

DELL PROSUPPORT



24X7 Support for Your Everyday Business Needs

FAST, RELIABLE SUPPORT SERVICES DESIGNED FOR SMALL BUSINESS

Dell ProSupport is your support services solution. With fast, reliable support services designed to address the technology challenges you face today, Dell ProSupport is focused on your needs, time demands and budget.

For small businesses without an IT professional on staff, Dell ProSupport takes care of both you and your employees' technology support needs seven days a week, 24 hours a day.

SUPPORT IN TWO MINUTES OR LESS¹

With Dell ProSupport, you can get direct access to certified technicians in the Dell Expert Center in two minutes or less¹. You also receive how-to assistance for common questions on popular small business software applications like Microsoft® Office, Quickbooks, and Adobe Acrobat and Photoshop and help configuring simple wired and wireless networks. We treat you like the professional you are and work diligently to get you up and running as quickly as possible so that you can get back to your business.

SUPPORT DESIGNED WITH YOU IN MIND, FOR PEACE OF MIND

Dell ProSupport is designed for organizations with limited or no dedicated IT staff. Your employees receive 24x7 direct break-fix hardware support plus how-to support on popular software applications. When productivity is key to the success of your organization, you need to know that your employees can find the help they need to perform their everyday tasks efficiently. And when every technical issue is business critical, you need to know you have 24x7 access to Dell Expert Centers for immediate phone troubleshooting and problem resolution. Dell ProSupport provides that peace of mind.

THE HELP YOU NEED TO RUN YOUR BUSINESS: DELL PROSUPPORT KEY FEATURES

Dell ProSupport provides the how-to help and getting started advice your employees need to stay productive in their daily activities. Your employees have 24x7 phone or online access to:

- **Virus and Spyware help** – Assistance with common software applications that provide virus and spyware protection such as Norton and McAfee AntiVirus.
- **Application Assistance** – Assistance with common software applications such as Microsoft Office, Microsoft Small Business Server, Intuit QuickBooks, Adobe Photoshop and Adobe Acrobat.
- **Getting Started Advice** – Remote configuration or set up assistance associated with simple networks (both wired and wireless).
- **Remote Assistance** – When available and with your consent, a Dell technician can even remotely access your computer to help find and resolve the problem at hand.

SIMPLIFY YOUR IT MANAGEMENT AT DELL.COM/ProSupport

¹ Dell ProSupport is designed to provide two minutes or less average hold time provided the correct Dell ProSupport phone number is called by the customer. Hold time may be affected by multiple variables including, but not limited to: time of day, product release cycle, product recall occurrences and total number of Dell ProSupport customers.