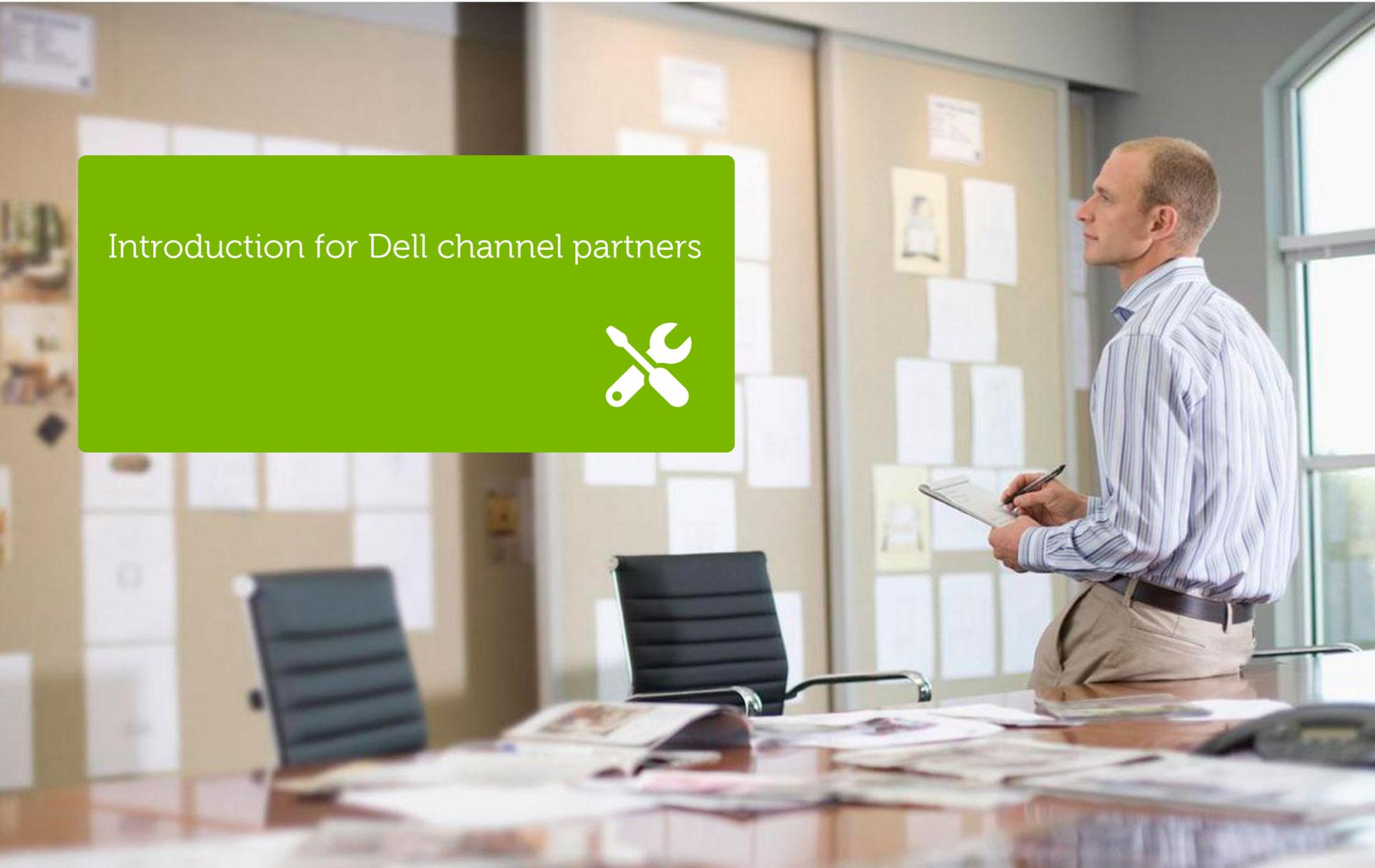


Benefits of upgrading to Dell ProSupport Services



PartnerDirect

Introduction for Dell channel partners



Dell ProSupport Services

Resale opportunity for channel partners

Build trust and rapport



Extend conversation beyond the box



Helps build sustainable pipeline



Springboard to additional services



What customers tell us



Downtime means lost revenue

“I need to reduce downtime of critical business functions”



Resources are limited

“I need to spend less time on maintenance so I can focus more on strategic initiatives”



It is hard to plan for unforeseen expenses

“I need to proactively assess my support environment, create a plan and mitigate risks”



Reliability is essential

“I need to know that I can count on my service provider to fix the issue, fast!”

Availability and terms of Dell Services vary by region. For more information, visit www.dell.com/servicedescriptions.



What is Dell Basic Hardware Service?

