THE NEW ERA OF IT SUPPORT
ONE SIZE DOES NOT FIT ALL
THE NEW ERA OF IT SUPPORT

It’s time for a new approach to IT support. One where you are in charge. Where the options are comprehensive but easy to understand. Where the solutions are custom-built to meet your specific needs. Where problems can be prevented before they occur.

Dell ProSupport provides all this and more. Breaking the mold of traditional IT support, Dell ProSupport is a 100% configurable suite of professional support services which can simplify your operations, from desktop to data center.

Dell ProSupport is designed to rapidly respond to your needs, protect your investment and sensitive data, and provide proactive support services to help reduce risk, cost, and complexity in your environment.


— Mary Johnston Turner, Senior Analyst, Enterprise Strategy Group
ProSupport Launch Shows Dell is Serious About “Simplify IT,” February, 2008
100% CONFIGURABLE

Dell ProSupport enables you to build a support solution based on who you are, how you use technology, and where you want to allocate your IT resources. Choose from:

• Distinct support models for IT and business professionals

• Comprehensive support solutions that address everyday IT challenges, from stolen laptops to data protection to unplanned downtime

BUILDING YOUR DELL PROSUPPOR'T SOLUTION

Dell ProSupport breaks the “one size fits all” model—you choose exactly what your organization needs. First, select your service model: Dell ProSupport for IT or Dell ProSupport for End-Users.

DELL PROSUPPOR'T FOR IT

Your IT staff faces a wide range of challenges each day. Some require expert tech-to-tech support while others just need the fastest possible parts dispatch. With Dell ProSupport for IT, you are treated like the expert you are. We help you to resolve issues quickly, freeing you to focus on more strategic projects.

DELL PROSUPPOR'T FOR IT PROVIDES:

• 24x7 phone access to Dell Expert Centers

• Opportunity to become certified for Dell Fast-Track Dispatch, which enables you to bypass scripted phone troubleshooting and instantly dispatch parts or labor

• Single point of contact for escalation management with customer-defined severity levels

• Global Command Centers to manage critical situations, monitor all mission-critical onsite dispatches, and provide proactive crisis management during events like natural disasters

• Online technical training and certification for hardware repair

• Collaborative support for select third-party hardware and software vendors

• Next Business Day Onsite Service after Remote Diagnosis

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WORLD-CLASS RELIABILITY

At Dell, we take support seriously and deliver reliable support services that range from parts replacements to emergency response, helping our customers experience maximum uptime.

• 2005 and 2007 winner of the SSPA Mission Critical Support Award

• Dell can help you reduce technical incidents by as much as 37%¹ and unplanned downtime by as much as 48%²

• Global Command Centers and Expert Centers around the world

DELL’S AWARD-WINNING SUPPORT CAN REDUCE UNPLANNED DOWNTIME BY AS MUCH AS 48%²
EFFORTLESS SIMPLICITY

• Get parts fast and easy: Dell Fast-Track Dispatch, included with Dell ProSupport for IT, lets certified customers dispatch parts and labor without having to speak to phone support first

• How-to help for end-users: Dell ProSupport for End-Users provides 24x7 telephone and online support with “how to” and configuration management support

• Globally-consistent world-class reliability and support

DELL PROSUPPOR FOR END-USERS

Sometimes the biggest IT challenge is not having the necessary staff to support your systems 24 hours a day. Dell ProSupport for End-Users combines expert hardware support with “how to” support on popular software applications, helping you maximize productivity.

DELL PROSUPPOR FOR END-USERS PROVIDES:

• 24x7 phone and online support

• “How to” support and advice on getting started with applications including Norton AntiVirus,” Microsoft* Office, Microsoft* Small Business Server, Intuit QuickBooks®, Adobe® Photoshop®, and Adobe® Acrobat®

• Collaborative support for select third-party hardware and software vendors

• Single point of contact for escalation management with customer-defined severity levels

• Global Command Centers to manage critical situations, monitor all onsite dispatches, and provide proactive crisis management during events like natural disasters

• Assistance with configuring simple wired and wireless networks

• Next Business Day Onsite Service after Remote Diagnosis

Customize your support experience based on the critical factors that define your IT environment: Speed of Response, Protection, Proactive Support, or a combination of all three. Dell ProSupport options are designed to support the specific needs that come with mobile, mission-critical, or other unique environments.
Choose from a set of services that best meets your needs for issue resolution, such as priority response from desktop to data center or onsite escalation management.

