



Dell ProSupport Mission Critical

Get your business up and running in minutes, not hours or days

Dell Understands Time is Money

Every minute of unplanned downtime is lost productivity and quite often, lost revenue. We know reducing recovery time from days to hours is a must. It's for these scenarios that Dell offers the Mission Critical option with Dell ProSupport. Mission Critical is Dell's most rapid resolution option. You can choose from 2-, 4- or 8-hour onsite parts and or labor. Rely on Dell's proven and reliable Critical Situation Process to get you back up and running fast.

Key Features of Dell ProSupport Mission Critical Option

- Onsite Response** – 2-Hour, 4-Hour or 8-Hour onsite service* with 6-hour hardware repair available 24x7, including holidays. 2-hour response is not available on desktops; availability may vary by country
- CritSit Procedures** – Severity level 1 issues will be reviewed by Dell and may be nominated for CritSit incident coverage through Dell Global Command Centers.
- Emergency dispatch** – Onsite service technician dispatched in parallel with phone-based troubleshooting when you declare a Severity level 1 incident.
- Priority production** – In the event of a critical situation caused by natural disaster or other event normally excluded from limited warranty, Dell will expedite production of a new system(s).
- Storage fault monitoring** – Alerts from storage fault monitoring helps you maximize uptime by identifying and correcting potential issues before they occur.

**Shift Resources from
Maintenance
to
Momentum.**

Key Features of Dell ProSupport

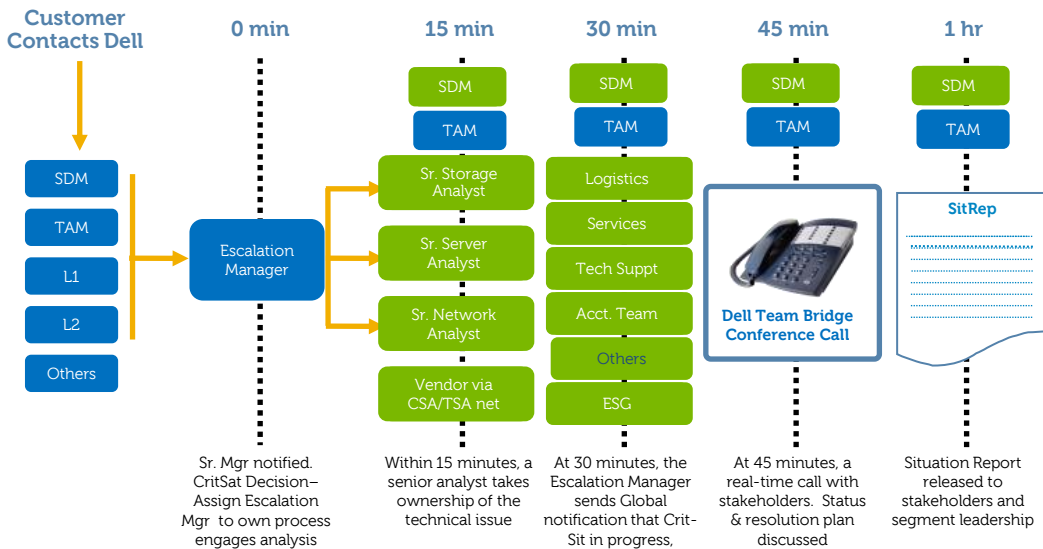
During critical situation events, Dell Global Command Centers will activate our CritSit Process to help ensure that our expert resources are mobilized to get you back up and running fast.

Dell's CritSit Process includes:

A Dell Escalation Manager is assigned to your escalation, from there...

- Dell's end-to-end Critical-Situation process helps ensure expert resources are mobilized to get you back up and running fast
- Emergency Dispatch for simultaneous phone and onsite troubleshooting to assist with Severity 1 situations
- Priority Production** to expedite units for critical issues

Fast & focused resolution, during "Critical Situation" events



Dell ProSupport Mission Critical is only available for purchase with a Dell ProSupport service contract.

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



Applications Business Process Consulting Infrastructure Support

Product and service availability varies by country. For more information, visit www.dell.com/service-descriptions. *May be provided by third-party. Technician will be dispatched if necessary following phone-based troubleshooting. Availability varies. See dell.com/service-contracts for details. © 2010 Dell Inc. All rights reserved