Hardware repair and replacement

While Basic Service is a good start to maintain equipment, most organisations benefit from additional levels of support to optimize their environment



Break/fix
support

Hardware only



Phone, chat,
and email
hours

Local business hours



Replacement
and repair

Next Business Day or Collect
and Return after phone based
troubleshooting



Geographic
origin of
support

No geographic guarantee

ProSupport Services

Flexible support tailored to your customer's needs



Global reach



Customer-driven



Customisable



Flexible, modular support structure



Dell Support Services portfolio

Hardware Warranty

Hardware and Software Support



Dell ProSupport

Speed of Response Options



Next Business Day



4hr or Same Day



Mission Critical

Asset & Data Protection



Data Protection

- Keep Your Hard Drive
- Certified Data Destruction
- Hard Drive Data Recovery



Asset Protection

- Extended Battery Service

Value-Added Services



Enterprise-Wide Contract



Proactive Maintenance



Remote Advisory



Specialised Onsite

Availability and terms of Dell Services vary by region. For more information, visit www.dell.com/servicedescriptions.



Dell ProSupport Services

Minimise IT disruptions, maintain productivity



Responding to hardware failures



Extensive fault troubleshooting



Monitoring hardware performance



Tracking asset inventories



Average of 2 minutes or less wait time



In-region technical assistance 24x7x365
Managed escalations available



Supported by Dell Global Command Center



Remote monitoring capability



Assessing your customer's support needs

Purpose

What are your systems being used for?
What is the impact of any downtime?

Place

Where do your systems, employees, and technical resources reside?

People

What is the breadth of your IT staff?
How scalable is your IT staff?
What constituents does your IT staff serve?



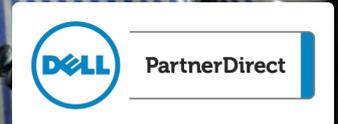
Comparing Basic Hardware Service to ProSupport

	Basic Hardware Service	ProSupport
 Break/fix support	Hardware only	Hardware, OS, OEM applications – installation and "How To" assistance
 Phone, chat, and email hours	Local business hours	7x24x365
 Replacement and repair	Next Business Day or Collect and Return after phone troubleshooting	On-site by a Dell-trained technician. Customisable response times. Access to DOSD (Dell Online Self Dispatch)
 Geographic origin of support	No geographic guarantee	In-region support

ProSupport has global reach

24x7 in-language support

Other Languages available during
local business hours



Customised speed of response to minimize downtime

Speed of Response



Next Business Day

Dell-trained technician dispatched to the customer's site within the next business day after the completion of telephone trouble shooting or remote diagnosis

Same Day

Two, Four or eight hour option, based upon the customer's location

Mission Critical

Simultaneous onsite and telephone trouble shooting

Customer has the ability to set severity level on a per incident basis

Identify business critical assets

Identify mission critical assets

* Availability and terms of Dell Services vary by region. For more information, visit www.dell.com/servicedescriptions.

ProSupport key features

	Basic	ProSupport
Diagnostics & Troubleshooting	Support service local business hours	✓
	Support service 24x7x365	
	Basic hardware phone support	✓
	Senior-level certified hardware and software support	
	Online support tools (web, chat and email)	✓
	Local based support service	
	Customer self-identified severity level 2 & 3	
	Customer self-identified severity level 1	
	Collaborative 3 rd Party software and hardware troubleshooting	
	Application/Software & OS how-to assistance for end-users	
	Wireless & networking configuration assistance	
Parts & Labor Dispatch	Next business day onsite parts and/or labor dispatch	Upgrade
	Same Day onsite parts and/or labor dispatch	
	Mission critical response: Select between 2hr, 4hr, or 8hr onsite parts and/or labor dispatch	
	Online self dispatch for parts/labor	✓*
Relationship Support	Escalation manager intervention for crisis management (on per incident basis)	
	Global command center: crisis management & Mission critical dispatch monitoring	

* Customer must have at least 100 service tags covered under ProSupport agreement



Support for end users to help offset customer IT resources

Assistance for End Users



- Basic wireless and wired network set-up
- “How To” and configuration assistance on select Dell-branded client applications such as Norton AntiVirus™ software, Microsoft® Office software suite, Intuit® QuickBooks® accounting software, Adobe® Photoshop® software and Adobe Acrobat® software. Certain server applications such as Microsoft Small Business Server solution are also supported.
- Configuration and best practice recommendations
- Access to patches, updates and new version upgrades for Dell-branded software



Dell ProSupport Services

Collaborative support for 3rd Party software and hardware

- Collaboration by Dell ProSupport Technical Support to assist with resolution of issues between the customer, Dell, and third-party hardware and software partners.
- List of included partners:
http://www.dell.com/content/topics/global.aspx/services/cst/core_software_troubleshooting?c=us&cs=04&l=en&s=bsd



Add-on options & value added services



ProSupport gives the customer control



Proactive Maintenance

Proactively identify & resolve potential issues
- Scheduled assessments & patch management

Streamline processes for improved stability

Proactive Systems Management

Proactively maintain IT systems
- Hardware monitoring and alerting

Save time diagnosing problems
- Automated diagnostics

Understand what you have
- Asset visibility & reporting

Anticipate warranty needs
- Warranty tracking & expiration notice

Remote Advisory Services

Support for specialised applications and solutions

Installation, configuration, and remote consultation



Dell Online Self Dispatch for self maintainers

Simplify part ordering & install

Qualified customers become empowered to service hardware through self-diagnosis, easy part ordering and installation.

