



# Help customers adopt complex technologies with confidence.

Dell ProSupport Plus



Dell ProSupport Plus helps proactively improve performance through environmental intelligence, elite engineers and technical account management.

## Are your customers' critical systems optimized for performance?

Your customer's IT environments are becoming increasingly complex and demand a higher level of service to maintain and optimize performance. Critical workloads require constant availability, which means the supporting infrastructure needs more than traditional break-fix support. Your customers expect proactive and preventative support options to help them get ahead of problems before they happen.

Dell ProSupport Plus is enterprise-class support designed to proactively improve the performance and stability of critical systems through environmental intelligence and the right expertise. It's targeted support that offers the ultimate flexibility for your business model:

- As the support provider, you can leverage our proactive monthly reporting, a dedicated technical account manager (TAM) and direct access to elite engineers with broad and deep knowledge of systems across the data center to help you help your customers.
- Or, we can support your customers directly through proactive monthly reporting, a dedicated TAM and direct access to elite engineers – allowing you to leverage our global scale and skill.

## Dell ProSupport Plus includes:

- A dedicated technical account manager
- Direct access to elite ProSupport Plus engineers
- Monthly contract renewal and support history reporting
- Monthly health check and performance recommendations
- System maintenance (as needed)
- Hypervisor and operating system support
- Collaborative 3rd party assistance



Dell's technical account managers serve as a support advocate, providing proactive recommendations based on the customer's environment and support trends, as well as sharing best practices from across our entire customer base. System maintenance can be performed as-needed to help ensure their critical systems are operating at peak performance.

Not only can Dell ProSupport Plus help get customers back up and running quickly, but also help them

get ahead of issues before they occur – through reporting, resources and tools that differentiate you as your customer's service provider or by leveraging our global team to directly support your customer.

With Dell ProSupport Plus, your customers will have the freedom to adopt complex technologies with confidence, knowing the right expert resources are with them every step of the way.

#### Additional benefits of ProSupport Plus for you:

- With Dell ProSupport Plus, you will now be able to offer your customers a higher level of support at prices that fit your business model.
- Dell ProSupport Plus enables you to augment your portfolio while increasing your profitability.
- Dell provides tools, technology and materials to make it easier for you to do business with us.

**Peak performance. Fewer support incidents. ProSupport Plus.**

**For more information about any of our service offerings, please visit [PartnerDirect.com](http://PartnerDirect.com) or contact your Dell representative.**



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