



Dell ProSupport Specialized Onsite Services

Ability to augment your daily IT management resources or tap into specific technical expertise for critical projects

Provide In Person Support For Your Specific Needs

There are times when we all could use additional help to solve specific problems. Dell ProSupport Specialized Onsite Services provides you that help with the ability to augment your daily IT management resources or tap into specific technical expertise for critical projects. Select from any combination of these services to best fit your unique needs. Options include Onsite Diagnosis and Troubleshooting, Onsite Parts Management, Onsite Service Delivery Managers, Onsite Service Engineers, and Onsite Escalation Managers.

Enable Fast Problem Resolution

Technical issues are inevitable. In addition to rapid response solutions and enhanced proactive capabilities, Dell offers the following Specialized Onsite Service option to help resolve technical issues faster. There are times when we all could use additional help to solve specific problems.

- **Onsite Diagnosis and Troubleshooting:** When a technical issue occurs that needs fast resolution, there's no need to go through phone-based troubleshooting first — just call, and Dell will dispatch a highly skilled technician to provide onsite software and hardware troubleshooting, and repair tasks. The diagnostic dispatch will occur within the same day you call as long as the request has been logged prior to 5:00pm local customer time.
- **Onsite Parts Management:** Dell manages and replenishes customer-owned onsite spare parts. Having parts always on hand eliminates the time it takes to dispatch and deliver a part — helping to drive faster problem resolution.

Deliver Staff Augmentation

Whether you need help managing your routine maintenance issues for you or someone on staff to tackle your bigger initiatives, Dell's onsite services can help.

- **Onsite Delivery Manager (SDM):** A dedicated, highly-skilled Dell Service Delivery Manager (SDM) will work onsite at your location, providing high-level support to identify areas for improving availability and onsite management of critical situations.
- **Onsite Service Engineer:** Annual service contract in which Dell will provide an onsite technician to perform software and hardware troubleshooting, repair, and reporting tasks.
- **Onsite Escalation Manager:** In mission critical environments, a single point of contact during a technical issue is an invaluable asset. Dell can provide a dedicated Onsite Escalation Manager to serve as your single point of contact for incident management escalation and status.

Answers You Need

Dell ProSupport Specialized Onsite Service Options are only available for purchase along with a Dell ProSupport service contract.

For more information about any of our service offerings, please contact your Dell representative or visit www.dell.com

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