



# Dell™ Support Services: **Multivendor Hardware Support**

**Comprehensive and collaborative support to help you simplify the management of your heterogeneous environment**

## Lessen the burden on resources managing complex multivendor environments

The fast-paced and ever-changing challenges of supporting a multivendor environment get exponentially more difficult as an organization adds new technology to their IT infrastructure, new support agreements, updates levels of service, or updates warranties – with each vendor.

Total support management provided by Dell™ Multivendor Hardware Support can help you not only cut costs and increase productivity across your IT organization, but also lessen the burden on resources already managing too many day-to-day administrative tasks.

Scan the code at right with your mobile phone or click the image to learn how Dell can save you money, effort and time by consolidating your service contracts.



## Simplified IT can save you money, effort, and time

The idea of simplified IT doesn't stop at the hardware or even services. As an IT manager you also want that ease of management when it comes to your maintenance. With Dell Multivendor Hardware Support we can consolidate your support services contracts, simplifying support for your mixed environment, ultimately saving you money, effort, and time.

- **Improve services.** You can take advantage of the award winning Dell ProSupport™ level of service in your multivendor environment, not just your Dell assets.
- **Simplify IT.** Consolidate your hardware support under one service contract, knowing who to reach out to every time - one less thing to worry about.
- **Improve efficiency.** Streamline processes for managing maintenance contracts across multiple hardware vendors.
- **Cost savings.** Avoid unnecessary operating costs by efficiently managing expiring warranties and supporting hardware beyond three years.

## Offer highlights

Technical support services on non-Dell assets are now available via Dell Basic Hardware Services or Dell ProSupport Services. Some features include:

Diagnosics & Troubleshooting	Basic <sup>1</sup>	ProSupport <sup>2</sup>
Phone support service - local business hours	✓	✓
Basic hardware phone support - hardware break-fix	✓	✓
In and out of warranty	✓	✓
Support service 24x7x365		✓
Case and escalation management		✓
Collaborative hardware and software support		✓
Application/software how-to and OS		✓

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

<sup>1</sup> For a copy of Ltd Hardware Warranty, write Dell USA LP, Attn: Warranties, One Dell Way, Round Rock, TX 78682 or visit [www.dell.com/warranty](http://www.dell.com/warranty).

<sup>2</sup> Availability and terms of Dell Services vary by region. For more information, visit [www.dell.com/servicesdescriptions](http://www.dell.com/servicesdescriptions).

Multivendor Hardware Support services may not be available in all states.

\* Availability may vary by customer location. Please contact your Dell sales or technical support analyst for additional details.

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