Minimise inventory overhead

Easy ordering of parts through a single web interface reduces the need for customers to maintain a parts inventory "just in case."



Streamline support with Dell Online Self Dispatch

For customers who prefer to self-maintain their environments



Dell Online Self Dispatch

single portal for self-service support management

Resolve issues more efficiently for your customer

24x7 access to online training, troubleshooting tips, and Dell expert resources

Streamline support to improve your IT staff efficiency

Diagnose issues, dispatch parts, and file remittance claims through a single portal

Simplify part ordering & install

Convenient online ordering for replacement parts with customisable tracking and reporting

Minimise inventory overhead

Just in time online parts ordering reduces the need for you to maintain a spare parts inventory "just in case"



Dell Support Services

Proactive Maintenance

Help reduce unplanned downtime and optimise stability with scheduled assessments, streamlined patch management, detailed reporting, and more.



Key Features:

*Customers with Proactive Maintenance report up to 40% less issues than customers who do not have the service**

Proactively identify & resolve potential issues

- Assessment & Customer Review
- Recommend Updates & Patches
- Assessment & recommended on non-Dell products
- Customer is empowered to take recommendation and implement

Streamline processes for improved stability

- Application of customer-approved patches and drivers updates
- Detailed report of initial assessment and recommendations, customer-selected activities, and completed deliveries
- Flexible scheduling of next Proactive Maintenance service delivery – available 24/7

*Based on a Dell internal analysis of the average number of issues customers reported during the warranty period of those customers with Proactive Maintenance Service agreement.



Dell ProSupport

Proactive Systems Management

Gain visibility of your IT environment* and use remote support features to help reduce the risk of downtime



Key features

Increase efficiency

- Asset Visibility and reporting
- Hardware monitoring and alerting
- Fast and easy to deploy

Accelerate resolution

- Automated diagnostics
- Auto support case & proactive dispatch

Avoid Surprises

- Warranty tracking and expiration notifications

*Available on select Dell PowerEdge servers and Dell PowerVault storage arrays

Availability and terms of Dell Services vary by region. For more information, visit www.dell.com/servicedescriptions.



Dell ProSupport Remote Advisory Services

Support for your specialised application and solutions



Key features

**Convenient
expert
assistance**

**Comprehensive
support**

Flexibility

- Installation, configuration, and remote consultation for virtualization, Microsoft Exchange, systems management, Backup, Recovery and Archiving (BURA), storage technology, and virus remediation
- Pricing is per incident or via annual contract
- Pre-scheduled phone and internet support available
- Remote consultation on topics ranging from VMware consolidated backup to SQL migrations
- Deployment services available, with options from SQL installation to Symantec deployment

Availability and terms of Dell Services vary by region. For more information, visit www.dell.com/servicedescriptions.



Asset & Data Protection options

Dell Support Services

Asset Protection

Protect your investment from inevitable mishaps



Key features

**Accident
forgiveness**

**Limited
downtime**

- **Accidental Damage Service** - repair and replacement for liquid spills, accidental damage, and electrical surges not covered under limited warranty (Not currently available in EMEA)
- **Extended Battery Service** - provides replacement laptop batteries beyond 1st year warranty with environmentally-safe disposal

“We’ve doubled the availability of our computer lab PCs and laptops, both because of the quality of the Dell machines and because of the warranty and accidental damage coverage that Dell offers.”

- Director of IT

Availability and terms of Dell Services vary by region. For more information, visit www.dell.com/servicedescriptions.



Introducing Accidental Damage Service

Essential investment
protection for mobile
computing assets



Enhance limited
warranty



Repair or
replacement



Laptops and
select peripherals



Available to
customer at or after
hardware point of
sale

NOT CURRENTLY AVAILABLE IN EMEA



Accidental Damage Service

Examples of Qualifying Coverage

- Liquid spilled on or in unit
- Drops, falls, and other collisions
- Damaged/broken LCD due to a drop or fall
- Electrical surge
- Accidental breakage (multiple pieces)

Included in Service

- Shipment of customer-replaceable parts
- Shipment of damaged product to a Dell repair facility
- Replacement of product if it is accidentally damaged beyond repair

Examples Not Included in Coverage

- Loss, fire, flood or theft
- Intentional damage
- Normal wear and tear
- Damage that does not affect functionality



Dell Support Services

Data Protection

Keep worry down and productivity up



Key features

Peace of Mind

**Adhere to
compliance
policies**

- **Hard Drive Data Recovery** - helps you recover important data in the event of a failure
- **Keep Your Hard Drive** - allows you to maintain control over your sensitive and confidential data
- **Certified Data Destruction** - wipe your hard drive clean, and provide certification of destruction. Dell can also dispose of the disk to help you confidently meet your compliance and security requirements

Availability and terms of Dell Services vary by region. For more information, visit www.dell.com/servicedescriptions.



ProSupport: customer benefits

Customised
support
solutions

Flexibility



In-region
support

Helps
minimise
downtime



Resource
optimisation



Contact your Dell
Sales Team for
additional
information



PartnerDirect