Personalized, scalable support plan to complement your customer’s IT capabilities.

Dell ProSupport Flex for Client on OEM Products

Is your IT staff prepared for the increasing demands of your customer’s end user support requirements?

Supporting a rapidly growing user base with ever-changing needs can be a daunting task — especially when the customer has a limited budget. It’s also difficult when their IT resources are focused on managing multiple, inflexible vendor contracts instead of initiatives to achieve business goals and gain competitive advantage.

Dell Services can help. We understand that as your customer’s priorities and resources change, so do their support requirements. They need relationship-based support that provides operational stability that increases IT and end user productivity in a way that compliments your expertise.

Extend your customer’s support capabilities — when and where they need them

Get the personalized support from a service provider that understands your customer’s support environment. Dell ProSupport Flex for Client is designed for self-maintaining customers that have a large number of client assets and robust internal IT capabilities. It’s based on a scalable model that complements your customer’s existing support infrastructure. It includes:

- A designated Technical Account Manager to act as their primary Dell support advocate and provide insights into your customer’s installed-base performance through reporting and proactive support planning
- Immediate access to advanced troubleshooting from elite ProSupport OEM engineers who have the additional hardware and software expertise needed to solve more complex issues

Why risk inadequate support that could result in customer downtime? Get the best support for your customers’ infrastructure with a custom-fit plan that extends your IT support capabilities. With Dell ProSupport Flex for Client, your customer’s only pay for what they need, so their cost of support can effectively scale with their business.

TechDirect

TechDirect is a self-service tool that allows your customers to manage multiple support cases and dispatch parts. It is available in eleven languages and can be accessed online, through a mobile application or APIs (Application Programming Interfaces). TechDirect is easy to use, convenient and flexible to fit your needs.

Dell ProSupport Flex benefits for OEM customers:

- 24x7x365 direct phone access to experts
- Collaborative third-party assistance
- Monthly or weekly contract renewal and support trend reporting
- Single point of contact for escalation management
- Proactive monitoring and support

ProSupport Flex for Client benefits for OEMs:

- Offer your customers a higher level of support at prices that fit your business model
- Augment your portfolio while increasing your profitability
- Tools, technology and materials to make it easier for you to do business with us

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