

ProSupport Flex for PCs



Build a personalized support plan for office and remote employees

Working together to build best-in-class solutions

The ideal choice for self-maintaining customers with a large number of PCs and robust IT capabilities. Our solutions are built on standard support service components that leverage our global scale and can be assembled in a combination that perfectly fits your needs.

- Optimize your support budget with custom fit package
- Complement your resources by extending capabilities only as needed
- Reduce risk and downtime with streamlined processes and industry-leading technologies

Experts

- Direct access to ProSupport engineers
- Designated Service Account Manager
- Expert technicians for onsite service

Insights

- Customized services
- Proactive, predictive automated support
- Actionable, telemetry-driven insights into PC performance
- Monthly reporting

Ease

- 24x7 phone support for hardware and software
- Same or next business day onsite service options
- Flexible add-on parts



Dell ProSupport Suite for PCs

Feature comparison

	Basic Hardware Service	ProSupport	ProSupport Plus	ProSupport Flex ⁵
Technical support through phone and online	Business hours	24x7	24x7	24x7
Hardware repair model ¹	Varies	Onsite	Onsite	Onsite
Direct access to in-region ProSupport engineers		●	Priority Access	●
Single resource for software and hardware expertise		●	●	●
Command center monitoring and crisis management		●	●	●
SupportAssist & TechDirect technology enabled features for your Dell fleet³:	●	●	●	●
• Self-service case management and parts dispatch	●	●	●	●
• Proactive automated issue detection, notification and case creation		●	●	●
• Visibility of asset base for easy management and alerts		●	●	●
• Early detection of performance issues with hardware and software utilization		●	●	●
• PC optimization through remote resolution (including BIOS & drivers)			●	●
• Predictive automated issue detection for failure prevention			●	●
Service Account Manager, support history and contract reporting ⁶			●	●
Hard drive retention after replacement ⁵			●	Optional
Repairs for accidental damage like drops, spills and surges ⁴			●	Optional
Additional services (parts locker, onsite diagnosis, etc.)				Optional

To learn more about **ProSupport Flex** contact your sales representative.

¹ Onsite availability varies by country and service purchased. Onsite service after remote diagnosis. ² Software support with collaborative 3rd party assistance. ³ 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. 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. ⁶ Available for ProSupport Plus customers with 500 or more ProSupport Plus systems ⁷ Customers must commit to purchase 1,000 Dell client assets with ProSupport Flex within 12 months.

