



# Dell ProSupport™ with multivendor capabilities

---

Reducing vendor complexity to unleash business innovation





# Dell ProSupport™ with multivendor capabilities

---

## Reducing vendor complexity to unleash business innovation

Executive Summary.....	3
Dell ProSupport™ with multivendor capabilities.....	4
Simplicity.....	4
Efficiency.....	5
Value.....	6
Desktop to Data Center.....	6
Services to fit your business.....	7
PCs in the blood. Services in our DNA.....	8
Maturity.....	8
Conclusion.....	9





## Executive Summary

The longer you run a business, the more complex supporting your technology infrastructure becomes. Over time, more than likely you have plugged “vendor A’s” systems into “provider B’s” solutions because that was the best resolution to the problem at hand.

Now, you reach a point in business where you need to take measures that help you grow and expand operations. You end up spending too much time worrying about how to manage multiple vendors, the many service and support contracts, and a disarray of dissimilar technology that runs your business. Just keeping up with who supports what hardware has become complex. And with already too few resources, simple maintenance ends up demanding more time than you can afford.

Ideally, you want a contractor who watches over all these moving parts for you, one that will take care of your entire technology infrastructure. All with a single phone call. That gives you a single point of accountability. So you can focus internal resources on business innovation instead of daily maintenance.

Dell ProSupport™ with multivendor capabilities frees you from the complexity of managing multiple vendor contracts. As your single point of contact, Dell helps you take the complexity out of your existing technology infrastructure so you can focus on accelerating business. With support that spans across your entire heterogeneous environment – from notebooks, desktops, servers, storage or networking – you can consolidate services into a singular contract so you can start saving time, improving the efficiency of your IT, so you have more time for innovating.

As a provider and advisor with nearly 30 years of continued service, Dell has the expertise, the global reach and the long-term commitment to delivering the quality of service you need for your business infrastructure with

- **Consolidated, single point of contact** that covers your business technology across multiple vendor platforms from the desktop to the data center
- **Confidence of a trusted expert** that is ready to help you around the clock and around the globe with technical assistance from a single phone call
- **Easy choices** so you can budget for support and service that you need now and target technology investment where you need it the most over time

With Dell ProSupport with multivendor capabilities, you can conquer IT complexity, helping you save time and helping you realize the full power and the value of your technology investment.

Dell can help you take the next step so you can realize your growth potential. Consolidate, coordinate, and streamline your IT support with a simplified, single vendor contract that helps increase IT efficiency so you can you save time and money for business innovation.





## Dell ProSupport with multivendor capabilities

Reducing vendor complexity to unleash business innovation



Whether your business runs on a few PCs or a sophisticated IT infrastructure, you probably have invested in solutions from a variety of vendors to help your business grow. Over time, managing multiple support and service contracts in a heterogeneous environment became complex and unwieldy. And as new and proliferating technologies, diverse user profiles, and expanding geographic needs drive up complexity, you may not have the support bandwidth or expertise required to address emerging issues.

Meanwhile, you are facing increasingly constrained budgets, attempting to keep your IT environment healthy and operational with limited resources. Tracking multivendor warranties and support agreements takes time, adding to the complexity and burden of maintenance which can lead to increased costs. Consolidating service contracts to a single vendor allows you to maximize your resources.

Total support management provided by Dell ProSupport can help you not only cut costs and increase productivity across your IT organization, but also lessen the burden on resources already managing too many day-to-day administrative tasks.

Dell ProSupport with multivendor capabilities consolidates your support services contracts, simplifying support for your mixed environment, ultimately saving you money, effort, and time:

- **Simplicity** – Consolidate your hardware support under one service contract. With a single point of contact, you have one less worry, knowing you have one call to make when you need help.
- **Efficiency** – Streamline processes for managing support contracts and tracking renewals across multiple hardware vendors.
- **Value** – Avoid unnecessary operating costs by efficiently managing expiring warranties and supporting hardware beyond three years.

### Simplicity

To ensure that your IT is enabling growth and innovation, you need to deliver exceptional IT service while minimizing effort. It's challenging to do this when complexity is increasing -





new technologies, user profiles and geographies. In addition, there is often a breakdown in vendor support processes. You now have to navigate through varied processes and faceless tools. Hardware and software issues go unaddressed—contributing to increasing incidents and escalations.

With ProSupport, Dell can help you conquer complexity rather than being conquered by it. You can free time from managing multiple vendors and gain the ability to integrate new technologies that help your business thrive.

- **Single point of contact** – Spend your office hours tracking business progress, instead of chasing down vendors for support. With a single contract, you can get the right service for your laptops, desktops, servers and more. That’s one less phone call you have to make.
- **Global reach** – Get the peace of mind from knowing that Dell has the resources ready and available when and where you need them. And with Dell’s high level of expertise, you’ll have the support personnel you need to extend and enhance your support capabilities.
- **Proven process** – With consolidated support contracts across your mixed environment and a single point of accountability, Dell helps ensure your support experience is seamless, consistent and easy. You’ll have a reliable service partner supporting your issues, instead of a mix of vendors whose engagement, insight into your problems, and reliability may not be coordinated.

