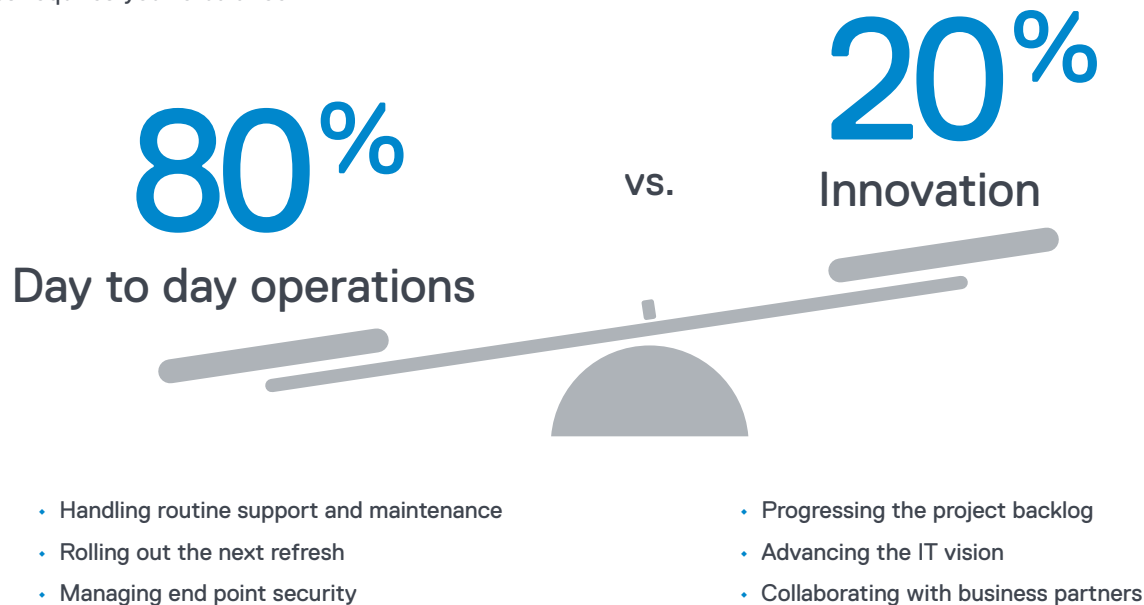


Complete support for evolving businesses

Keeping PCs and tablets up and running is becoming more challenging all the time. Growing mobile workforces, device proliferation, budget constraints and the pressure to do more with less makes it harder than ever to keep employees productive.

Allocating resources to strategic planning and initiatives is critical to long term success, but most IT departments spend 80% of their time on routine maintenance and support instead of innovation — a fact that hasn't changed in years.¹

Success requires you to balance:



The more we rely on technology every day, everywhere — from complex, mission critical data center systems to office PCs and mobile devices — the more you need the right support. Dell has been delivering proactive, automated support in the data center for years and now we are extending this capability to PCs and tablets.

Our support shifts the right amount of support to the experts at Dell — freeing you to conquer the next innovation for your organization.

The ProSupport Suite delivers **experts, insights and ease.**



Experts

Focus on business outcomes while Dell experts reduce complexity

- 55,000+ support engineers in over 165 countries with broad and deep expertise
- 8,700+ certifications in industry-leading hardware, software and solutions
- Access to consistent, single-source expertise for hardware and software



Insights

Improve performance and stability with deep insights and intelligent data

- Predictive analysis for issue prevention and optimization enabled by SupportAssist²
- Personalized relationship with a dedicated Technology Service Manager with deep knowledge of your business and environment³
- Monthly support history and contract renewal reporting³



Ease

Increase productivity by shifting tasks to Dell's always accessible support teams

- 24x7x365 phone support in 55 languages with same or next business day onsite service after remote diagnosis⁴
- Collaborative support agreements with over 195 3rd party vendors
- Automated case creation with notification
- Easy, self-service online portal, mobile application and APIs with TechDirect to manage support requests and dispatch parts