**MISSION CRITICAL**
When it is essential to avoid unplanned downtime and reduce recovery time through priority response, count on 2- or 4-hour Onsite Service after Remote Diagnosis with 6-hour repair service. This option includes emergency dispatch, ongoing situation updates, problem replication in Dell’s simulation labs, and hardware fault monitoring.

**SPEED OF RESPONSE OPTIONS**

**SAME DAY RESPONSE / 4-HOUR ONSITE SERVICE AFTER REMOTE DIAGNOSIS**
After phone-based troubleshooting, a Dell-trained technician can be onsite within four hours to help resolve the issue.

**SPECIALIZED ONSITE SERVICE OPTIONS**
A robust selection of onsite options that enable you to augment your daily IT management or tap into specific technical expertise for critical projects: Onsite Service Delivery Manager, Onsite Service Escalation Manager, Onsite Service Engineer, Scheduled Onsite Service, Onsite Diagnosis Service, and Onsite Parts Management Service.

**PROTECTION OPTIONS**
Select from a range of services that help protect your data and assets no matter where you are in the world.

**ASSET PROTECTION**

**Accidental Damage Protection**
With Accidental Damage Protection, Dell will repair or replace your laptops if they are accidentally damaged from drops, liquid spills, electrical surges, extreme temperatures.

**Extended Battery Service**
Extends option to replace a failed battery into years 2 and 3 of product ownership. Dell will dispose of the old battery in an environmentally safe method.

**Laptop Tracking & Recovery**
Helps track and recover your lost or stolen laptop. When the missing laptop connects to the Internet, the software agent contacts the monitoring center to report the computer’s location.

**DATA PROTECTION**

**Keep Your Hard Drive**
Enables you to maintain control over your sensitive data by retaining your hard drive while it is covered by Dell’s limited hardware warranty.

**Remote Data Delete**
Remotely delete sensitive data if your laptop is lost or stolen. This service is only available with Laptop Tracking & Recovery.

**Hard Drive Data Recovery**
Provides the ability to recover data from a failed hard drive.

**Certified Data Destruction**
In the event of a hard drive failure, Dell can completely erase the hard drive, provide certification of data deletion, and then safely dispose of the hard drive. This can help you confidently meet compliance requirements.
Dell believes that support should be more than break-fix—it’s about preventing problems before they happen. Dell ProSupport offers several options to help you do just that.

**PROACTIVE MAINTENANCE**
Proactively maximizes the availability and stability of your infrastructure. Includes a detailed system assessment and implementation of driver or firmware updates and upgrades for your server or storage systems.

**REMOTE ADVISORY OPTIONS**
Designed to support your specialized applications and solutions by providing telephone access to technical expertise on topics such as virtualization, Microsoft® Exchange Server, systems management, storage technology, and virus/spyware remediation.

**ENTERPRISE-WIDE CONTRACT**
Provides a deep support relationship and is ideally suited for more complex IT environments. Includes a designated Service Delivery Manager, performance benchmarking, proactive planning, and custom reporting to help you maximize uptime and performance—and, ultimately, reduce costs.

“The value of the support we received from Dell under our ProSupport Enterprise-Wide Contract was immeasurable. They assigned us a dedicated Service Delivery Manager who not only responded to our specific requests, but proactively worked to head off problems before the command was even aware of them.”

- A RANKING OFFICER IN A BRANCH OF THE U.S. MILITARY
YOU'RE IN CHARGE

Dell ProSupport both simplifies and expands our support services portfolio. Whether you're new to Dell or just new to Dell ProSupport, building the support solution that’s right for your organization is as easy as 1-2-3. Reduce downtime, minimize technical problems, and rest easy knowing your data is secure—24 hours a day, seven days a week.