## Efficiency

Maintaining a stable IT environment, managing day to day operations and resolving incidents can consume your time and resources. Downtime is not an option: the clock starts ticking and every minute in lost productivity impacts your business. It quickly turns into escalations, draining stressed resources away from proactive planning and management tasks.

With Dell as your single point of contact, you gain visibility into the health of your environment as well as the confidence they can resolve incidents, quickly .

- **Consolidate resolution** – One contract, one call. When issues arise, you know that Dell is ready and available to support your infrastructure.
- **Reduce downtime** – The Dell team of support experts owns case resolution across your multivendor environment, helping you resume operations quickly.
- **Assess IT health** – As your single support vendor, Dell can help you examine the health of your IT environment, identifying and reducing risks. With add-on services





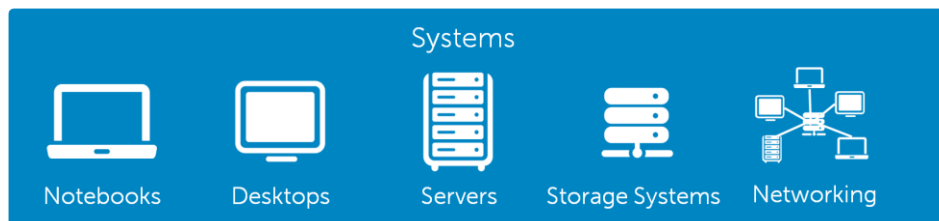
such as IT Advisory Services, you get environmental reporting and remote advisory capabilities that identify issues that can put IT stability at risk.

## Value

To make your IT organization a strategic and innovative partner in your business, you need to make the most of your limited support dollars. But with constrained budgets, and limited resources and tools, you may end up spending too much on support services to multiple vendors. Your overall IT budget could get tied up in maintenance activities instead of funding strategic and innovative IT initiatives.

With Dell ProSupport with multivendor capabilities, you can consolidate your support contracts to a single vendor contract, helping to drive down unnecessary costs.

- **Manage warranties** – You can realize cost savings with a single contract. IT resources focus time on innovating instead of chasing multiple vendor and service contracts, tracking warranty renewal dates for each contract, and managing different points of contact for various vendors and systems.
- **Extend support** – When you purchase ProSupport, technicians work with you directly to provide parts and labor as needed without contacting the OEM.
- **Plan budgets** – Dell ProSupport helps you plan support service extensions so you can budget your IT costs effectively.



## Desktop to Data Center

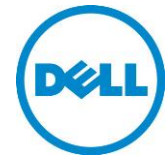
If it's a PC, we'll service it. An OS, we'll support it. A growing business, we'll enable it.

Dell ProSupport with multivendor capabilities begins with the user in the office or the field and continues throughout your entire business technology infrastructure. Whether you have a few PCs and laptops or an existing infrastructure complete with Dell or other vendor systems, Dell can design a single multivendor support contract for your business.

Technical support services on non-Dell assets (notebooks, desktops, servers, storage and networking) are available via Dell ProSupport. Some features include:

### Single point of contact





- Single contract covers notebooks, desktops, and servers
- Global coverage of multiple vendors
- Covers in and out of warranty systems
- Case and escalation management
- Collaborative software support with Dell ProSupport
- Single phone number for Dell and non-Dell systems

### Trusted expertise

- With Dell ProSupport, you can get 24/7/365 phone access to advanced technicians\*
- Global Command Centers
- Dell ProSupport provides you with frequent reports of their support activities

### Simple to choose & buy

- Choice between Basic & Dell ProSupport
- Length of contract from 1 to 4 years

Diagnostics & Troubleshooting	Basic <sup>1</sup>	ProSupport <sup>2</sup>
Phone support service - local business hours	✓	✓
Basic hardware phone support - hardware break-fix	✓	✓
In and out of warranty	✓	✓
Support service 24x7x365		✓
Case and escalation management		✓
Collaborative hardware and software support		✓
Application/software how-to and OS		✓

(\* Availability and terms of Dell Services vary by region. For more information, visit [www.dell.com/servicedescriptions](http://www.dell.com/servicedescriptions)

## Services to fit your business

Dell ProSupport with multivendor capabilities can adapt to a wide variety of business environments so you can customize your support needs and begin standardizing your IT support environment with a single service agreement. Dell offers additional complementary services for your multivendor environment including Software Support and IT Advisory Services.

### Software Support

Simplify the management of resources and administrative tasks associated with supporting applications across your environment.\*

- Ability to purchase non-installed software through Dell and have Dell own the support call through resolution.
- Consolidation of support contracts.

*\*Available for select vendors*

### IT Advisory Services

More than just break-fix, support is about preventing problems so you can anticipate, identify and correct issues before they occur. Two packages — Essential and Strategic — to suit your





unique needs, provides features and functionality focused on reducing downtime and helping you optimize your IT environment.

