

# DELL SPECIALIZED ONSITE SERVICE<sup>1</sup> OPTIONS



Daily IT management augmentation or access to specific technical expertise for critical projects

## **IN-PERSON SUPPORT FOR YOUR SPECIFIC NEEDS**

For customers needing an onsite technical expert to help solve specific problems or plan your course of action, Dell Specialized Onsite services has the extensive support services you need. Whether you need an extra person on staff or just on-the-spot help, Dell Specialized Onsite Services<sup>1</sup> provides you with the ability to augment your daily IT management resources or tap into specific technical expertise for critical projects. You can select any combination of these services to best fit your business needs.

## **FAST PROBLEM RESOLUTION**

Technical issues are inevitable. In addition to rapid response solutions and enhanced proactive capabilities, Dell offers the following Specialized Onsite Service options to help you resolve technical issues faster.

- **Onsite Diagnosis and Troubleshooting** – When a technical issue occurs that needs fast resolution, there's no need to go through phone-based troubleshooting first — just call, and Dell will dispatch a highly skilled technician to provide onsite software and hardware troubleshooting, and repair tasks. The diagnostic dispatch will occur within the same day you call as long as the request has been logged prior to 5:00 local customer time.
- **Onsite Parts Management** – Dell manages and replenishes customer-owned onsite spare parts. Having parts always on hand eliminates the time it takes to dispatch and deliver a part — resulting in faster problem resolution.

## **STAFF AUGMENTATION**

On average, 70% of IT budgets are spent on routine maintenance<sup>2</sup>, leaving fewer resources available for focus on core business and strategy. Whether you need help managing your routine maintenance issues for you or someone on staff to tackle your bigger initiatives, Dell's onsite services can help.

- **Onsite Service Delivery Manager (SDM)** – A dedicated, highly-skilled Dell Service Delivery Manager (SDM) will work onsite at your location, providing high-level support to identify areas for improving availability and onsite management of critical situations.
- **Onsite Service Engineer** – Annual service contract in which Dell will provide an onsite technician to perform software and hardware troubleshooting, repair, and reporting tasks.
- **Onsite Escalation Manager** – In mission critical environments, a single point of contact during a technical issue is an invaluable asset. Dell can provide a dedicated Onsite Escalation Manager to serve as your single point of contact for incident management escalation and status.

Over 90% of customers were very satisfied with their Dell onsite engagements.<sup>3</sup>

### CUSTOMIZE YOUR DELL PROSUPPORT SOLUTION

Dell ProSupport starts with the Dell ProSupport for IT service model designed for IT professionals like you. Dell ProSupport for IT provides:

- 24x7 Direct access to Dell Expert Centers
- Fast-track dispatch for Dell-certified technicians
- Escalation management through Dell's Global Command Centers

To further customize your Dell ProSupport solution, select one or more of the following Dell ProSupport Options that are designed to fit the way you use your technology.

CUSTOMER NEED	OPTION	DESCRIPTION
Speed of Response	<b>Mission Critical Option</b>	Perfect for server and storage environments where avoiding unplanned downtime and reducing recovery time through priority response are a must.
Protection	<b>Accidental Damage Protection</b>	Repairs or replaces accidentally damaged systems.
	<b>Theft Protection</b>	Helps track and recover stolen notebooks and remotely deletes sensitive data.
	<b>Keep Your Hard Drive</b>	Enables you to control your sensitive data by retaining your hard drive.
Premium Proactive	<b>Enterprise-Wide Contract</b>	Provides a deep support relationship and is ideally suited for more complex IT environments. Includes a designated Service Delivery Manager, proactive planning and reporting to help you maximize uptime and performance.
	<b>Proactive Maintenance Option</b>	Maximizes the availability and stability of your infrastructure proactively. The package includes a detailed system assessment and implementation of driver or firmware updates and upgrades for your server or storage systems.
	<b>Remote Advisory Options</b>	Provides telephone access to technical expertise for specialized applications and solutions such as Microsoft Exchange, Virtualization, and more.

<sup>1</sup> May be provided by third-party. Technician will be dispatched if necessary following phone-based troubleshooting. Availability varies. See [dell.com/servicecontracts](http://dell.com/servicecontracts) for details.

<sup>2</sup> 2007 Enterprise IT Budget Outlook: North America, Forrester Research, Inc., February 2007

<sup>3</sup> Based on an internal statistics using Dell customers the Enterprise Support scorecard metrics. July 30th, 2007

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SIMPLIFY YOUR IT MANAGEMENT AT [DELL.COM/ProSupport](http://DELL.COM/ProSupport)

