

# Dell ProSupport Suite for PCs

## Feature comparison

	Basic Hardware Service	ProSupport	ProSupport Plus	ProSupport Flex <sup>7</sup>
Technical support through phone and online	Business hours	24x7	24x7	24x7
Hardware repair <sup>1</sup>	Varies	Onsite	Onsite	Flexible
Direct access to in-region ProSupport engineers		●	Priority Access	●
Single resource for software and hardware expertise <sup>2</sup>		●	●	●
Command center monitoring and crisis management		●	●	●
<b>SupportAssist &amp; TechDirect technology enabled features for your Dell fleet:<sup>3</sup></b>	●	●	●	●
• 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 with remote resolution (including BIOS & drivers)			●	●
• Predictive automated issue detection for failure prevention			●	●
Service Account Manager, support history and contract reporting <sup>6</sup>			●	●
Hard drive retention after replacement <sup>5</sup>			●	Optional
Repairs for accidental damage like drops, spills and surges <sup>4</sup>			●	Optional

<sup>1</sup> Onsite availability varies by country and service purchased. Onsite service after remote diagnosis. <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. 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.