

# Dell ProSupport Suite for PCs

## What you should expect from world-class support:

Technical support the way it works **best for you** (phone or chat)

Hardware repair **to reduce productivity downtime**

Direct access to **in-region** ProSupport experts for hardware and software<sup>2</sup> issues

Command center monitoring for **on-time parts and labor delivery**

Service Account Manager for **designated account reporting and planning**<sup>6</sup>

Hard drive retention after replacement<sup>5</sup> to **secure privacy of data**

Accident **coverage for drops, spills and surges**<sup>4</sup>

Basic Hardware Service	ProSupport	ProSupport Plus	ProSupport Flex <sup>7</sup>
Business hours	Phone 24x7	Phone 24x7	Phone 24x7
Varies	NBD Onsite <sup>1</sup>	NBD Onsite <sup>1</sup>	NBD Onsite <sup>1</sup>
	●	Priority Access	●
	●	●	●
		●	●
		●	Optional
		●	Optional

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

TechDirect is your online portal to connect<sup>3</sup> 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**

**Term-based subscription**<sup>8</sup> available in monthly or annual payments

●	●	●	●
●	●	●	●
●	●	●	●
	●	●	●
	●	●	●
	●	●	●
		●	●
		●	●
		US & Canada	US & Canada

<sup>1</sup>Next Business Day (NBD) onsite or Advanced Exchange after remote diagnosis (a) Onsite after remote diagnosis is determined by online/phone technician of cause of issue, may involve customer access to inside of system and multiple extended sessions. If issue is covered by Limited Hardware Warranty and not resolved remotely, technician and/or part will be dispatched usually within 1 or 2 business days following completion of remote diagnosis. Onsite service is provided by Dell Marketing LP, availability varies. Other conditions apply. (b) Advanced Exchange replaces hardware after remote diagnosis. Customer must return original hardware to Dell according to the rules specified. Advanced Exchange subject to location availability. **ProSupport Suite customers that purchase products that are field repairable are entitled to NBD Onsite service but not Advanced Exchange.** (c) For complete details about onsite or Advanced Exchange, please see [dell.com/service](http://dell.com/service) contracts. <sup>2</sup>Software support with collaborative 3<sup>rd</sup> party assistance. <sup>3</sup>SupportAssist not available on Linux, Windows RT, Ubuntu or Chrome based products. Connectivity is required for SupportAssist features. 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>4</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>5</sup>Hard drive retention is not available on models with a soldered hard drive, Chromebooks or Venue tablets, except the Venue 11 Pro. <sup>6</sup>Available for ProSupport Plus customers with 500 or more ProSupport Plus systems. <sup>7</sup>Customers must commit to purchase 1,000 Dell client assets with ProSupport Flex within 12 months. <sup>8</sup>Service deactivation fee applies for early termination of subscription contracts. Refer to commercial subscription and auto renewal terms. Not all ProSupport features are available in all locations and/or routes to market.