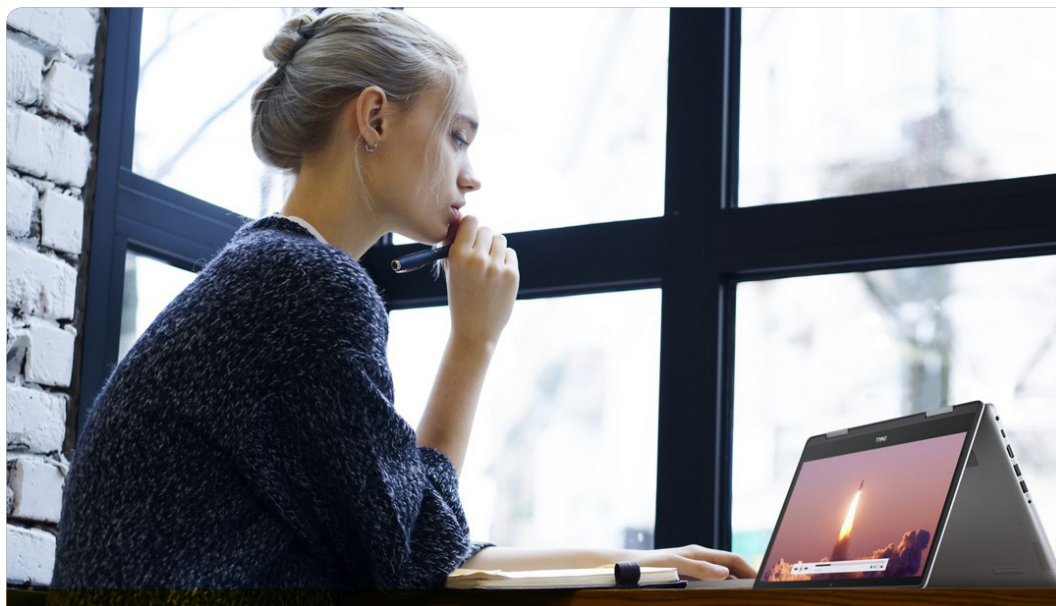




# Time for Innovation



**55+**  
Languages spoken

**32**  
Countries offering same and next business day response

## Dell ProSupport for PCs

Let's face it, sometimes basic hardware warranty just won't cut it. With one simple upgrade, find peace of mind and expert, 24x7 support. Automatic, proactive problem-solving takes the tedious steps out of tech support. Get the best out of your teams and let us worry about IT.



**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.



**Work anywhere, support everywhere.** Our in-region ProSupport engineers are ready to help with onsite next business day service<sup>3</sup> whether you're in the office or around the globe, any time of day.



**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.



**One call fixes it all.** Don't get caught in a multi-vendor loop. ProSupport offers hardware and software support and assistance with third-party suppliers.

