

Dell ProSupport Suite for PCs

What you should expect from world-class support:

	Basic Hardware Service	ProSupport	ProSupport Plus	ProSupport Flex ⁷
Technical support the way it works best for you (phone or chat)	Business hours	Phone 24x7	Phone 24x7	Phone 24x7
Hardware repair to reduce productivity downtime	Varies	Onsite NBD ¹	Onsite NBD ¹	Onsite NBD ¹
Direct access to in-region ProSupport experts for hardware and software ² issues		●	Priority Access	●
Command center monitoring for on-time parts and labor delivery		●	●	●
Service Account Manager for designated account reporting and planning ⁶			●	●
Hard drive retention after replacement ⁵ to secure privacy of data			●	Optional
Repairs or replacements for accidental damage ⁴			●	Optional

Dell doesn't stop there. We do more to support you:

TechDirect is your online portal to connect ³ and manage your Dell fleet:	●	●	●	●
• Self-service case management and parts dispatch	●	●	●	●
• Quick analysis of health, application experience & security scores		●	●	●
• Proactive issue resolution with automated detection, case creation & support		●	●	●
• Utilization metrics uncover performance issues and trends		●	●	●
• Predictive issue detection and resolution before failures reduce disruptions			●	●
• Automatic creation and deployment of custom catalogs for Dell BIOS, driver, firmware and applications provide remote and seamless updates			●	●
• Customized rules allow you to define remote remediation workflows			●	●

¹ Onsite availability varies by country and service purchased. Onsite service after remote diagnosis. ² Software support with collaborative 3rd party assistance. ³SupportAssist 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 update=es 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. ⁴ 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. ⁵ Hard drive retention is not available on models with a soldered hard drive, Chromebooks or Venue tablets, except the Venue 11 Pro.. ⁶Available for ProSupport Plus customers with 500 or more ProSupport Plus systems ⁷Customers must commit to purchase 1,000 Dell client assets with ProSupport Flex within 12 months.