

DELL PROSUPPORT FOR END-USERS



24X7 Support Designed for Organizations with Limited or No IT Staff

TECHNICAL SUPPORT ISN'T JUST FOR TECHIES

Sometimes the biggest IT challenge is not having an IT staff or internal expertise to support your systems 24 hours a day. Sure, you need support when a hardware issue arises, but your support needs don't stop there. What can really slow down your productivity is how-to questions on software applications. You don't have the time or resources to focus on each end-user's IT problems. You need a support solution that enables you to focus on your business while knowing that your employees' technology needs are being taken care of... even without a techie on staff.

SUPPORT DESIGNED WITH YOU IN MIND, FOR PEACE OF MIND

Dell ProSupport for End-Users is designed for organizations with limited or no dedicated IT staff. Your employees receive 24x7 direct break-fix hardware support plus "how-to" support on popular software applications. When productivity is key to the success of your organization, you need to know that your employees can find the help they need to perform their everyday tasks efficiently. And when every technical issue is business critical, you need to know you have 24x7 access to Dell Expert Centers for immediate phone troubleshooting and problem resolution. Dell ProSupport for End-Users provides that peace of mind.

THE HELP YOU NEED TO MAXIMIZE PRODUCTIVITY

Dell ProSupport for End-Users provides the how-to help and getting started advice your employees need to stay productive in their daily activities. Your employees have 24x7 phone or online access to:

- **Virus and Spyware help** – How-to assistance for common questions on popular software applications that provide virus and spyware removal such as Norton and McAfee AntiVirus.
- **Application Assistance** – How-to support assistance for common questions on popular software applications such as Microsoft Office, Microsoft Small Business Server, Adobe Photoshop and Adobe Acrobat.
- **Getting Started Advice** – Remote configuration or set up assistance associated with simple networks (both wired and wireless).
- **Remote Assistance** – When available and with your consent, a Dell technician can even remotely access your computer to help find and resolve the problem at hand.

Dell technical support staff have found that the majority of technical support issues end-users face are related to application installation and how-to questions.

BACKED BY DELL GLOBAL COMMAND CENTERS

Dell Global Command Centers are located across the globe to help meet your critical IT needs with prompt, comprehensive resolutions to solve even the most complex problems. Based on the crisis management best practices of process centers such as NASA, Dell Global Command Centers use industry-leading, real-time technologies to speed problem resolution, efficiently route parts and direct expert technicians to your site, even during a natural disaster.

ADDITIONAL FEATURES OF DELL PROSUPPORT FOR END-USERS

- **Collaborative Support for Hardware and Software** – If a system problem is determined to be a third-party vendor issue, Dell will collaborate with select hardware and software vendors to resolve the issue until the incident is closed.
- **24x7 Expert Center Phone and Online support** – Around the clock access to certified hardware and software specialists with case management capabilities, meaning you get to avoid having to repeat troubleshooting steps.
- **Next Business Day Onsite¹ Service** – Delivery and installation of parts onsite.
- **Escalation Management** – Dell enables you to set the severity level of your incidents and then provides a single point of contact for incident management, escalation and status.

DELL PROSUPPORT OPTIONS AVAILABLE

To further customize your Dell ProSupport solution, select one or more of the following Dell ProSupport Options that are designed to fit the way you use your technology.

CUSTOMER NEED	OPTION	DESCRIPTION
Speed of Response	Specialized Onsite¹ Service Options	Allows you to augment your daily IT management or tap into specific technical expertise for critical projects when needed.
	Mission Critical Option	Perfect for server and storage environments where avoiding unplanned downtime and reducing recovery time through priority response are a must.
	Same-Day Onsite¹ Service	After phone-based troubleshooting, provides a Dell-trained technician onsite within 4 hours of problem determination (depending on location).
Protection	CompleteCover² Accidental Damage Service	Repairs or replaces accidentally damaged systems.
	CompleteCover Guard²	Covers you from the cost of replacing a notebook stolen from any locked office, home or vehicle within the country of purchase ²
	Keep Your Hard Drive³	Enables you to control your sensitive data by retaining your hard drive.
Premium Proactive	Proactive Maintenance Option	Helps maximize the availability and stability of your infrastructure proactively. The package includes a detailed system assessment and implementation of driver or firmware updates and upgrades for your Dell/EMC SAN systems.
	Remote Advisory Options	Provides telephone access to technical expertise for how-to optimization, installation, and configuration inquiries relating to Dell server/storage, backup solutions, and more.

HAVE AN IT STAFF?

If you have an IT staff, the Dell ProSupport for IT service model is ideal. Designed for IT professionals, Dell ProSupport for IT provides:

- 7x24 Direct access to Dell Expert Centers
- Fast-track dispatch for Dell-certified technicians
- Escalation management through Dell's Global Command Centers

SIMPLIFY YOUR IT MANAGEMENT AT AP.DELL.COM/ProSupport



¹ Technician, replacement part or unit (depending on service contract) will be dispatched if necessary following phone-based troubleshooting. Subject to parts availability, geographical restrictions (on site and/or next-business day service not available in some locations) and terms of service contract. Service timing dependent upon time of day call placed to Dell. Defective unit must be returned or paid for. Replacements may be refurbished.

² CompleteCover service is available for personal computers, Avim PDAs, Dell branded projectors and LCD TV. CompleteCover excludes theft, loss, and damage due to fire, intentional damage, acts of God or natural disasters, animals, pets or pests. Customer may be required to return unit to Dell. If CompleteCover Guard is selected, it covers replacement cost for a system stolen from a locked building or vehicle within the country the system is purchased and there is proof of violent or forcible entry. For complete details refer to CompleteCover service agreement found at www.dell.com/ap/services. This service is only available in selected countries.

³ Replacement hard drives provided through this service may be new, used or reconditioned and produced by various manufacturers. Dell reserves the right to cancel this service if the customer use of the service is not in accordance with the service terms and conditions. DELL'S NORMAL TERMS AND CONDITIONS APPLY AND ARE AVAILABLE ONLINE OR UPON REQUEST. All efforts will be made to check for errors in typography and photography; however, inadvertent errors may occur for which Dell may not be responsible. Dell, the Dell logo, Dell/EMC and CompleteCover are registered trademarks or trademarks of Dell Inc. Other trademarks and trade names may be used in this document to refer to either the entities claiming marks and names or their products. Dell disclaims proprietary interest in the marks and names of others. Copyright 2008 Dell Inc. All rights reserved.