

# ProSupport Infrastructure Suite

	Basic Hardware Support <sup>1</sup>	ProSupport	BEST ProSupport Plus
<b>Outcome Assistance and Advocacy via assigned Technical Customer Success Manager</b>			
Enjoy a frictionless customer experience with cross-functional lifecycle management aligned to your goals			✓
Accelerate time-to-value through onboarding assistance, education and success planning			✓
Turn challenges into opportunities with actionable strategies powered by data and AI-driven analytics			✓
Ensure coverage continuity while preparing to scale for future success			✓
<b>Proactive Monitoring &amp; Actionable Insights via Dell's connectivity solutions and tools</b>			
Quickly visualize performance through a current system health score		✓	✓
Cybersecurity monitoring and mitigation recommendations provide another layer of protection		✓	✓
Predictive performance and capacity analysis address bottlenecks		✓	✓
Prevent or plan for downtime with predictive hardware anomaly detection		✓	✓
Energy consumption and carbon footprint forecasting support sustainability and stewardship initiatives		✓	✓
Get ahead of problems with proactive issue detection with automated case creation	✓	✓	✓
Streamline internal IT efforts with efficient service request and escalation management tools	✓	✓	✓
Minimize disruptions by self-dispatching eligible parts	✓	✓	✓
<b>Support Essentials</b>			
Receive an assigned incident manager for Sev 1 issues who will work your issue through to resolution		✓	✓
Count on Mission Critical Support during Sev 1 incidents and natural disasters			✓
Keep systems code current and performing at peak through Dell supported Proactive System Maintenance			✓
Get priority access to senior technical support engineers—skip the queues and callbacks			✓
Bringing your own software? We provide limited 3rd party software support <a href="#">Learn more</a>			✓
Choose onsite parts delivery and labor response that meets your needs	Next Business Day	NBD or 4-hour	4-hour
Select product coverage that best augments your internal resources	Hardware	Hardware & Software <sup>2</sup>	Hardware & Software <sup>2</sup>
Have an issue? We are here for you by phone, chat and online	Local business hours	24/7/365	24/7/365

<sup>1</sup>Basic upgrades and extensions are not available in Germany.

<sup>2</sup>Licensed software products may require a separate ProSupport contract.