

PROSUPPORT SUITE FOR PCS

A full range of support options from
the most simple to the most complete.



Dell ProSupport Plus: The Most Complete Support Service

When challenges are coming at you quickly, you need support now, not next week. Dell's ProSupport Suite experts are ready to help 24x7, whether your team is working from home or in the office. For a single PC or your entire fleet, their predictive, proactive technology alerts you to hardware and software issues before they impact your end-users. You'll discover that every offer in this suite makes your job easier and your end-users happier.

ProSupport

When basic hardware warranties just won't cut it.

- Quick and direct access to engineers for fast resolution – 24x7
- Onsite service the next business day*
- Hardware and software support
- Early detection of performance issues
- Telemetry-based insights into PC performance

*Onsite service after remote diagnosis

ProSupport Plus

The highest level of support with the most comprehensive coverage

- All the features of ProSupport
- Advance notice of developing issues so they can be prevented
- Quick repair or replacement of PCs for drops, spills
- Control of data on hard drive when replaced
- PC optimisation for drivers,
- Actionable recommendations on PC performance

ProSupport Flex*

Flexible support options to supplement in-house capabilities

- All the features of ProSupport
- Advance notice of developing issues so they can be prevented
- Quick repair or replacement of PCs for drops, spills
- Control of data on hard drive when replaced
- PC optimisation for drivers,
- Actionable recommendations on PC performance

*Must meet minimum requirements

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Dell ProSupport Plus: Feature Comparison

	Basic Hardware Service	ProSupport	ProSupport Plus	ProSupport Flex
Technical support through phone and online	Business hours	24x7	24x7	24x7
Hardware repair model ¹	Varies	Onsite	Onsite	Onsite
Direct access to in-region ProSupport engineers		•	Priority Access	•
Single resource for software and hardware expertise		•	•	•
Command centre monitoring and crisis management		•	•	•
SupportAssist and TechDirect technology enabled features for your Dell fleet:³	•	•	•	•
• Self-service case management and parts dispatch	•	•	•	•
• Proactive automated issue detection, notification and case creation		•	•	•
• Visibility of asset base for easy management and alerts		•	•	•
• Early detection of performance issues with hardware and software utilisation		•	•	•
• PC optimisation through remote resolution (including BIOS & drivers)			•	•
• Predictive automated issue detection for failure prevention			•	•
Technology Service Manager, support history and contract reporting ⁶			•	•
Hard drive retention after replacement ⁵			•	•
Repairs for accidental damage like drops, spills and surges ⁴			•	•

Questions or want to find out more? Get in contact at DellTech@uk.cdw.com.

1 Onsite availability varies by country and service purchased. Onsite service after remote diagnosis. 2 Software support with collaborative 3rd party assistance. 3 SupportAssist not available on Linux, Windows RT, 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, batteries and fans. 4 Accidental Damage service excludes theft, loss, and damage due to fire, flood, or other acts of nature, or intentional damage. Customer must return damaged unit. Limit of 1 qualified incident per contract year. 5 Hard drive retention is not available on models with a soldered hard drive, Chromebooks or Venue tablets, except the Venue 11 Pro. 6 Available for ProSupport Plus customers with 500 or more ProSupport Plus systems. 7 Customers must commit to purchase 1,000 Dell client assets with ProSupport Flex within 12 months. Copyright © 2019 Dell Inc. or its subsidiaries. All Rights Reserved. Dell Technologies, Dell, EMC, Dell EMC and other trademarks are trademarks of Dell Inc. or its subsidiaries. Other trademarks may be trademarks of their respective owners. August 2019 | dell-prosupport-suite-for-pcs-leave-behind

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