Everything you need to support PCs and tablets

ProSupport Plus is the most complete support service, it combines priority access to expert support, accidental damage repair, and proactive monitoring for automatic issue prevention and resolution.

It is designed to provide maximum support with minimal effort for you. As the first premium service for PCs and tablets that automates support, ProSupport Plus prevents issues before they occur and quickly resolves issues when they do.

Choose ProSupport Plus:

- Priority access to ProSupport engineers 24x7x365 to quickly resolve hardware and software issues
- Predictive analysis for issue prevention and optimization enabled by SupportAssist
- Proactive monitoring, issue detection, notification and automated case creation for accelerated issue resolution enabled by SupportAssist
- Power to manage all your asset alerts from a single portal with TechDirect or use tools you already use like Microsoft SCOM, Remedy, KACE and OpenManage Essentials
- System repair after a drop, spill or surge to protect your investment
- Hard drive retention after replacement to help secure your data
- Dedicated Technology Service Manager, a single point of contact for issue resolution and monthly reporting
Complete support with minimal effort

Benefits:
- Resolve issues quickly with ProSupport engineers
- Increase productivity with proactive, automated support
- Avoid downtime with failure prevention
- Protect your investment with coverage for accidents
- Secure your data with hard drive retention

**Experts**
- Priority access to ProSupport engineers
- Dedicated Technology Service Manager
- Collaborative support

**Insights**
- Proactive issue detection
- Predictive failure prevention
- Monthly history and contract reporting

**Ease**
- Automated case creation with notification
- Repair for drops, spills and surges
- Retain hard drive after replacement

---

**Dell SupportAssist Technology**

With years of experience proactively monitoring datacenters, Dell is now bringing proactive and predictive automated support to PCs and tablets. SupportAssist provides:
- Remote monitoring and automatic case creation
- Automated collection of system state data for diagnostics
- Predictive failure analysis and notification with case creation
- Ability to manage asset alerts from a single portal with TechDirect

**Dell TechDirect**

TechDirect is a self-service tool that allows you to manage multiple support cases and dispatch parts. It is available in 11 languages and can be accessed online, through a mobile application or APIs (Application Programming Interfaces). TechDirect is easy to use, convenient and flexible to fit your needs.

For more information, please contact your Dell representative or visit Dell.com/ProSupportPlus