**55+**  
languages spoken

**32**  
countries offering same or next business day response

**165+**  
countries supported

**55,000**  
team members  
— direct & partner

**2500+**  
carry-in service centers

**6**  
global command centers

**1,035+**  
part distribution centers

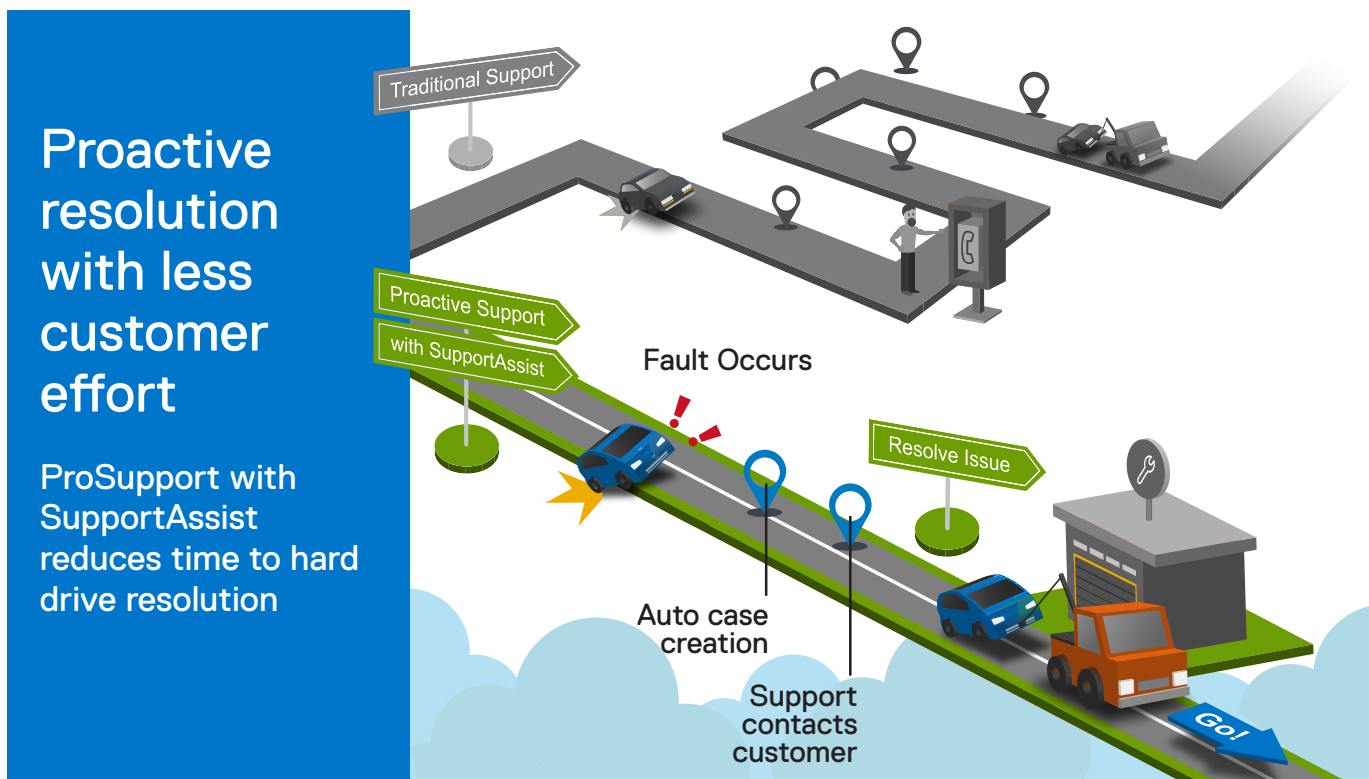
**15.5M+**  
parts dispatched

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

## The most complete support package in the industry<sup>4</sup>

Features	Benefits
Proactive automated support	Quick resolution of existing issues
24x7 direct 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
Hardware and software support <sup>4</sup>	One-stop solutions for all issues
Visibility of asset base	Easily manage asset base and alerts
Hardware utilization	Gain insight with early detection of performance issues
Automatic case creation	Removes tedious steps in the repair process
Integration into third party applications	Manage or integrate alerts into management tools you use every day, like ServiceNow, MS SCOM or KACE

## ProSupport with SupportAssist<sup>3</sup> frees your time



**Proactive resolution with less customer effort**

ProSupport with SupportAssist reduces time to hard drive resolution

### Removing risks for your business

SupportAssist uses industry-standard precautions to protect system state information and ensure its security.

- Information is encrypted with 256 bit and transferred securely using SSL protocol
- Only system state info is used for troubleshooting
- Dell hosts system state info in a secure data center with a variety of security measures

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

<sup>1</sup>Based on a Principled Technologies test report, "Spend Less Time and Effort Troubleshooting Laptop Hardware Failures" dated April 2018. Testing commissioned by Dell, conducted in the United States. Actual results will vary. Full report: <http://facts.pt/L52XKM> <sup>2</sup>Onsite availability varies by country and service purchased. Onsite service available after remote diagnosis on field serviceable units. <sup>3</sup>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. <sup>4</sup>Based on a Dell analysis dated March 2019. Some ProSupport Plus features are not available on all products.

