



The power to do more

ProSupport for Software



Comprehensive and collaborative help you successfully manage software within your environment.

Support that's right for you

Today's IT professional is looking for ways to simplify their environments and management of resources and administrative tasks. When issues come up with your organization's software applications you want fast response and resolution.

Your complex IT environment includes more than a single vendor's software and hardware products. Managing an issue with varying support professionals and contracts can be time consuming and frustrating.

Collaborative assistance with Dell ProSupport for Software includes troubleshooting for select third-party software. Dell will work in partnership with you and the third-party software vendor to assist with the troubleshooting for the covered software.

Global Support services

When it comes to supporting your IT solutions, you can rely on Dell's Global Support services for fast response and resolution so you can focus on your critical business imperatives. ProSupport for Software offers the benefits of comprehensive software support and technical expertise that you are expecting:

- **Single point of contact.** Help reduce complexity in the day-to-day management of your environment with access to our global team of certified engineers that serve as your single point of contact for software and hardware support across your multivendor environment.
- **Eliminate redundancies.** Great cost savings allow for streamlining resources and support processes for software and hardware interrelated issues, while helping to reduce overall operational support costs.
- **Collaborative** Third party vendor issue identification and assistance for your data center and end-user applications.

Software support features

- Basic to advanced software troubleshooting
- Application validation assistance (license key management issues)
- Remote re-installation support (returning product to its original state)
- Support for configuration, getting started assistance, and best practices recommendations on usage
- Remote deployment assistance with patches and updates²
- Software issue identification and escalation support

For more information about Dell ProSupport for Software visit us online at dell.com/software-support.

¹ Please contact a Dell technical support analyst for an up-to-date list of covered software products. ² This feature is application-specific. Please see the service description for more information. Availability may vary by customer location. Please contact your Dell sales or technical support analyst for additional details. © 2014 Dell Inc. All rights reserved.