ProSupport Suite for PCs and Tablets

Support designed to help you do more

Work Uninterrupted

ProSupport Plus

- Proactive issue resolution and prevention
- Priority access to ProSupport engineers
- Repair accidentally damaged devices and keep hard drive after replacement
- Dedicated Technical Account Manager

ProSupport Flex

- Dedicated Technical Account Manager
- Direct access to ProSupport engineers
- Flexible field support
- Flexible parts dispatch

ProSupport

- 24x7 direct access to ProSupport engineers
- Full support for hardware and common software
- Same or next business day onsite service after remote diagnosis
- Collaborative assistance for 3rd party software and peripherals

Experts



Insights



Ease



Choose the right service from the ProSupport Suite for your organization today and let our experts, insights and ease prepare you for tomorrow.





ProSupport

Single source for hardware and software support

You need support beyond hardware and want anytime access to advanced technology experts for your hardware and software issues. ProSupport delivers fast response with highly trained engineers available around the clock and around the globe to quickly resolve your issues, so you can maintain a high level of productivity and minimize disruption.

Choose ProSupport for:

- Direct access to ProSupport engineers 24x7x365 around the globe
- Same or next business day onsite parts and labor response after remote diagnosis⁴
- Monitoring of field service events through our six Command Centers across the globe
- Single source support for hardware and most common third-party software applications issues

“Our small staff doesn’t have time to deal with multiple vendors. But with Dell ProSupport, when we have an issue, we can call one person at Dell who helps us with every part of our infrastructure. You can’t beat that. Dell always has a solution for my problems, whether it’s laptops, servers, storage or networking.”

Jerry Arnone
Director of Technology
Holy Cross School

“You can’t over-estimate the importance of support because our tablet devices play a key role in our company. It’s a major advantage that Dell ProSupport can exchange tablet devices in a short period of time – the next business day in fact – if there’s an issue. It helps sales staff keep on top of their game.”

Martin Vögeli
Head of IT
Nahrin AG

ProSupport Plus

Complete support with minimal effort

ProSupport Plus is the only complete support service that combines priority access to expert support, accidental damage repair, and proactive monitoring for automatic issue prevention and resolution.

It is designed to provide maximum support with minimal effort for you. As the first premium service for PCs and tablets that automates support, ProSupport Plus prevents issues before they occur and quickly resolve issues when they do.

Everything you need to support PCs and tablets is included in ProSupport Plus. Rely on priority access to technology experts and breakthrough tools to keep your employees productive and reduce the time IT spends on maintenance and support.

Choose ProSupport Plus for:

- Priority access to ProSupport engineers 24x7x365 to quickly resolve hardware and software issues
- Predictive analysis for issue prevention and optimization enabled by SupportAssist²
- Proactive monitoring, issue detection, notification and automated case creation for accelerated issue resolution enabled by SupportAssist²
- Power to manage all your asset alerts from a single portal with TechDirect or tools you already use like Microsoft SCOM, Remedy, KACE and OpenManage Essential⁴
- System repair after a drop, spill or surge to protect your investment
- Hard drive retention after replacement to help secure your data⁵
- Dedicated Technology Service Manager, a single point of contact for issue resolution and monthly reporting³



Benefits:

- + Resolve issues quickly with ProSupport engineers
- + Increase productivity with proactive, automated support
- + Avoid downtime with failure prevention
- + Protect your investment with coverage for accidents
- + Secure your data with hard drive retention



Experts

- Priority access to ProSupport engineers
- Dedicated Technology Service Manager
- Collaborative support

Insights

- Proactive issue detection
- Predictive failure prevention
- Monthly history and contract reporting

Ease

- Automated case creation with notification
- Repair for drops, spills and surges
- Retain hard drive after replacement

ProSupport Plus with SupportAssist significantly reduced time to resolve a failed hard drive with:

Up to 92% less time to resolution⁶

Up to 68% fewer steps in the support process⁶

The most complete support service for PCs and tablets

ProSupport Flex⁷

Scalable support to complement your IT capabilities

ProSupport Flex is ideal for self-maintaining customers with a large number of PCs and tablets and robust internal IT capabilities. It is built on standard Dell ProSupport components that leverage our global scale and with building blocks that you can assemble for your needs.

