Adopt complex technologies with confidence.

Dell ProSupport Plus

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

Are your critical systems optimized for performance?

As IT environments become increasingly complex and converged, they 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. Getting ahead of problems before they happen requires a more proactive and preventative approach.

ProSupport Plus is enterprise-class support that is designed to proactively improve the performance and stability of your critical systems through environmental intelligence and the right expertise for your organization. We provide access to a dedicated technical account manager and our elite Dell ProSupport Plus engineers to ensure your critical systems receive the support they deserve. Resolutions happen quickly and efficiently. You can also increase the productivity of your resources through remote monitoring and automated, proactive support with our SupportAssist technology.

A dedicated technical account manager provides monthly personalized recommendations based on your environment and support trends and best practices across all of our customers. System maintenance can be performed on an as-needed basis (if your resources aren't available) to help ensure your critical systems are operating at peak performance.

Dell ProSupport Plus can not only get you back up and running quickly, but also help you get ahead of problems before they happen. You'll have the freedom to adopt complex technologies with confidence, knowing Dell's best resources are with you every step of the way.

Peak performance. Fewer support incidents. ProSupport Plus.

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)
- Remote monitoring and automated support with Dell SupportAssist
- Hypervisor and operating system support
- Collaborative 3rd party assistance
- Optional Next Business Day, 2-hour, or 4-hour parts and labor response options

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