

The Future-Proof Program



FUTURE-PROOF Program

The Future-Proof Program is designed to help customers optimize the IT lifecycle through a series of guarantees, offers, and assurances. Future-Proof provides support from beginning to end by guaranteeing outcomes, maximizing investments and helping customers navigate the future of IT. This program enables customers to focus on critical business needs while Dell Technologies handles the rest.

The Future-Proof Program consists of 9 offers:

- **3 Year Satisfaction Guarantee.** Far exceeds industry standards.
- **Storage Data Reduction.** The best storage data reduction for every workload.
- **Up to 55:1 Data Reduction.** Data reduction for data protection appliances.
- **Tech Refresh & Recycle.** Trade-In existing products in operational condition for credit towards next generation Dell Technologies offerings.
- **Clear Price.** Fair and transparent support price guidance.
- **All-inclusive Software.** Everything needed to store, manage & protect data is included.
- **Anytime Upgrades.** Flexible upgrades beyond next-gen controller swap.
- **Never-worry Data Migration.** It's always simple to move to next-gen storage and HCI.
- **Flexible Payment Solutions.** Dell offers a broad range of payment solutions.

Three-year Satisfaction Guarantee: Requires purchase of a 3-year ProSupport agreement. Compliance is based on product specifications. Any refund will be prorated.

Storage Data Reduction Guarantees: Requires customer signature and purchase of ProSupport Plus or ProSupport with Mission Critical.

Up to 55:1 Data Reduction: Requires customer signature and a purchase of either a ProSupport, ProSupport Plus, or ProSupport Mission Critical maintenance agreement.

Refresh & Recycle: Trade-In value determined based on market conditions at Dell EMC's sole discretion.

Clear Price: Requires Purchase of 1 year to 5 years of product support service.

All-inclusive Software: Includes select software needed to store and manage data.

Anytime Upgrades: Requires ProSupport Plus add-on only available at POS (Includes ProDeploy Plus performed by Dell Technology Services with no downtime or data migration).

Never-worry Data Migration: Does not include data transfer services. Customer responsible for ensuring data is backed-up.

Flexible Payment Solutions: Dell EMC Flexible Payment Solution models enabled by Dell Financial Services (DFS).