

DELL PROSUPPORT FOR IT



Tech-to-Tech Support with Fast-Track Dispatch

SUPPORT DESIGNED FOR IT PROFESSIONALS

Dell ProSupport for IT is designed to provide tech-to-tech support for IT Professionals, Database Administrators and internal Service Desks or helpdesks – that means it's designed for IT experts like you. Features such as Fast-Track Dispatch, direct access to Dell Expert Centres, and customer-controlled severity levels were designed with your specific challenges in mind. With Dell ProSupport for IT, you are treated like the expert you are – allowing you to satisfy the needs of your internal customers while freeing up your time to focus on strategic IT projects.

GET HELP WHEN YOU NEED IT. SKIP IT WHEN YOU DON'T.

Some incidents require expert level tech-to-tech support to quickly diagnose and resolve problems with you, while others just need the fastest possible parts dispatch without your internal resources getting bogged down repeating basic troubleshooting processes they've already completed. Through Dell ProSupport for IT, you and your IT staff can receive Dell training and certification in order to qualify for Fast-Track Dispatch, where you can skip basic troubleshooting and quickly and easily dispatch parts and/or labor when you already know what the issue is. And for times when you need help identifying and resolving an issue, you can rely on 24x7 access to Dell Expert Centres and next-business-day onsite service¹ when necessary.

ESCALATION MANAGEMENT

Dell enables you to set the severity level of your incidents and then provides a single point of contact for incident management, escalation and status updates. For issues with critical impact to your daily operations, you can rely on immediate phone-based troubleshooting and timely escalation management intervention. When Dell ProSupport for IT is combined with the Dell ProSupport Mission Critical Option, an onsite technician will be dispatched simultaneously to phone-based troubleshooting for severity level 1 issues.

ADDITIONAL FEATURES OF DELL PROSUPPORT FOR IT

- **IT Professional Technical Training and Certification** – Access to online Dell forums for IT administrators and in-depth support certification for specific product lines.
- **Integrated Coverage of Your Entire Dell Environment** – Provides a seamless support experience across all Dell hardware and software platforms without transferring between multiple support queues.
- **Collaborative Support for Hardware and Software** – If a system problem is determined to be a third-party vendor issue, Dell will collaborate with select hardware and software vendors to resolve the issue until the incident is closed.
- **24x7 Expert Centre Phone and Online Support** – Around the clock access to certified hardware and software specialists with case management capabilities, meaning you get to avoid having to repeat troubleshooting steps.
- **Next Business Day Onsite Service¹** – Delivery and installation of parts onsite.

SIMPLIFY YOUR IT MANAGEMENT AT DELL.CA/ProSupport

¹ May be provided by third-party. Technician will be dispatched if necessary following phone-based troubleshooting. Availability varies. See dell.com/servicecontracts for details.

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