ProSupport for PCs

DELL Technologies

Dell ProSupport Suite for PCs

What you should expect from world-class support:

	Basic Hardware Service	ProSupport	ProSupport Plus	ProSupport Flex[7]
Technical support the way it works **best for you** (phone or chat)	Business hours	Phone 24x7	Phone 24x7	Phone 24x7
Hardware repair **to reduce productivity downtime**	Varies	Onsite NBD[1]	Onsite NBD[1]	Onsite NBD[1]
Direct access to **in-region** ProSupport experts for hardware and software[2] issues		●	Priority Access	●
Command center monitoring for **on-time parts and labor delivery**		●	●	●
Service Account Manager for **designated account reporting and planning**[6]			●	●
Hard drive retention after replacement[5] to **secure privacy of data**			●	Optional
Repairs or replacements for accidental damage[4]			●	Optional

Dell doesn't stop there. We do more to support you:

TechDirect is your online portal to connect[3] and manage your Dell fleet:	●	●	●	●
• **Self-service** case management and parts dispatch	●	●	●	●
• **Quick analysis** of health, application experience & security scores		●	●	●
• **Proactive issue resolution** with automated detection, case creation & support		●	●	●
• Utilization metrics **uncover performance issues and trends**		●	●	●
• **Predictive** issue detection and **resolution before failures reduce disruptions**			●	●
• Automatic creation and deployment of custom catalogs for Dell BIOS, driver, firmware and applications provide **remote and seamless updates**			●	●
• Customized rules allow you to **define remote remediation workflows**			●	●
Term-based subscription[8] **model available in monthly or annual payments**			US & Canada	US & Canada

Dell ProSupport Suite for Notebooks and Workstations

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