Choose ProSupport Flex for:

- Dedicated Technology Service Manager to act as your personal Dell expert
- Priority access to ProSupport engineers 24x7x365 to quickly resolve hardware and software issues
- Expedited issue resolution through automated and self-service tools
- Scheduled onsite service delivered by support technicians expertly trained on client products
- Parts replacement options that work with your current processes and capabilities

“There’s a massive advantage in having a Technology Service Manager (TSM) to work with. You’re dealing with one person, who is committed to your business requirements. Our TSM understands that we can’t afford downtime and works proactively within Dell on our behalf.”

Bernd Kuhlen
System Administrator
WetterOnline





Support Tools

Simplify support through automation

As demand for self-support, peer-support and automated support continues to rise, so has our commitment and investment in these areas. With goals of minimizing customer effort and streamlining support, we have developed tools and technologies to improve the way you engage with Dell for maximum uptime and performance.

SupportAssist

With years of experience proactively monitoring datacenters, Dell is now bringing proactive and predictive automated support to PCs and tablets.

- Remote monitoring and automatic case creation
- Automated collection of system state data for diagnostics
- Predictive failure analysis and notification with case creation
- Manage all your asset alerts from a single portal with TechDirect¹

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.

“We could spend up to 20 minutes raising tickets through the hotline, but it takes our Dell-certified personnel just 2 minutes using the Dell TechDirect online tool. It saves us a lot of time and boosts staff productivity.”

Martin Wiehe
Head of Site Management
Host Europe, Germany

Choose the right support for you

| | Base Warranty | ProSupport | ProSupport Plus |
|-----------------------------------------------------------------------------------------|----------------|------------|-----------------|
| Technical support access | Business hours | 24x7 | 24x7 |
| Hardware repair service delivery ⁴ | Varies | Onsite | Onsite |
| Self-service case management and parts dispatch through TechDirect | ● | ● | ● |
| Direct access to in-region ProSupport engineers | | ● | Priority Access |
| Single resource for software and hardware expertise | | ● | ● |
| Command Center monitoring and crisis management | | ● | ● |
| Software support with collaborative third-party assistance | | ● | ● |
| Case Management API for helpdesk integration | | ● | ● |
| Automated issue detection, notification and case creation by SupportAssist ² | | ● | ● |
| Accidental damage repair for drops, spills and surges | | | ● |
| Retention of hard drive after replacement ⁵ | | | ● |
| Dedicated Technology Service Manager ³ | | | ● |
| Monthly support history and contract reporting ³ | | | ● |



The Dell Difference

Organizations all over the world are being asked to do more with less. Doing more means you need a support strategy that ensures your systems are available and issues are prevented or addressed before turning costly. When problems do strike, you need a trusted partner to help you get back up fast. Every minute of every day in over 165 countries, we wake up with a passion to deliver just that.

With the experts, insights and ease of the ProSupport Suite for PCs and tablets, you'll have the choice to select the right options for your business and will always be prepared to support what's next.

Go to Dell.com/ProSupportPlus for more information or contact your Dell sales representative.

1 Source: IDC Converged and Integrated Systems End-User Survey, N = 300 (2012), N = 308 (2013), N=301 (2014)

2 SupportAssist not available on Linux, Windows 10S, Windows RT, Windows 10 CMIT Government Edition, Android, Ubuntu or Chrome based products.

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. Predictive analysis failure detection includes hard drives, solid state drives and batteries.

3 Technology Service Manager available for customers with 500 or more ProSupport Plus Systems.

4 Onsite service not available on Chromebook 11 A35 and Venue 7, 8, and 8 Pro tablets. Availability and terms of Dell EMC Services vary by region and by product.

5 Hard drive retention is not available on Chromebook or Venue tablets, except the Venue 11 Pro.

6 Based on a Principled Technologies test report, "Spend Less Time and Effort Troubleshooting Laptop Hardware Failures" dated April 2018. Testing commissioned by Dell, conducted in the United States. Actual results will vary. Full report: <http://facts.pt/L52XKM>

7 ProSupport Flex: Customers must have at least 5,000 PCs and tablets assets.

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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