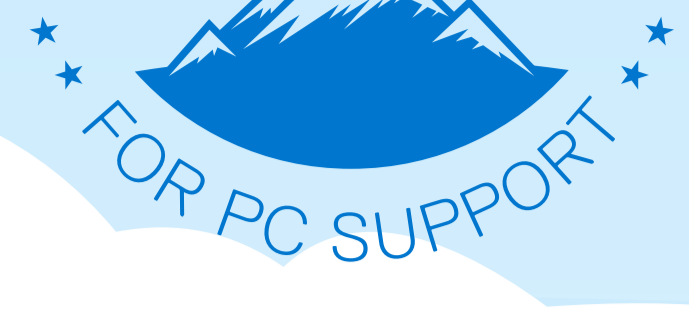


◀ A SMALL BUSINESS OWNER'S SURVIVAL GUIDE ▶



**Survival Tip #1  
Go with a Pro.**



**Only 3%** of small businesses have internal IT staff.<sup>1</sup>

This is a lot of pressure on business owners and employees to keep PCs up and running and why more small businesses are looking for external partners.

**What small businesses want in an external support partner:<sup>1</sup>**

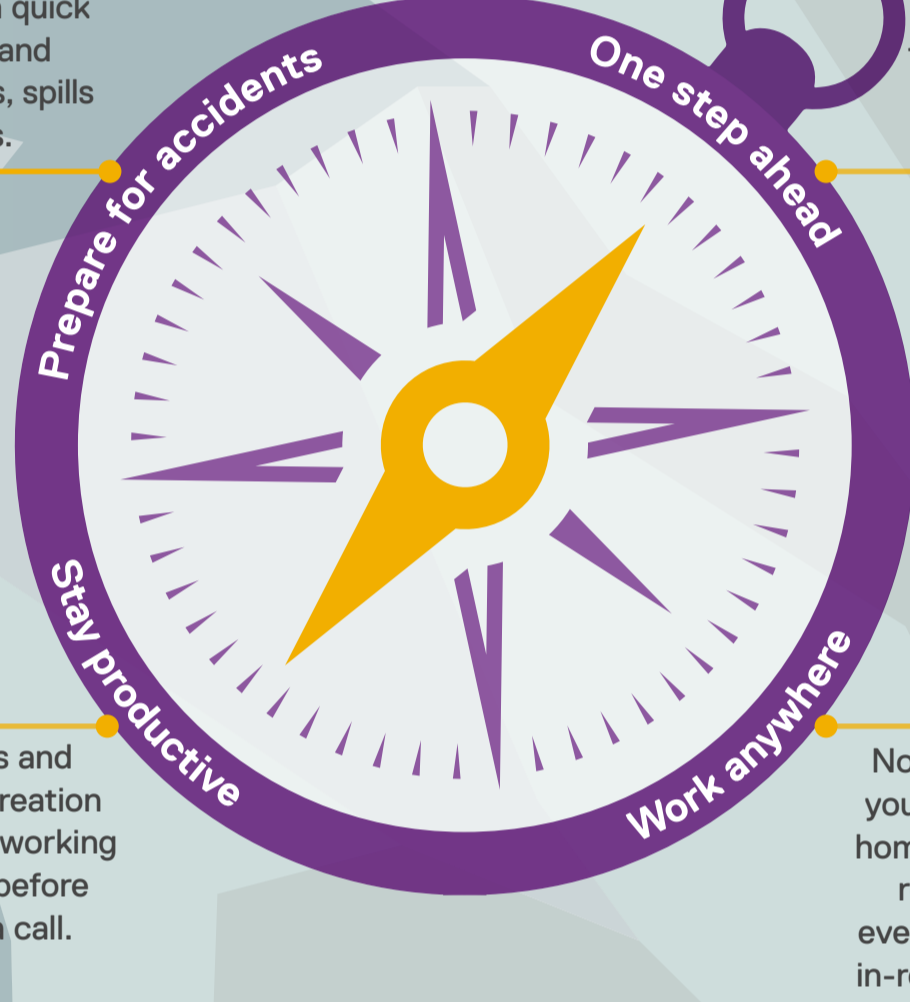
- 1** In-depth technical support with knowledgeable support agents
- 2** Proactive monitoring including alerts, system health checks and automated diagnostics
- 3** Dedicated phone line with around the clock, global access to level 2 technicians
- 4** Onsite labor support, if needed, and parts dispatch prioritization
- 5** Unscripted troubleshooting

**Survival Tip #2  
Plot your course.**



We'll fix it! With quick replacement and repairs for drops, spills and surges.

Our predictive technology detects issues before they become problems.



Proactive alerts and automatic case creation allow Dell to start working on the problem before you can make a call.

No matter whether you're working from home or in the office, receive support everywhere from our in-region ProSupport experts.

**THROUGH RAIN, SLEET OR SNOW:** Dell's six Global Command Centers monitor every global crisis, along with any impact to supply chains, to ensure you get parts and service to your location when you need them.

**Survival Tip #3  
Pack the essentials.**



**Prediction of hard drive issues before they become problems**

**24x7 priority access to in-region ProSupport engineers**

**Repairs for drops, spills and surges**

**Single source for software and hardware expertise**

**PC optimization and virus removal**

**Onsite service the next business day after remote diagnosis**

**Retention of hard drive after replacement**

**Pays for itself with a single incident**

**Survival Tip #4  
Choose the easy path.**



**Uses AI to predict hard drive issues before they become problems<sup>2</sup>**

**Virtually eliminates unplanned downtime due to hardware issues<sup>2</sup>**

**Proactively resolves issues up to 6x faster than the competition<sup>3</sup>**

**We Are Ready To Help**

Our [Dell Technologies Advisors](#) are ready to help you with tailored product solutions designed to keep your business productive.

**ProSupport Plus with SupportAssist**

**SPEAK WITH AN ADVISOR TODAY**  
**0800-941-124**

1. Techeisle report: 2020 US SMB, Midmarket managed services adoption trends.  
2. Based on a Principled Technologies test report, "Dell ProSupport Plus with SupportAssist warns you about hardware issues so you can fix them before they cause downtime" dated April 2019. Testing commissioned by Dell, conducted in the United States. Actual results will vary. Full report: <http://facts.pt/ddv0ne9>. SupportAssist must be activated through ProSupport or ProSupport Plus to realize proactive or predictive alerts or benefits.  
3. Based on a Principled Technologies report, "Diagnose and resolve a hard drive issue in less time with Dell ProSupport Plus" May 2020. Testing commissioned by Dell, conducted in the United States. Actual results may vary. Full report: <http://facts.pt/ddv0ne9>. SupportAssist must be activated through ProSupport or ProSupport Plus to realize proactive or predictive alerts or benefits.