

# No time for downtime



Virtually eliminate unplanned downtime due to hard drive failures<sup>1</sup>

## Dell ProSupport Plus for PCs

ProSupport Plus combines actionable insights and automated, predictive, proactive support with accidental damage repair and 24x7 priority access to ProSupport engineers. We take the burden of routine support off of IT staff, allowing you to focus on what's next, not what just happened.



**Stay productive!** Our predictive technology detects issues before they become problems, so you can fix them before end-users lose productivity.



**It's a safe bet, we'll call you first!** Proactive alerts and automatic case creation allow Dell to start working on the problem before you can make a call.



**Make faster, better decisions.** Telemetry-driven recommendations and insights allow you to remotely act on developing IT issues, anticipate end-user needs and reduce resolution time.



**Work anywhere, support everywhere.** Our in-region ProSupport engineers are ready 24x7 to help whether you're in the office or on the go. If you need a repair, we can be onsite the next business day.<sup>3</sup>



**Accidents happen** – we fix them. ProSupport Plus gives you quick replacement and protection for drops, spills and surges.



**Through rain, sleet or snow...really!** Our 6 Global Command Centers ensure parts and labor get to you through any weather, natural disaster, traffic or crisis.

**ProSupport Plus with SupportAssist uses AI to predict hard drive issues<sup>1</sup>**

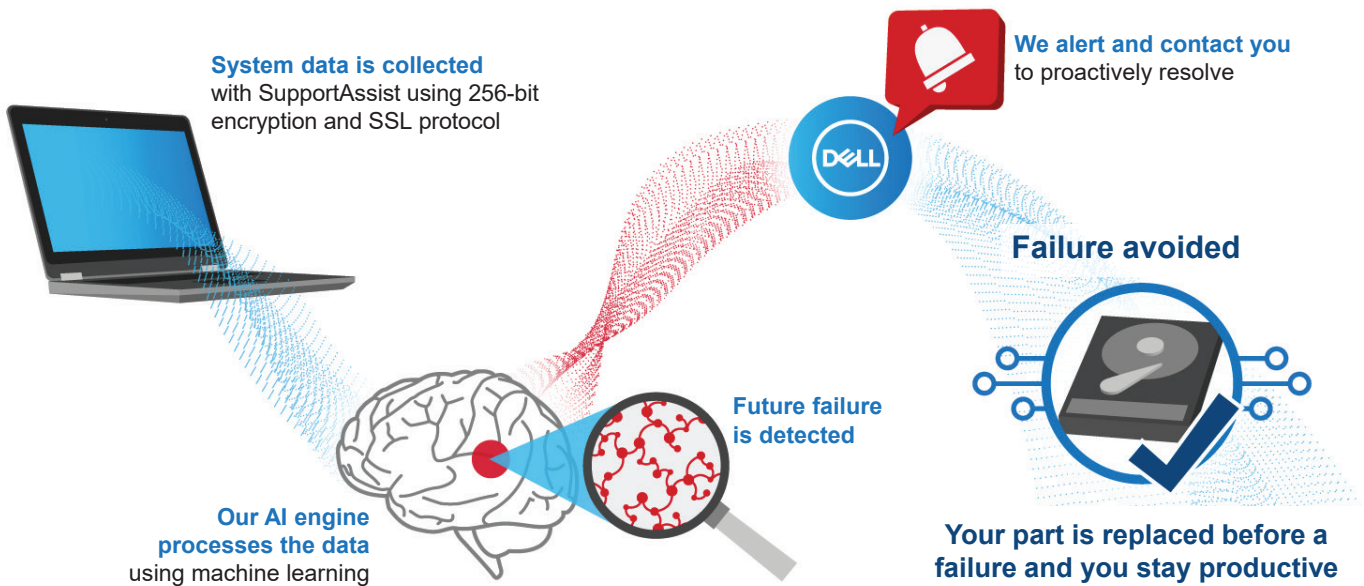
Up to **6X faster** for hard drive resolution<sup>2</sup>

**Can pay for itself with a single incident**

## The most complete support package in the industry<sup>9</sup>

Features	Benefits
Predictive alerts for developing issues	Fix issues before they become problems
Proactive automated support	Quick resolution of existing issues
24x7 priority access to in-region ProSupport engineers	Experts available onsite <sup>3</sup> , online, phone
Onsite service the next business day <sup>3</sup>	We come to you for repairs both in the office and on the go
Accidental damage repair <sup>6</sup>	Repair or replacement for drops, spill or surges included
Keep your hard drive after replacement <sup>7</sup>	Protect your data by always having it on hand
Hardware and software support <sup>4</sup>	One-stop solutions for all issues
Visibility of Dell asset base	Easily manage asset base and alerts
PC Optimization through telemetry-driven recommendations	Keep your Dell fleet productive and healthy by remotely resolving IT issues anytime, anywhere
Enhanced hardware and software utilization	Anticipate user needs and reduce resolution time
Integration into third-party applications	Manage or integrate alerts into management tools you use every day, like ServiceNow, MS SCOM or KACE
Service Account Manager <sup>5</sup>	Designated support for escalation management, reporting incidents and asset base/account planning

## ProSupport Plus with SupportAssist uses AI to predict hardware failures; virtually eliminates unplanned downtime<sup>1</sup>



To learn more, contact your Dell sales representative or visit [DellTechnologies.com/ProSupportSuiteforPCs](https://DellTechnologies.com/ProSupportSuiteforPCs)

<sup>1</sup>Based on a Principled Technologies test report, "Dell ProSupport Plus with SupportAssist warns you about hardware issues so you can fix them before they cause downtime" dated April 2019. Testing commissioned by Dell, conducted in the United States. Actual results will vary. Full report: <http://facts.pt/0xvze8>. Hardware issues detected by SupportAssist include hard drives, solid state drives, batteries and fans. <sup>2</sup>Based on a Principled Technologies report, "Diagnose and resolve a hard drive issue in less time with Dell ProSupport Plus" May 2020. Testing commissioned by Dell, conducted in the United States. Actual results may vary. Full report: <http://facts.pt/ddvOne9>. SupportAssist must be activated through ProSupport or ProSupport Plus to realize proactive or predictive alerts or benefits. <sup>3</sup>Onsite availability varies by country and service purchased. Onsite service available after remote diagnosis on field serviceable units. <sup>4</sup>Software support with collaborative 3rd party assistance. <sup>5</sup>Available for customers with 500 or more ProSupport Plus Systems <sup>6</sup>Accidental Damage service excludes theft, loss, and damage due to fire, flood, or other acts of nature, or intentional damage. Customer must return damaged unit. Limit of 1 qualified incident per contract year. <sup>7</sup>Hard drive retention is not available on models with a soldered hard drive, Chromebooks or Venue tablets, except the Venue 11 Pro <sup>8</sup>SupportAssist not available on Linux, Windows RT, Ubuntu or Chrome based products. SupportAssist automatically detects and proactively alerts Dell to: operating system issues, software upgrades, driver updates and patches, malware, virus infected files, failures of hard drives, batteries, memory, internal cables, thermal sensors, heat sinks, fans, solid state drives and video cards. Predictive analysis failure detection includes hard drives, solid state drives, batteries and fans. <sup>9</sup>Based on a Dell analysis dated March 2019. Some ProSupport Plus features are not available on all products.

