



Dell Support Services

Support what's next.



Meet the future

The future is already here. In today's rapidly evolving business environment, you need to effectively manage your IT budget, while smartly supporting your ongoing and evolving business needs. Efficiently maintaining a stable IT environment allows you to focus on driving innovation.

Imagine delivering exceptional support levels while deploying your resources to revenue-generating and strategic initiatives. By augmenting your team with our global team of experts, you'll move from the complexity of where you are now to the clarity and confidence of supporting what's next.

Approximately 80%
of IT budgets goes
toward infrastructure
maintenance—
leaving little room
for innovation.

Triumph over IT obstacles—with ease

To turn your IT into a strategic lever for growth and innovation, you need to make the most of your limited support dollars.

With Dell by your side, you can tailor your support to align with your organization's entire IT landscape. Support becomes easy, even with your increasingly complex needs. By leveraging our ProSupport specialists, multivendor hardware support and a mix of protection and advisory services—you'll be able to get in front of IT problems.

A new level of focused efficiency through a wide range of support services



"The real reason we chose Dell was the service. Over the long run, good service agreements result in a lot more cost savings than outright capital expense."

Richard Charlesworth
Director of IT
YES Prep Public Schools



Hardware support

Address your support needs from end-user PCs to complex data centers. Whether you have Dell hardware or mixed vendors, protect your investments with our simple yet flexible approach.

Basic Hardware Service

Hardware repair and replacement during local business hours.
The most basic level of support.

Dell ProSupport

Premium hardware and software support available around the clock, 24x7x365.

- Single point of accountability with highly-trained experts.
- Next Business Day onsite service with optional parts and labor response.
- Third party collaboration for hardware and software.
- Escalation management with customer-set severity level options.
- Consolidation of support for select vendors.
- Options for varied software, protection and advisory services.

Multivendor Hardware Support

Manage mixed vendor hardware environments directly with Dell.

- Single phone number to call for support across all assets.
- Consolidate hardware under a single support contract.
- Manage expiring warranties and support beyond three years.

Mission Critical Service

Dell's most rapid resolution option.

- Accelerate onsite parts and labor support by self identifying the incident as a severity issue 1, 2 or 3.
- Receive regular status updates to keep you informed every step of the way.
- Initiate emergency dispatch, in parallel with troubleshooting, for issues you self identify as severity level 1.
- Available with two-, four- or eight-hour options.

Specialized Onsite Services

Choose the best option to augment your daily IT management, or tap into specific technical expertise for critical projects.

- Onsite diagnosis and troubleshooting.
- Onsite parts management.
- Onsite Service Delivery Managers.

Software Support

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

❑ Dell ProSupport

Premium hardware and software support available around the clock, 24x7x365.

- Single point of accountability with highly trained experts for end to end resolution.
- Third-party collaboration for software troubleshooting and issue diagnosis.

❑ Software subscription offers and support*

- 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

Protection Services

Select from a range of services that help protect your assets and data.

❑ Accidental Damage Service

Repair or replace your laptops if they are accidentally damaged from drops, liquid spills or power surges.

❑ Extended Battery Service

Plan your notebook lifecycle costs by incorporating future replacement battery needs into your upfront purchase.

❑ Keep Your Hard Drive

Maintain control over your sensitive data by retaining your hard drive while it is covered by Dell's limited hardware warranty.

❑ Hard Drive Data Recovery

Recover important data if you have a failed hard drive.

❑ Certified Data Destruction

In the event of a hard drive failure, Dell can completely erase the hard drive, provide certification of data deletion, and then safely dispose of it.

Advisory Services

More than just break-fix, support is about preventing problems so you can anticipate, identify and correct issues before they occur.

❑ IT Advisory Services

Two packages—Essential and Strategic—to suit your unique needs, providing 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.

❑ Remote Advisory Services

Support your specialized applications and solutions, with access to technical expertise on topics such as virtualization, systems management, and more.

- Phone-based and Internet-based consultation, configuration and management support on a variety of different topics.
- Unparalleled flexibility with pay on a per-incident basis or an annual contract.

❑ Proactive Maintenance

Reduce unplanned downtime and optimize stability with scheduled assessments, streamlined patch management, detailed reporting and more.

- Get schedule assessments, streamlined patch management and detailed reporting.
- Resolve potential issues before they happen.
- Streamline processes to ensure greater stability now and into the future.

Reduce hassles
by 40%

Customers with Proactive Maintenance report 40% fewer problems.

Based on a Dell internal analysis of the average number of issues customers reported during the warranty period.

“Based on the excellent service we received from Dell ProSupport, we had the confidence to invest in a more powerful server solution. We knew we could rely on Dell to support us and maximize the return on our investment. Dell service is the best Areva T&D has ever experienced.”

Arsyad Junaidin
IT manager,
Areva T&D (Indonesia)

Support the way it should be—easy

As service expectations continue to grow to new levels, you want to ensure your problems are resolved quickly. With Dell, you'll have an array of tools and capabilities to streamline the support process and produce the results you expect.

☰ **Dell Online Self Dispatch**

Rely on your most trusted staff to self-service hardware related issues, through self-diagnosis, parts ordering, and self-installation of everyday incidents.

- Access to technical training and certification for hardware issue diagnosis.
- Intuitive online web portal for same-day parts ordering and dispatch.
- Log and track service calls and warranty requests.
- International parts dispatch.
- Optional labor remittance program for Authorized Service Providers.

☰ **My Products and Services**

Simplify management of warranty renewal and support contracts.

- Manage, monitor, renew and extend service contracts online.
- Create groups of services tags, assign ownership to groups, as well as opt in to receive email alerts for aging and ending warranties and contracts.



Multiply your impact with our team of more than 30,000 experts supporting more than 100 countries



Choose Dell ProSupport

	Basic	ProSupport
Local business hours support	✓	✓
Basic hardware troubleshooting	✓	✓
Multivendor hardware support	+	+
Next business day parts and onsite response	+	✓
24x7x365 support		✓
In-region support		✓
Hardware and software support from advanced technicians		✓
Customer self-identified severity level 2 & 3		✓
Remote troubleshooting and diagnostics		✓
Application/software how-to and troubleshooting		✓
Getting-started assistance		✓
Designated escalation management		✓

+ = Optional

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