



Dell ProSupport for OEM

Support your solutions and your customers with expert personal assistance, automated self-help systems, or something in-between – all tailored to address the unique and ever-evolving requirements of you and your customers.

Simplify the support of your OEM solution

Beyond break-fix, ProSupport for OEM delivers industry-leading and flexible support services designed for your Dell-powered original equipment manufacturer (OEM) solutions.

Leverage the value of Dell ProSupport

Incorporate the value of ProSupport – logistics, expertise, tools, technology, global presence, infrastructure, and peace of mind – into your solutions.

Determine the level of Service and response

Dell™ ProSupport for OEM allows you to precisely determine the services you need and then select the speed of response, the level of protection and the amount of proactive support required to meet the needs of your customer base.

In addition to the ProSupport for OEM core service, additional offerings include, but are not limited to:

- ProSupport for OEM Mission-Critical option
- Same-day response options
- Access to numerous add-on Dell services

- **Immediate, yet flexible, access to Dell:** 24x7x365 phone, e-mail and chat support with certified Dell experts access and flexible speed of response options.
- **Exclusive 3-month warranty extension:** Because it takes time, beyond initial product ship, for you to integrate solutions at your customers' locations – Dell provides our OEM customers with an additional 3 months warranty, at no additional charge.
- **Globally Consistent SLA :** Sell your solutions globally, with confidence, knowing that you can rely upon Dell's global support infrastructure to provide consistent service levels, to your customers, around the globe – shipping, supporting, and dispatching service, where they need it – even when your customers relocate.
- **Dell Online Self Dispatch:** You and your IT staff have access to online self-dispatch process for parts and labor, regardless of location.
- **Remote Support for Dell Servers:** Monitoring warranty renewals, hardware failures and asset inventories all involve costs. Dell's Phone Home features reduce these resource constraints with a more efficient and personalized support experience thanks to our new remote monitoring technology, Proactive Systems Management, included at no additional charge.

Dell can help you to simplify your OEM solution:

Original equipment manufacturers (OEMs) share a common challenge: spending too much time and resources on computer hardware and related operational issues throughout the value chain. Dell ProSupport for OEM is just one way in which the OEM Solutions group works with our OEM customers to:

- Shift resources from hardware design and development to corporate growth initiatives
- Provide a single point of contact, saving you time and money managing multiple hardware suppliers
- Reduce unnecessary in-house or 3rd-party costs related to hardware logistics & inventory mgt.
- Right-source the support and service of your IT-powered solution to a partner, with the infrastructure and expertise to handle it efficiently

ProSupport for OEM Delivers:

ProSupport for OEM Core Capabilities	<ul style="list-style-type: none">• Mission Critical (2, 4, 8 hr)• Same Day (4 or 8 hr)• Next Business Day Response on-site as standard
Additional Support Services Available	<ul style="list-style-type: none">• Asset Protection Services• Data Protection Services• Enterprise Wide Contract

Dell Online Self Dispatch (DOSD)

- Convenient access to Dell IT Training and Certification
- Easy online part ordering, plus support to request Onsite Technician service
- Customers whose IT staff, or designated svc. providers, are empowered for hardware repair
- Part dispatch service around the globe, including situations where employees are traveling or temporarily located in another country
- IT staff who require full featured part dispatch service, including online tracking, dispatch

DOSD is Conveniently Available Globally in Two Options:

Tier 1	<ul style="list-style-type: none">• Full featured part dispatch service which includes international part dispatch support, Same Day service for premier tags, dispatch reporting and tracking, and dispatch status support
Tier 2	<ul style="list-style-type: none">• Same features as Tier 1 plus qualifying dispatched may receive a labor reimbursement on a per dispatch basis.• Labor remits are tiered to the product service warranty. Highest remits are paid on products with ProSupport service

Contact your Dell OEM Team to explore how Dell Support Services can help you to shift resources from maintenance to momentum.

Simplify your IT Support at dell.com/oem/services

Service availability varies by country. - visit www.dell.com/servicedescriptions for details.
To learn more, customers and Dell OEMPartners should contact your sales representative for more information. © 2010 Dell Inc. All rights reserved.

