



Comprehensive and collaborative support to simplify the management of heterogeneous environments.

Dell ProSupport™ with multivendor capabilities



Lessen the burden on resources managing complex multivendor environments.

The fast-paced and ever-changing challenges of supporting a multivendor environment get exponentially more difficult as an organization adds new technology to their IT infrastructure, new support agreements, updates levels of service or updates warranties – with each vendor.

Dell ProSupport can help you not only cut costs and increase productivity across your multivendor environment, but also lessen the burden on resources already managing too many day-to-day administrative tasks.

Simplified IT can save you money, effort and time.

The idea of simplified IT doesn't stop at the hardware or even services. As an IT manager you also want that ease of management when it comes to your maintenance. With Dell ProSupport we can consolidate your support services contracts, simplifying support for your mixed environment, ultimately saving you money, effort and time.

Offer highlights

Technical support services on non-Dell assets are available via Dell ProSupport. Some features include:

Dell ProSupport features

- Hardware break/fix
- 24x7x365 Phone
- Dell Limited Hardware Warranty¹
- Application how-to assistance for select software
- Collaborative support on hardware and software
- Care and escalation management

Plus additional service features beyond standard Dell ProSupport

- Custom SLAs
- Custom reporting
- Onsite services after Remote Diagnosis
- Install Move Add Change (IMAC) services

Dell ProSupport with multivendor capabilities supports worldwide customers of client and enterprise systems from vendors such as Apple®, HP®, Cisco®, NetApp®, IBM®, Sun®, Toshiba®, and more. Support extends beyond x86 to cover laptops, desktops, UNIX®, networking, servers and storage.

Key benefits

- **Improve services.**
You can take advantage of the Dell ProSupport level of service in your multivendor environment, not just on your Dell assets.
- **Simplify IT.**
Consolidate your hardware support under one service contract, knowing who to reach out to every time - one less thing to worry about.
- **Improve efficiency.**
Streamline processes for managing maintenance contracts across multiple hardware vendors.
- **Cost savings.**
Avoid unnecessary operating costs by efficiently managing expiring warranties and supporting basic hardware beyond five years.

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

1 For copy of Ltd Hardware Warranty, write Dell USA LP, Attn: Warranties, One Dell Way, Round Rock, TX 78682 or see dell.com/warranty. Availability and terms of Dell Services vary by region. For more information, visit www.dell.com/servicesdescriptions. 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.
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