- Reporting, analysis and planning, including multivendor assets.
- Essential Package is a more compact feature set, still delivering proactive reporting and analytics.
- Strategic Package provides features such as Remote Advisory Service and Proactive Maintenance.

## PCs in the blood. Services in our DNA.

When choosing a multivendor support provider, you should be sure that the vendor is fully vested in your successful outcome, helping you anticipate technical issues before they emerge, **replacing escalations with customer satisfaction.**

With 24x7x365 service options, Dell ranked #1 for onsite response time\*, providing support for over 100 countries from 5 global command centers with access to over 30,000 technicians.

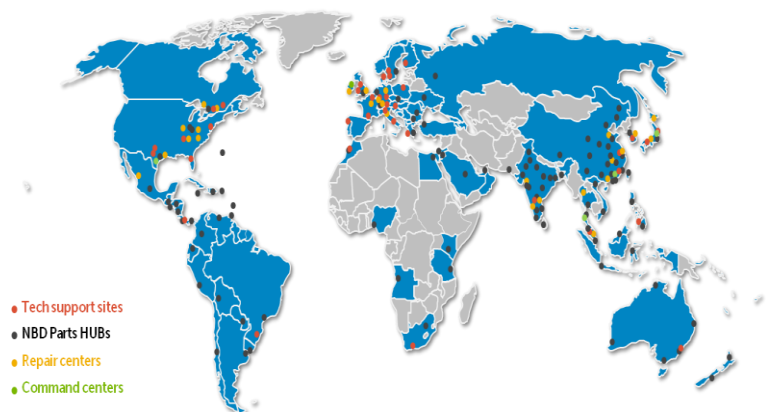
*\* Based on March 2011 TBR Report "Service & Support Customer Satisfaction | Fourth Calendar Quarter 2010"*

As a result, Dell has achieved high customer satisfaction ratings and has held top ranking for IT service and support customer satisfaction. This is just the beginning as Dell continues to grow its expertise

## Maturity

Entrusting a support vendor with all your contract needs calls for thorough due diligence. You should consider the vendor's overall market viability and experience in this evaluation. Customers need to ask themselves key questions:

- How long has this vendor been in business?  
Dell has a proven track record of outstanding product and service delivery since 1984.
- How long will they continue to stay in this business?  
Dell is committed to supporting your assets from the desktop to the data center—to help your business run now and grow tomorrow.







- What is the expertise of the vendor I am choosing?  
Dell holds a long-term record for desktop value. (*Desktops: Corporate IT Buying Behavior & Customer Satisfaction Study Second Quarter 2011*, Technology Business Research, September 2, 2011.)
- Does my vendor have capability worldwide so it can grow with my business?  
Dell is a worldwide organization with current business in 100 countries and coverage in up to 41 languages.

With Dell ProSupport, you can stay current with new products and current technology enhancement and help you implement innovation when and as technology changes.

## Conclusion

With Dell ProSupport with multivendor capabilities you get:

- A single point of accountability – a vendor who knows you and your entire environment, helping you turn downtime to uptime, getting you quick resolution of IT issues.
- A partner that is fully vested in your successful outcome, helping you anticipate technical issues before they emerge, replacing escalations with customer satisfaction.

With Dell, you get a vendor that brings you the right support for mixed environments, ensuring that your support issues are quickly turned from problems into resolutions, helping you conquer the complexity you now face to help you set the stage for greater growth and innovation.





## Contact Dell Today

For additional information on Dell ProSupport, please contact your regional account representative, or visit us at the [Dell ProSupport with multivendor capabilities web site](#).

Availability varies by country. To learn more, customers and Dell Channel Partners should contact your sales representative for more information. \*Dell ProSupport: Availability and terms of Dell Services vary by region. For more information, visit [www.dell.com/servicesdescriptions](http://www.dell.com/servicesdescriptions). 24/7 support available in English only in some regions.

© 2010 Dell Inc. All rights reserved. Microsoft and Microsoft Windows are registered trademarks of Microsoft Corporation in the United States and other countries. Trademarks and trade names may be used in this document to refer to either the entities claiming the marks and names or their products. Specifications are correct at date of publication but are subject to availability or change without notice at any time. Dell and its affiliates cannot be responsible for errors or omissions in typography or photography. Dell's Terms and Conditions of Sales and Service apply and are available on request. Dell service offerings do not affect consumer's statutory rights. Specifications are correct at date of publication but are subject to availability or change without notice at any time. Dell and its affiliates cannot be responsible for errors or omissions in typography or photography. Dell's Terms and Conditions of Sales and Service apply and are available on request. Dell Service offerings do not affect consumer's statutory rights. Dell, the Dell logo, and ProSupport are trademarks of Dell Inc. Other trademarks and trade names may be used in this document to refer to either the entities claiming the marks and names or their products. Dell disclaims proprietary interest in the marks and names of others. © 2011 Dell Inc. All rights reserved. October 2011 | SupportServ\_MultivendorSupport\_