WHAT'S NEW

Dell makes it easier for you to identify and select the service offerings that best align to your unique needs.

• Globally consistent support portfolio to help ensure you receive the same level of support no matter where you are in the world
• Consistent support across your entire IT environment—desktops, notebooks, servers, and storage
• A choice of whom you need to support: IT professionals/helpdesks or end-users
• Dell Fast-Track Dispatch for Dell-certified IT professionals can speed resolution and reduce time on the phone
• A tailored support experience that addresses everyday IT challenges, from stolen notebooks to data protection to unplanned downtime

DELL PROSUPPORT
BUILD THE SUPPORT SOLUTION THAT'S RIGHT FOR YOUR ORGANIZATION

1 CHOOSE A SERVICE MODEL
Do you have an internal IT staff?

Y You need Dell ProSupport for IT
N You need Dell ProSupport for End-Users

2 CHOOSE A SPEED OF RESPONSE
Is downtime costly to your business? Are your systems running mission-critical applications?

Y You need the Mission Critical option or same-day response
N Dell ProSupport offers Next Business Day Onsite Service after Remote Diagnosis

3 CHOOSE MODULAR OPTIONS TO FIT YOUR NEEDS

If mobile worker productivity and system protection is critical:

You need Asset Protection:
• Accidental Damage Protection
• Laptop Tracking & Recovery
• Extended Battery Service

If data security is paramount to your business:

You need Data Protection:
• Remote Data Deletion
• Hard Drive Data Recovery
• Certified Data Destruction
• Keep Your Hard Drive

If patch updates are taking up critical time to focus on more strategic projects:

You need the Proactive Maintenance Option for automated patch updates and upgrades for servers and storage

If you have specialized applications in your environment or are looking to implement a new solution:

You need Remote Advisory Services for technical expertise on:
• Microsoft Exchange
• Virtualization
• Virus Remediation
• And more

If your complex IT environment requires dedicated support and proactive planning:

You need the Enterprise-Wide Contract Option for strategic IT planning, custom reporting and a designated Service Delivery Manager
THE DELL DIFFERENCE

• 100% Configurable: The flexibility to identify and select the service offerings that best align to your unique needs.

• Dell Fast-Track Dispatch: Puts you in control, letting you skip our “scripted” tech interaction.

• Proven Reliability: From industry awards and accolades to proven results - Dell Support Services can help reduce technical incidents by as much as 37%1 and unplanned downtime by as much as 48%2.

“DELL HAS TRANSFORMED OUR TECHNICAL SUPPORT. PREVIOUSLY WE STRUGGLED TO GET ISSUES RESOLVED, WHICH ON AVERAGE TOOK TWO DAYS. DELL MANAGES THIS WITHIN 20 MINUTES. MY TEAM IS FAR MORE PROACTIVE NOW.”

-PETRIE VAN DER WESTHUIZEN, MANAGER OF TECHNICAL SPECIALISTS, MEDIA24

SIMPLIFY IT MANAGEMENT AT DELL.COM/ProSupport

Availability and terms of Dell Services vary by region. For more information, visit www.dell.com/servicedescriptions

1 Based on an August 2007 internal study of Dell customers upgrading to Platinum Plus Enterprise Support from lower Dell service levels.

2 Based on an August 2007 internal study of Severity 1 resolution time for Dell customers upgrading to Platinum Plus Enterprise Support from lower Dell service levels.

3 Technician and/or part dispatched, if necessary, following completion of phone/online diagnosis. Availability varies. See dell.com/ servicedescriptions for details.

4 Accidental damage service excludes theft, loss, and damage due to fire, flood or other acts of nature, or intentional damage. Customer may be required to return unit to Dell. For complete details, visit www.dell.com/servicedescriptions.

5 For a copy of the Limited Hardware Warranty, write Dell USA, L.P., Attn: Warranties, One Dell Way, Round Rock, TX 78682 or visit http://www.dell.com/warranty.