DELL Technologies

Proactive, Predictive and Personalized Support

ProSupport Infrastructure Suite

Your business is evolving, and so are the challenges you face. Whether it's managing IT infrastructure, minimizing security risks, or working within tight budgets, keeping your systems accessible and running at peak performance can feel overwhelming.

97%
of ProSupport Infrastructure Suite customers are highly satisfied with the technical support they receive[1]

Dell's ProSupport Infrastructure Suite is here to empower you with expert technical support and cutting-edge tools designed to save time, boost productivity, and maximize value.

The ProSupport Infrastructure Suite helps our clients get the most value from infrastructure investments by leveraging world-class expertise and AI-powered insights to help you get the most out of your technology investments. We empower your business success with:

- **Flexibility** to choose the right support based on system criticality.
- **Comprehensive Collaborative Coverage** for hardware and software issues.
- **Global Consistency,** offering a seamless experience wherever your teams are located.

Why Trust ProSupport Infrastructure Suite?[2]

We've built a reputation for excellence by combining highly skilled professionals with innovative technology to stay ahead of your business needs.

- 60,000+ Dell and partner professionals
- 250+ million assets currently supported
- Availability in over 120 locations
- 55+ languages supported

- 6 Services Command Centers
- 85 technical support sites
- 650+ parts distribution centers
- 49 TSIA STAR Awards

The Right Support for Every Need

ProSupport for Infrastructure

ProSupport offers 24/7/365 technical support for Dell hardware and software, guaranteeing immediate response when issues occur. Pair this expert support with Dell connectivity technology and tools for services and infrastructure management for additional benefits like proactive detection of hardware anomalies and guidance on security advisories.

ProSupport Plus for Infrastructure

When managing critical business workloads, ProSupport Plus is your premier solution. This offer includes all ProSupport features alongside proactive system maintenance, access to senior support engineers and a Technical Customer Success Manager—a trusted partner and cross-functional advocate dedicated to helping you realize your business and technology goals. From predictive issue resolution to regular maintenance planning, ProSupport Plus delivers a personalized support experience designed for mission-critical environments.

Available Standard Offers

Support Essentials

	Basic Hardware Support[3]	ProSupport	ProSupport Plus
Dell Technologies product coverage	Hardware	Hardware & Software	Hardware & Software
Technical support availability and response objective	Local business hours	24/7/365	24/7/365
Onsite parts and labor response objective	Next Business Day (NBD)	NBD or 4 hours	4 hours
Collaborative hardware and software assistance		✓	✓
Access to software updates		✓	✓
Software upgrade assistance on storage systems		✓	✓
Assigned Incident Manager for Severity 1 support cases		✓	✓
Proactive system maintenance			✓
Enhanced Mission Critical support			✓
Priority access to senior support engineers			✓
(limited) 3rd party software support			✓

Monitoring & Actionable Insights *via Dell's AI-leveraged technology platforms*

	Basic Hardware Support[3]	ProSupport	ProSupport Plus
Current systems health score		✓	✓
Cybersecurity monitoring with actionable insights		✓	✓
Predictive performance and capacity analysis		✓	✓
Predictive hardware anomaly detection		✓	✓
Energy consumption and carbon footprint forecasting		✓	✓
Proactive issue detection with automated case creation	✓	✓	✓
Critical incident/risk notifications and insights	✓	✓	✓
Service request management and escalation monitoring	✓	✓	✓
Self-dispatch of eligible parts	✓	✓	✓

Customer Success *via assigned Technical Customer Success Manager*

	Basic Hardware Support[3]	ProSupport	ProSupport Plus
Cross-functional lifecycle management			✓
Onboarding and technology adoption assistance			✓
Success initiatives and advanced reporting			✓
Renewals and refresh planning			✓

Visit **Dell.com** or contact your Dell Technologies sales representative for more information

[3]Basic Hardware Support extensions and upgrades are not available in Germany

April 2025 | ProSupport Infrastructure Suite Datasheet

DELL Technologies